YORSERVE LTD

BOILER CARE PLANS

Expert boiler care you can rely on

Keep your home warm, safe and running smoothly with a care plan from YorServe's Gas Safe registered engineers.

ESSENTIALS	PLUS · MOST POPULAR	PREMIUM VIP
£15.99 /month	£27.00 /month	£39.99 /month

0333 360 9936

hello@yorserve.com

yorserve.com

WELCOME TO YORSERVE

Trusted heating engineers for Yorkshire homes

YorServe Ltd is a Goole-based heating company with a team of Gas Safe registered engineers serving homes across Yorkshire. Our care plans give you a properly maintained boiler, a dependable route to an engineer when you need one, and clear, fair pricing on any repairs.

Gas Safe registered

Every visit is carried out by a qualified, Gas Safe registered engineer.

Local and accountable

Based in Goole and serving towns and villages across Yorkshire.

Flexible monthly plans

A simple monthly Direct Debit with no long-term contract.

Clear, upfront pricing

You'll always receive a price before any work goes ahead.

HOW IT WORKS

Three simple steps

01

Choose your plan

Select Essentials, Plus or Premium VIP and set up your monthly Direct Debit.

02

We arrange your service

We'll contact you to book your annual boiler service and CO alarm check.

03

Support when you need it

Call our members priority booking line for breakdowns and diagnostic visits.

OUR CARE PLANS

Choose the plan that suits your home

Every plan includes your annual boiler service, a carbon monoxide alarm check and our members priority booking line. Higher tiers add faster response times, additional checks and greater savings on repairs.

ESSENTIALS

£15.99 /month

Essential annual cover for your boiler.

- Annual boiler service
- Annual CO alarm check
- 1 free diagnostic visit (worth £110)
- 10% off labour & materials
- Members priority booking line
- Service reminders

MOST POPULAR

PLUS

£27.00 /month

Ideal for landlords and unvented cylinders.

- Everything in Essentials, plus:
- 2 free diagnostic visits
- 20% off labour & materials
- Same-day response (before 10am, Mon–Fri)
- Unvented cylinder service
- Radiator bleed & balance check
- System inhibitor top-up
- Landlord gas safety record (CP12)

PREMIUM VIP

£39.99 /month

Complete peace of mind, day or night.

- Unlimited diagnostic visits
- 30% off labour & materials
- No first-hour labour fee
- Priority & out-of-hours response
- Unvented cylinder service
- Annual system health report
- Smart boiler monitoring
- Boiler replacement pricing

Monthly Direct Debit · Natural gas and LPG boilers under 15 years old · Full comparison overleaf

COMPARE PLANS

Side by side

	Essentials £15.99	Plus £27.00	Premium VIP £39.99
Annual boiler service	✓	✓	✓
Carbon monoxide alarm check	✓	✓	✓
Members priority booking line	✓	✓	✓
Service reminders	✓	✓	✓
Free diagnostic visits a year	1 (worth £110)	2	Unlimited
Discount on labour & materials	10%	20%	30%
First-hour labour fee on repairs	Less 10%	Less 20%	Free
Breakdown response	Next available	Same day*	Priority
Out-of-hours emergency attendance	✗	✗	✓
Unvented cylinder service	✗	✓	✓
Radiator bleed & balance check	✗	✓	✗
System inhibitor top-up	✗	✓	✗
Landlord gas safety record (CP12)	✗	✓	✗
Annual system health report	✗	✗	✓
Smart boiler monitoring	✗	✗	✓
Preferential boiler replacement pricing	✗	✗	✓

* Same day if you report a breakdown by phone before 10am on a working day, Monday to Friday. Prices are per month by Direct Debit. Repairs, parts and labour are charged separately with your member discount; we always give you a price first.

YORSERVE LTD

ESSENTIAL ANNUAL COVER

Essentials

Ideal for homeowners who want their boiler professionally serviced every year, with support in place if a fault occurs.

MONTHLY PLAN

£15.99

per month by Direct Debit

0333 360 9936
to join or ask a question

What's included

Annual boiler service
Carried out by a Gas Safe registered engineer to manufacturer standards.

CO alarm check
We check your carbon monoxide alarm is fitted, in date and working.

1 free diagnostic visit
Worth £110. We find the fault and tell you exactly what's needed.

10% off repairs
10% off labour and materials, including the first-hour labour fee.

Priority booking line
A dedicated members line for booking visits and reporting breakdowns.

Next available appointment
An engineer will attend at the next available appointment.

Service reminders
We will contact you when your annual service is due.

Repairs, parts and labour are charged separately with your 10% member discount. We always give you a price before any work.

Monthly Direct Debit · No long-term contract

YORSERVE LTD

MOST POPULAR

OUR MOST POPULAR PLAN

Plus

Ideal for landlords, homes with an unvented cylinder, and households that value a faster response.

MONTHLY PLAN

£27.00

per month by Direct Debit

0333 360 9936
to join or ask a question

What's included

Annual boiler service
Plus your carbon monoxide alarm check at the same visit.

2 free diagnostic visits
Two fault-finding visits a year, each worth £110.

20% off repairs
20% off labour and materials, including the first-hour labour fee.

Same-day response
Report a breakdown before 10am, Monday to Friday, and we aim to attend that day.

Unvented cylinder service
Your mains-pressure hot water cylinder serviced once a year.

Radiator bleed & balance
We bleed radiators and balance valves so heat spreads evenly.

Inhibitor top-up
System inhibitor supplied and topped up once a year.

Landlord gas safety record
Your annual CP12 certificate, covering up to 2 gas appliances.

Also includes the members priority booking line and service reminders. Repairs are charged separately with your 20% discount.

Monthly Direct Debit · No long-term contract

YORSERVE LTD

COMPLETE PEACE OF MIND

Premium VIP

Ideal for households wanting our fastest response, day or night, with no diagnostic or first-hour labour fees.

MONTHLY PLAN

£39.99

per month by Direct Debit

0333 360 9936
to join or ask a question

What's included

Unlimited diagnostic visits
No diagnostic fees, however often you need us.

30% off repairs
Our biggest discount on labour and materials.

No first-hour labour fee
The first hour of labour on every repair visit is free.

Priority & out-of-hours
Breakdowns are prioritised, with emergency attendance out of hours.

Unvented cylinder service
Your hot water cylinder serviced every year.

System health report
A yearly check of your whole heating system, with a written report.

Smart boiler monitoring
On compatible boilers, helping us identify faults early.

Boiler replacement pricing
Preferential member pricing should your boiler need replacing.

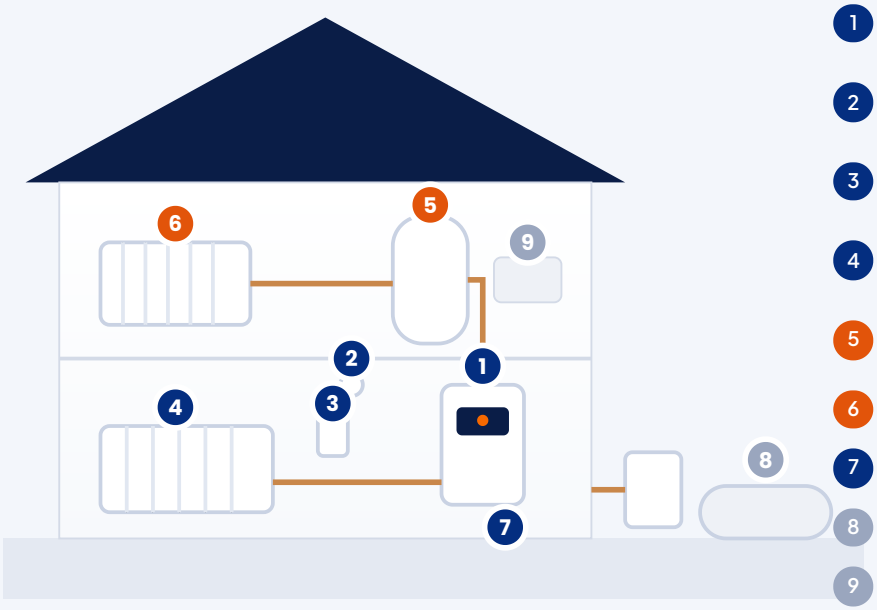
Also includes your annual boiler service, CO alarm check, priority booking line and service reminders.

Monthly Direct Debit · No long-term contract

WHAT'S COVERED

What we look after

YorServe care plans are maintenance and repair service plans, not insurance. Here's what we look after in your home, and what sits outside your plan.



1. Gas or LPG boiler – serviced every year
2. Carbon monoxide alarm – checked every year
3. Heating controls – discounted repairs
4. Radiators & pipework – discounted repairs
5. Unvented cylinder – Plus & Premium VIP
6. Radiator bleed & balance – Plus
7. Smart monitoring – Premium VIP
8. LPG tank & supply – not covered
9. Taps & toilets – not covered

Looked after

- Natural gas and LPG boilers up to 70kW, under 15 years old
- Annual service and carbon monoxide alarm check
- Fault diagnosis on your boiler and heating system
- Discounted repairs to controls, pump, valves, radiators and pipework
- Unvented cylinders (Plus and Premium VIP)
- LPG pipework inside your home

Not covered

- Oil boilers, heat pumps, back boilers and warm air units
- Your LPG tank, cylinders and regulators (your supplier's)
- Taps, showers, toilets, cold water tanks and drains
- Electrics, underfloor heating and thermal stores
- Sludge removal and powerflushing
- Mobile and park homes

AREAS WE COVER

Serving towns and villages across Yorkshire

From our base in Goole, our engineers cover the following towns and villages, along with the surrounding areas. If your village isn't listed, please call us and we'll confirm cover for your address.

Goole & the Marshland

Goole, Old Goole, Hook, Airmyn, Rawcliffe, Rawcliffe Bridge, Swinefleet, Reedness, Whitgift, Ousefleet, Adlingfleet, Eastoft, Pollington, Balne

Snaith & Drax

Snaith, East Cowick, West Cowick, Carlton, Camblesforth, Drax, Long Drax, Barlow, Hirst Courtney, Temple Hirst

Howden & East Riding

Howden, Asselby, Knedlington, Barmby on the Marsh, Wressle, Bubwith, Eastrington, Gilberdyke, Newport, Laxton, Kilpin, Saltmarshe, Holme-on-Spalding-Moor, North Cave, South Cave, Brough, Elloughton

Selby & district

Selby, Brayton, Barlby, Osgodby, Thorpe Willoughby, Hambleton, Hemingbrough, Riccall, Cawood, Eggborough, Kellington, Whitley, Hensall, Chapel Haddlesey, Burn, Sherburn in Elmet, Tadcaster

Thorne & Doncaster

Thorne, Moorends, Hatfield, Stainforth, Dunscroft, Fishlake, Sykehouse, Askern, Bentley, Doncaster

Wakefield & Five Towns

Wakefield, Pontefract, Knottingley, Castleford, Featherstone, Normanton

York

York, Fulford, Bishopthorpe, Escrick, Elvington, Wheldrake, Stamford Bridge

Leeds & Hull

Leeds, Garforth, Kippax, Rothwell, Micklefield · Hull, Hessle, Cottingham, Anlaby, Willerby, Kirk Ella

GOOD TO KNOW

Your questions, answered

Q. Is a care plan the same as insurance?

No. Our care plans are maintenance and repair service agreements, not insurance policies. They provide an annual service, diagnostic visits and discounted repairs.

Q. When will my first service be?

We normally carry out your first annual service within 60 days of your plan starting, then at around the same time each year. We will contact you to arrange it.

Q. Can I cancel?

Yes. There is a 14-day cooling-off period and no minimum term thereafter; simply give us 30 days' notice. If the benefits used in that plan year exceed the fees paid, the difference is payable.

Q. What if I move home?

Your plan ends when you sell or move out. Please let us know at least 14 days in advance, and we may be able to transfer your plan to your new home.

Q. Which boilers can join?

One natural gas or LPG boiler for domestic use, up to 70kW and under 15 years old, installed by a Gas Safe registered engineer, in a home with up to 5 bedrooms in our area.

Q. What does a diagnostic visit include?

An engineer attends to identify the cause of one fault and advise on the repair required. Repairs and parts are quoted separately, with your member discount applied.

Q. I use LPG. Am I covered?

Yes. We maintain your LPG boiler and the pipework inside your home. Your tank, cylinders and regulators remain the responsibility of your LPG supplier.

Q. Is there a waiting period?

Free diagnostic visits can be used from 14 days after your start date. They do not cover faults that existed before you joined.

Still got a question?

Our team will be happy to talk you through the plans. Full details are in the Terms and Conditions that follow.

0333 360 9936

GET IN TOUCH

Ready to join? Speak to our team.

Call us to set up your plan, book a visit or report a breakdown. Plan members use our priority booking line, and Premium VIP members can call out of hours for emergencies.

CALL
0333 360 9936

EMAIL
hello@yorserve.com

ONLINE
yorserve.com

VISIT
Unit 3a, Rawcliffe Road Ind. Estate, Lidice Road, Goole DN14 6XL

If you smell gas

Turn off the supply at the emergency control valve, open doors and windows, and don't use electrical switches or naked flames. Call the National Gas Emergency Service on **0800 111 999**. For LPG, call your LPG supplier's emergency number. Then contact us.

Serving Goole, Howden, Snaith, Selby, York, Leeds, **Doncaster, Wakefield, Hull and surrounding villages**

Care Plan Terms: Gas and LPG Boilers

Please read these terms carefully. They form the contract between you (the Customer) and YorServe Ltd for your Care Plan. This Care Plan is a maintenance and repair service contract. **It is not an insurance policy.**

1. Definitions

Annual Service: a yearly service of your Boiler, carried out by a Gas Safe registered engineer, to check that it is safe, working efficiently and meets the manufacturer's instructions and current regulations.

Authorised Representative: a person you have told us in writing may deal with us on your behalf.

Boiler: one boiler at the Property that runs on natural gas or LPG, is designed for domestic use, and has a heat output of up to 70kW.

Business Day: any day other than a Saturday, Sunday or bank holiday in England.

CO Alarm Check: a yearly check that a carbon monoxide alarm is fitted near your Boiler, is in date and works when tested.

Customer, you, your: the person who buys the Care Plan and is responsible for paying the Plan Fees and any other charges.

Diagnostic Visit: a visit by our engineer to find the cause of a fault with your Boiler or Heating System and tell you what is needed to fix it. It covers one fault and up to one hour on site. It does not include carrying out the repair, or any parts.

Diagnostic Fee: our standard charge for a Diagnostic Visit, currently £110.

Emergency Control Valve (ECV): the valve where the gas supply enters your Property, which turns off the gas.

First-Hour Labour Fee: the charge for the first hour of labour on a repair visit, currently £110, less any discount included in your Plan.

Gas Safety Record (CP12): the annual landlord gas safety check and certificate required by the Gas Safety (Installation and Use) Regulations 1998.

Heating System: the central heating and hot water parts connected to your Boiler, such as the pump, motorised valves, radiators, radiator valves, controls, hot water cylinder, expansion vessel and heating pipework.

LPG: liquefied petroleum gas, supplied from a bulk tank or cylinders.

LPG Supply Equipment: the LPG tank or cylinders, regulators and pipework up to the point where it enters your Property. This usually belongs to or is maintained by your LPG supplier.

Plan or Care Plan: the YorServe care plan you have chosen (Essentials, Plus or Premium VIP), as described in clause 5.

Plan Fees: the monthly amount you pay for your Plan.

Plan Year: each 12-month period starting on your Start Date or its anniversary. Plan benefits are provided per Plan Year.

Pre-existing Fault: a fault with the Boiler or Heating System that we reasonably believe existed before your Start Date.

Property: the home at the address in your Plan confirmation.

Start Date: the date your Plan starts, as stated in your Plan confirmation.

Unvented Cylinder: a mains-pressure hot water cylinder, serviced by an engineer qualified to work on unvented hot water systems.

Working Hours: 8:00am to 5:00pm, Monday to Friday, excluding bank holidays.

We, us, our, YorServe: YorServe Ltd, a company registered in England and Wales, whose registered office is at Unit 3a, Rawcliffe Road Industrial Estate, Lidice Road, Goole DN14 6XL. Phone 0333 360 9936, email hello@yorserve.com, website yorserve.com.

2. Basis of contract

2.1 These terms should be read with the Plan description on our website or in our Plan brochure. If the two conflict, these terms apply.

2.2 When you apply for a Plan online, by phone or in person, you are offering to buy it on these terms.

2.3 Your contract with us starts when we confirm in writing (including by email) that we have accepted you onto the Plan. This is your Start Date.

2.4 Pictures and descriptions in our advertising are a general guide only. Only the Plan description and these terms form part of the contract.

2.5 Any change to these terms only applies if we agree it in writing. References to "in writing" include email.

2.6 This Plan is a maintenance and repair service contract. It is not an insurance policy.

3. Eligibility

3.1 You can apply for a Plan if:

1. you have one Boiler at the Property that runs on natural gas or LPG;
2. the Boiler is under 15 years old, was installed by a Gas Safe registered engineer, and does not need to be removed from the wall to be repaired;
3. the Property is a domestic property in our area: Goole, Selby, Leeds, York, Doncaster, Wakefield, Hull and surrounding areas (please contact us if you're unsure);
4. you are aged 18 or over and are the owner, or the landlord, of the Property;
5. the Property has 5 bedrooms or fewer;
6. to the best of your knowledge, your Boiler and Heating System are safe and in good working order.

3.2 **Not covered by this Plan:** oil boilers, heat pumps, back boilers, warm air units, and boilers in mobile or park homes. We may offer separate plans for these.

3.3 We may give you a separate quote if your Property has more than 5 bedrooms, or if your system would be more difficult or costly for us to maintain.

3.4 We may decline an application. If we do, we will refund anything you have paid, less the cost of any work we have already carried out.

3.5 Your Plan covers the Boiler installed at the Start Date. If someone other than us replaces your Boiler, you must tell us straight away. We may then amend or end your Plan.

3.6 **Moving home:** your Plan ends on the date you sell or move out of the Property. Please tell us at least 14 days before you move. We may be able to transfer your Plan to your new home if it meets clause 3.1.

4. Term

4.1 Your Plan is a rolling monthly contract with no minimum term. It starts on your Start Date and continues month to month until you or we end it under clauses 9 or 10.

4.2 Plan benefits, such as free Diagnostic Visits, the Annual Service and other annual checks, are provided once per Plan Year unless stated otherwise. Benefits you don't use in a Plan Year do not carry over, and we do not refund them.

4.3 We will remind you about your Plan at least every six months. The reminder will set out what you pay, what is included and how to cancel.

5. The Plans

5.1 We offer three Plans, set out in the Plan summary at the end of these terms. Your Plan confirmation shows which one you have.

5.2 **Diagnostic Visits.**

1. Each Diagnostic Visit covers one fault. If we find a second, unrelated fault, diagnosing it counts as a separate visit.
2. Diagnostic Visits take place in Working Hours, except for Premium VIP out-of-hours attendance (clause 5.6).
3. Once you have used your free Diagnostic Visits for the Plan Year, further visits are charged at the Diagnostic Fee, less your Plan discount.
4. If a fault comes back because you chose not to have a repair we recommended, further Diagnostic Visits for that same fault are charged at the Diagnostic Fee.

5.3 **Repairs.** Repairs, parts and labour are not included in your Plan Fees. After a Diagnostic Visit, we will tell you what is needed and give you a price. Your Plan discount is taken off our standard prices for labour and materials. The discount does not apply to new boiler installations, which are priced separately.

5.4 **Annual Service.**

1. We will contact you or your Authorised Representative to book your Annual Service, normally within one month either side of when it is due.
2. We will try to contact you at least three times, by phone, text or email. If we cannot reach you, please contact us to book.
3. If the Annual Service is not carried out in a Plan Year because we could not reach you or could not get access, it will not roll over and we will not refund it.
4. Your first Annual Service will normally take place within 60 days of your Start Date. Later services will be on or around the anniversary of the previous one.
5. We carry out the Annual Service to current regulations and, where available, the manufacturer's instructions.
6. We will carry out your CO Alarm Check at the same visit. If an alarm is missing, out of date or faulty, we will tell you, and we can supply and fit one at your Plan discount.

5.5 **Plus Plan extras.**

1. **Unvented Cylinder service:** once per Plan Year, normally at your Annual Service.
2. **Radiator bleed and balance check:** once per Plan Year. We will bleed radiators and adjust valves so that heat is spread evenly. Replacing radiators or valves is chargeable.
3. **Inhibitor top-up:** once per Plan Year, with the inhibitor supplied free of charge.
4. **Landlord Gas Safety Record (CP12):** once per Plan Year for the Property, covering up to 2 gas appliances. Work needed to make an appliance pass is chargeable.
5. **Same-day response:** if you report a breakdown by phone before 10am on a Business Day, we aim to attend that day. If that's not possible, we will attend on the next Business Day.

5.6 **Premium VIP Plan extras.**

1. **No Diagnostic Fees:** Diagnostic Visits are free and unlimited, subject to clause 5.2.
2. **No First-Hour Labour Fee:** the first hour of labour on each repair visit is free. Further labour and parts are charged with your 30% discount.
3. **Priority response:** your breakdowns are put ahead of non-priority bookings.
4. **Out-of-hours attendance:** we will attend outside Working Hours for emergencies, meaning no heating or hot water, or a safety concern. Please call 0333 360 9936. Labour beyond the first hour out of hours is charged at our out-of-hours rate, less your discount.
5. **Unvented Cylinder service:** once per Plan Year, normally at your Annual Service.
6. **System health assessment and report:** once per Plan Year, we will check your whole Heating System and send you a written report with any recommendations.
7. **Smart boiler monitoring:** for compatible boilers only (see clause 5.7).
8. **Preferential boiler replacement pricing:** if you need a new Boiler, we will give you a VIP member price.

5.7 **Smart boiler monitoring.**

1. Your Boiler must be compatible and connected to your home Wi-Fi. You may need to download the manufacturer's app and give us access.
2. By choosing monitoring, you agree that the manufacturer may share data from your Boiler with us, such as fault codes and pressure readings. We use this data only to look after your Boiler.
3. If your Boiler loses its Wi-Fi connection, we cannot monitor it until it is reconnected. Monitoring is not an emergency service, so you should still report any breakdown to us.
4. We are not responsible if monitoring is not available because of your Wi-Fi, broadband or the manufacturer's service.

5.8 **LPG customers:** we cover your Boiler and the pipework inside your Property after the ECV. Your LPG Supply Equipment, including the tank, cylinders and regulators, is not covered. That is your LPG supplier's responsibility.

5.9 All parts we fit come with the manufacturer's warranty, subject to its terms.

6. What is not covered, and how we carry out work

6.1 **Exclusions.** As well as anything not listed in your Plan description, no Plan covers:

- (a) the cost of repairs, parts and labour, other than the free Diagnostic Visits, discounts and other benefits in your Plan description;
- (b) removing sludge, scale or corrosion from the system, powerflushing or chemical cleaning, or breakdowns caused by sludge, scale or hard water;
- (c) adjusting time and temperature settings, bleeding radiators, re-pressurising sealed systems or relighting pilot lights, unless this is one of your Plan benefits;
- (d) gas or LPG supply problems, including the LPG Supply Equipment, running out of LPG, or failure of the gas, electricity or water supply;
- (e) visits outside Working Hours, except Premium VIP out-of-hours attendance (clause 5.6) or where we agree in advance. These are charged at our out-of-hours rates;
- (f) the fabric of your Property, including pipes or flues buried in walls or floors, and anything outside your Property's boundary;
- (g) taps, showers, toilets, cold water tanks and other plumbing not named in your Plan description;
- (h) underfloor heating, thermal stores, solar thermal, heat pumps, electric heaters and smart or Wi-Fi controls, unless named in your Plan description;
- (i) accidental or deliberate damage, misuse, or work or changes by anyone other than us or the manufacturer;
- (j) faults covered by a manufacturer's guarantee or warranty, or by an insurance policy you hold;
- (k) damage from frost, flood, storm, lightning, fire, explosion or subsidence;
- (l) faults caused by the original design or installation of your Boiler or Heating System, unless we installed it;
- (m) bringing your system up to current regulations, or making it safely accessible;
- (n) damage that happens while the Property has been empty for 30 days or more;
- (o) noise alone, where the only cause is the age of the Boiler;
- (p) cosmetic parts, casings and consumables, unless named in your Plan description;
- (q) loss or damage to other items in your Property caused by a breakdown, unless it happened because we did not service or repair the Boiler with reasonable care and skill.

6.2 **Limitations.**

- (a) **First 14 days and Pre-existing Faults:** free Diagnostic Visits cannot be used in the first 14 days after the Start Date, or for Pre-existing Faults. We will quote to diagnose and fix them instead. This does not apply if we installed the Boiler and have serviced it every year since.
- (b) **First visit:** if your first visit shows that your Boiler or Heating System was not safe or in good working order when you applied, we will quote for the work needed. If you choose not to go ahead, we may end your Plan and charge for that visit at our standard rate, less any Plan Fees you have paid.
- (c) **Parts:** we may fit a part that is not identical to the original but does the same job. We are not responsible for delays by our suppliers, but we will keep you updated.
- (d) **Missed payments:** if a payment is missed, we may pause your Plan until it is paid (clause 8.6).

6.3 **Attendance.** We aim to attend breakdowns within the response for your Plan in clause 5.1. These are targets, not guarantees. During very busy periods, we will prioritise vulnerable customers and households with no heating or hot water.

6.4 **Boiler replacement and Beyond Economic Repair (BER).** If your Boiler cannot be repaired at a reasonable cost, we will explain why and give you a quote for a replacement, with VIP member pricing if you are on Premium VIP.

(a) Your Boiler is Beyond Economic Repair if the heat exchanger fails, if the parts needed are no longer available, or if the cost of the parts needed to repair the Boiler or its programmer is more than the Boiler's value shown in the table below.

(b) For this purpose, we value your Boiler using a nominal value of £1,000 when new, reduced by 18% for each full year of its age:

Age (years)	Value at start of year	Value after 18% depreciation
1	£1,000	£820
2	£820	£672
3	£672	£551
4	£551	£452
5	£452	£371
6	£371	£304
7	£304	£249
8	£249	£204
9	£204	£167
10	£167	£137
11	£137	£112
12	£112	£92
13	£92	£75
14	£75	£61
15	£61	£50

(c) If your Boiler is Beyond Economic Repair, we may decline to repair it. You can still choose to have it repaired at our standard prices, less your Plan discount, but we will tell you first that we do not recommend it.

6.5 **Getting access.**

- (a) If we need to reach pipes or wires behind fitted units or appliances, we may ask you to have them removed and refitted, at your cost.
- (b) If we need to open a wall, we will make good to a flat plaster finish. Redecorating is not included.
- (c) If we need to lift floors, we will re-lay floorboards. We do not lift or re-lay carpets, tiles or other floor coverings, and are not responsible if they cannot be lifted without damage.

6.6 **Stopping work.** We may stop work if we find asbestos, an infestation, or any other risk to health and safety. We will restart when it is safe to do so. If we need to turn off the power, gas or water, we will tell you first where we can.

6.7 **Unsafe appliances.** If we find an appliance is unsafe, we must follow the Gas Industry Unsafe Situations Procedure. With your permission, this may mean turning off the appliance or the gas supply. We may also need to report it to the National Gas Emergency Service (0800 111 999) for natural gas, or to your LPG supplier. We will tell you what work is needed to make it safe.

6.8 **Extra work.** If you need work your Plan does not cover, we will give you a quote first. You do not have to accept it. If you do, it will be charged separately from your Plan Fees.

7. Your responsibilities

7.1 You agree to:

- (a) give us accurate information when you apply, including your Boiler's make, model, age and fuel type;
- (b) give our engineers safe access to the Property and the Boiler at the agreed time, or give us at least 24 hours' notice if you need to rearrange;
- (c) make sure gas (or LPG), electricity and water are available when we visit;
- (d) clear the area around the Boiler and any parts we need to work on;
- (e) tell us about anything that could be a hazard to our engineers, such as pets, asbestos or unsafe areas;
- (f) let our engineers use a toilet and hand-washing facilities;
- (g) keep enough LPG in your tank or cylinders for us to test the Boiler, if you use LPG;
- (h) tell us promptly about any fault, and not let anyone else work on the Boiler or Heating System while it is covered by your Plan (except in an emergency);
- (i) follow any safety advice we give you, including about appliances we have found to be unsafe.

7.2 If something you do, or don't do, stops us carrying out the work, we will not be responsible for the delay. We may charge a Diagnostic Fee for a wasted visit (clause 8.4).

7.3 **If you smell gas:** turn off the supply at the ECV, open doors and windows, do not use electrical switches or naked flames, and call the National Gas Emergency Service on 0800 111 999. For LPG, call your LPG supplier's emergency number. Then contact us.

8. Price and payment

8.1 The price of your Plan is shown in clause 5.1 and in your Plan confirmation.

8.2 You pay monthly by Direct Debit. Payments are taken on the same date each month from the Start Date.

8.3 We may change the price of your Plan by giving you at least 30 days' notice in writing. If you don't want to continue at the new price, you can cancel before it takes effect, and clause 9.4 will not apply.

8.4 **Charges outside your Plan:**

- (a) Diagnostic Fee: £110 per fault, once your free Diagnostic Visits are used;
- (b) First-Hour Labour Fee: £110 per repair visit, less your Plan discount (not charged on Premium VIP);
- (c) labour after the first hour: £85 per hour in Working Hours. Outside Working Hours, a call-out charge of £150 applies, then £120 per hour;
- (d) parts and materials: at our standard prices.

Your Plan discount (10%, 20% or 30%) applies to labour and materials. We will always give you a price before charging. A Diagnostic Fee also applies if we cannot get access at an agreed time, or if it is unsafe for us to work and that is not our fault.

8.5 The prices shown in your Plan confirmation and in these terms are the total amounts you pay.

8.6 **Missed payments:** if a payment is not made, we will contact you. If it is still unpaid after 14 days, we may pause your Plan until you pay. If it is unpaid after 30 days, we may end your Plan under clause 10. We may charge interest on overdue amounts at 4% a year above the Bank of England base rate.

9. Cancelling your Plan

9.1 **14-day cooling-off period.** You can cancel within 14 days of your Start Date for any reason, and we will refund what you have paid. If you asked us to carry out work during those 14 days, you will pay for that work at our standard rates, up to the amount you have paid for the Plan.

9.2 **How to cancel.** You can cancel by email to hello@yorserve.com, by phone on 0333 360 9936, by post to our registered office, or using the form at the end of these terms. If you signed up online, you can also cancel online at yorserve.com. We will confirm your cancellation in writing.

9.3 **Cancelling at any time.** Your Plan has no minimum term. After the cooling-off period, you can cancel at any time by giving us 30 days' notice. Your last Direct Debit will cover the notice period.

9.4 **Benefits you have used.** When you cancel, we compare two amounts for the current Plan Year:

- (a) the Plan Fees you have paid in that Plan Year; and
- (b) the standard value of the benefits you have received in that Plan Year, using the prices below.

If (b) is more than (a), you pay the difference. This will never be more than the Plan Fees that would have been due for the rest of that Plan Year. We will send you a breakdown before taking any payment.

Benefit	Standard value
Diagnostic Visit	£110 each
Annual boiler service (including CO Alarm Check)	£110
Unvented Cylinder service	£45 (when carried out with a boiler service)
Radiator bleed and balance check	£99
Inhibitor top-up	£45
Landlord Gas Safety Record (CP12)	£9.99 (when carried out with a service)
System health assessment and report	£145
First-Hour Labour Fee waived	£110 each
Discounts given on labour and materials	the amount of discount given

9.5 **If we let you down.** You can end your Plan straight away by telling us in writing if:

- (a) we seriously break these terms and don't put it right within 14 days of you telling us; or
- (b) we go into administration, liquidation or receivership, or stop trading.

In these cases we will refund any Plan Fees you have paid for the period after your Plan ends, and you will not pay the difference in clause 9.4.

10. When we can end your Plan

10.1 We may end your Plan by writing to you if:

- (a) a payment is still unpaid 30 days after it was due, after we have reminded you;
- (b) you seriously break these terms and don't put it right within 14 days of us telling you;
- (c) you, or anyone at the Property, threatens, abuses or is violent towards our staff;
- (d) you gave us false or misleading information when applying;
- (e) your Boiler or Heating System is unsafe or cannot be repaired at a reasonable cost, and you choose not to have it repaired or replaced;
- (f) you go bankrupt or enter an arrangement with your creditors.

10.2 In the cases in clause 10.1, clause 9.4 applies as if you had cancelled.

10.3 We may also end your Plan for any other reason by giving you 30 days' written notice. If we do, we will refund any Plan Fees paid for the period after it ends, and you will not pay the difference in clause 9.4.

11. What happens when your Plan ends

11.1 We will stop providing services under your Plan from the date it ends.

11.2 You must pay for any work we have carried out that is not covered by your Plan, and any amounts due under clause 9.4.

11.3 We will pay any refund within 14 days of your Plan ending, using the method you paid with.

11.4 Ending your Plan does not affect any rights either of us had before it ended.

12. Complaints and your legal rights

12.1 Nothing in these terms affects your legal rights. Under the Consumer Rights Act 2015, we must carry out our services with reasonable care and skill. If we don't, we will put it right or, where that is not possible, give you a fair refund.

12.2 If you are unhappy, please contact us by phone or email first. We will acknowledge your complaint within 3 Business Days and aim to resolve it within 14 days.

12.3 If we cannot resolve a gas safety concern, you can contact the Gas Safe Register. For advice on your consumer rights, contact the Citizens Advice consumer helpline on 0808 223 1133 or visit citizensadvice.org.uk.

13. Our responsibility for loss or damage

13.1 We are responsible for loss or damage you suffer that is a foreseeable result of us breaking these terms or not using reasonable care and skill. Loss or damage is foreseeable if it is obvious it will happen, or if we both knew it might happen when the contract was made.

13.2 We do not exclude or limit our liability where it would be unlawful to do so. This includes death or personal injury caused by our negligence, fraud, and breach of your legal rights as a consumer.

13.3 We provide our services for domestic and private use. We are not responsible for loss of profit, loss of business, business interruption or loss of business opportunity.

13.4 We are not responsible for:

- (a) faults or damage caused by work or changes made by you or anyone other than us;
- (b) loss or damage caused by events outside our control (clause 16);
- (c) loss of data, or damage to computers and sensitive equipment, during a power shutdown we told you about in advance.

13.5 We hold public liability insurance. Details are available on request.

14. Transferring the Plan

14.1 You may not transfer your Plan to someone else without our written agreement.

14.2 We may transfer our rights and obligations under these terms to another business. We will tell you in writing if this happens, and it will not reduce your rights. We may use approved subcontractors, who will be Gas Safe registered.

15. Your personal data

15.1 YorServe Ltd is the data controller for the personal data you give us. We use it to provide your Plan, take payments, book visits, keep safety records and meet our legal obligations.

15.2 We will share your data only where needed to provide your Plan. This includes our payment provider, our engineers and subcontractors, manufacturers (to register warranties), and Gas Safe Register where the law requires.

15.3 Our privacy notice explains how we use and protect your data, how long we keep it, and your rights. You can find it at yorserve.com or ask us for a copy.

16. Events outside our control

We are not responsible for delays or failure to carry out our obligations caused by events outside our reasonable control. Examples include severe weather, pandemics, strikes, supply shortages and failure of utility supplies. If this happens, we will tell you as soon as we can and do what we reasonably can to reduce the delay.

17. General

17.1 If a court finds any part of these terms invalid, the rest will still apply.

17.2 If we delay enforcing these terms, we can still enforce them later.

17.3 This contract is between you and us. No one else has any rights under it.

17.4 We may update these terms from time to time. We will give you at least 30 days' notice of any change that affects you. You can cancel before it takes effect, and clause 9.4 will not apply.

18. Governing law

These terms are governed by the law of England and Wales. You can bring legal proceedings in the courts of England and Wales.

Plan summary (clause 5.1)

What each Plan includes, per Plan Year.

What's included	Essentials	Plus	Premium VIP
Monthly price	£15.99	£27.00	£39.99
Free Diagnostic Visits per Plan Year	1 (worth £110)	2	Unlimited, no Diagnostic Fees
Annual boiler service	Yes	Yes	Yes
Annual CO Alarm Check	Yes	Yes	Yes
Discount on labour and materials	10%	20%	30%
Booking	Members priority booking line	Members priority booking line	Priority response
Breakdown response	Next available appointment	Same day if reported before 10am, Monday to Friday	Priority response, including out of hours
First-Hour Labour Fee on repairs	Charged, less 10%	Charged, less 20%	Not charged
Annual Unvented Cylinder service	-	Yes	Yes
Annual radiator bleed and balance check	-	Yes	-
System inhibitor top-up	-	Yes, once per Plan Year	-
Landlord Gas Safety Record (CP12)	-	Yes	-
System health assessment and report	-	-	Yes, once per Plan Year
Out-of-hours attendance	-	-	Yes
Smart boiler monitoring (compatible boilers)	-	-	Yes
Preferential boiler replacement pricing	-	-	Yes
Service reminders	Yes	Yes	Yes

CANCELLATION FORM

Cancelling your plan

Complete and return this form only if you want to cancel your plan. You can also cancel by phone on 0333 360 9936 or by email to hello@yorserve.com (clause 9.2).

To: YorServe Ltd, Unit 3a, Rawcliffe Road Industrial Estate, Lidice Road, Goole DN14 6XL · hello@yorserve.com

I/We* give notice that I/We* cancel my/our* YorServe Care Plan.

Plan number

Plan type (Essentials / Plus / Premium VIP)

Start date

Phone or email

Name(s)

Property address

Signature (if sending on paper)

Date

*Delete as appropriate.

YORSERVE LTD

Stay warm. Stay safe. Stay covered.

GAS safe REGISTER

0333 360 9936

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