



YORSERVE LTD



**OFTEC Registered
F-Gas Certified**

OIL BOILER & HEAT PUMP CARE PLANS

Expert heating care you can rely on

Keep your oil boiler or heat pump running safely and efficiently with a care plan from YorServe's qualified engineers.

ESSENTIALS

£23.99 /month

PLUS · MOST POPULAR

£40.50 /month

PREMIUM VIP

£59.99 /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 qualified engineers serving homes across Yorkshire. Our oil boiler and heat pump care plans give you a properly maintained heating system, a dependable route to an engineer when you need one, and clear, fair pricing on any repairs.



OFTEC & F-Gas qualified

OFTEC registered technicians for oil, and F-Gas certified engineers for heat pumps.



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 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 oil boiler or heat pump 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

£23.99 /month

Essential annual cover for your system.

- ✓ Annual service
- ✓ Annual CO alarm check
- ✓ 1 free diagnostic visit (worth £165)
- ✓ 10% off labour & materials
- ✓ Members priority booking line
- ✓ Service reminders

MOST POPULAR

PLUS

£40.50 /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 oil inspection report

PREMIUM VIP

£59.99 /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 system monitoring
- ✓ Preferential replacement pricing

Monthly Direct Debit · Oil boilers and air source heat pumps under 15 years old · Full comparison overleaf

Side by side

	Essentials £23.99	Plus £40.50	Premium VIP £59.99
Annual service	✓	✓	✓
Carbon monoxide alarm check	✓	✓	✓
Members priority booking line	✓	✓	✓
Service reminders	✓	✓	✓
Free diagnostic visits a year	1 (worth £165)	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 oil inspection report (oil boilers)	✗	✓	✗
Annual system health report	✗	✗	✓
Smart system monitoring	✗	✗	✓
Preferential 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.

ESSENTIAL ANNUAL COVER

Essentials

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

MONTHLY PLAN

£23.99

per month by Direct Debit

0333 360 9936

to join or ask a question

What's included

**Annual service**

By an OFTEC registered (oil) or F-Gas certified (heat pump) engineer, to manufacturer standards.

**CO alarm check**

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

**1 free diagnostic visit**

Worth £165. 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

MOST POPULAR

OUR MOST POPULAR PLAN

Plus

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

MONTHLY PLAN

£40.50

per month by Direct Debit

0333 360 9936

to join or ask a question

What's included

**Annual service**

Plus your carbon monoxide alarm check at the same visit.

**2 free diagnostic visits**

Two fault-finding visits a year, each worth £165.

**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 oil inspection report**

Your annual OFTEC landlord inspection report for an oil-fired installation.

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

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

£59.99

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 system monitoring

On compatible systems, helping us identify faults early.



Replacement pricing

Preferential member pricing should your boiler or heat pump need replacing.

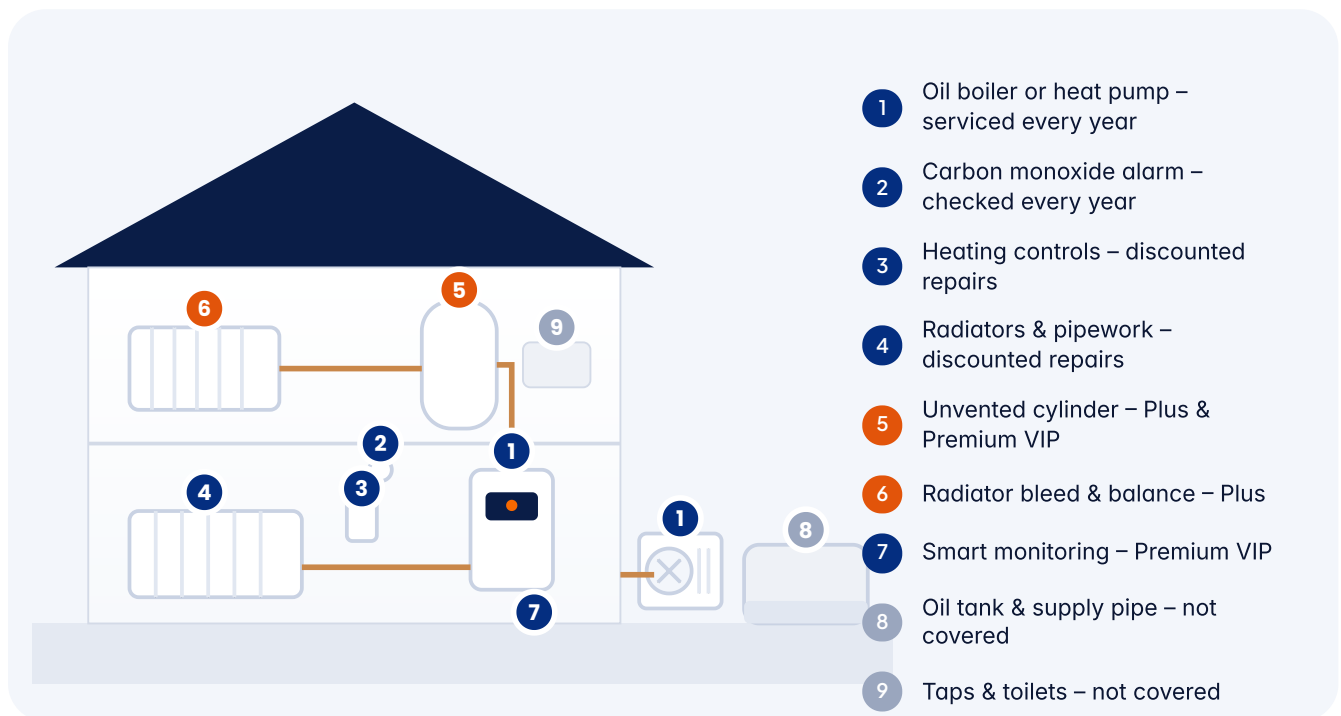
Also includes your annual service, CO alarm check, priority booking line and service reminders.

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.



✓ Looked after

- ✓ Oil boilers up to 70kW and air source heat pumps, under 15 years old
- ✓ Annual service and carbon monoxide alarm check
- ✓ Fault diagnosis on your boiler or heat pump and heating system
- ✓ Discounted repairs to controls, pump, valves, radiators and pipework
- ✓ Unvented cylinders (Plus and Premium VIP)
- ✓ Heat pump indoor and outdoor units, and oil pipework inside your home

✗ Not covered

- ✗ Gas and LPG boilers (see our Gas & LPG Care Plans)
- ✗ Your oil tank, its base, the supply pipe and the cost of oil
- ✗ Taps, showers, toilets, cold water tanks and drains
- ✗ Electrics, underfloor heating and thermal stores
- ✗ Sludge removal and powerflushing
- ✗ Ground source loops, back boilers and warm air units

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

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 systems can join?

One oil-fired boiler up to 70kW, or one air source heat pump, designed for domestic use, under 15 years old and installed by a suitably qualified 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. Are my oil tank and outdoor unit covered?

Your heat pump's indoor and outdoor units are covered for servicing and discounted repairs. Your oil tank, its base and supply pipe are not covered, nor is the cost of oil.

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 find an oil leak or your CO alarm sounds

Oil leak: turn off the oil supply at the tank if it is safe to do so, stop oil reaching drains or watercourses, and call us. To report pollution, call the Environment Agency incident hotline on **0800 80 70 60**. CO alarm: turn off the appliance, open doors and windows, leave the property and seek medical advice if anyone feels unwell.

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



**OFTEC Registered
F-Gas Certified**

Care Plan Terms: Oil Boilers and Heat Pumps

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 Appliance, carried out by a suitably qualified engineer (OFTEC registered for oil boilers, F-Gas certified for heat pumps), 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.

Appliance: one oil-fired boiler with a heat output of up to 70kW, or one air source heat pump, at the Property and designed for domestic use. Where these terms refer to the Appliance, they mean the oil boiler or heat pump covered by your Plan.

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 Appliance, 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 Appliance 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 £165.

Outdoor Unit: the external part of an air source heat pump, including its fan, coil, casing and mounting.

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.

Landlord Oil Inspection Report: an annual safety inspection of a landlord's oil-fired installation, recorded on the OFTEC landlord inspection report.

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

Refrigerant Circuit: the sealed refrigerant pipework and components of a heat pump, which may only be worked on by an F-Gas certified engineer.

Oil Supply Equipment: the oil storage tank, its base and bund, and the oil supply pipe from the tank up to the point where it enters your Property.

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 Appliance 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 oil-fired boiler or one air source heat pump at the Property;
2. the Appliance is under 15 years old and was installed by a suitably qualified engineer;
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 Appliance and Heating System are safe and in good working order.

3.2 Not covered by this Plan: gas and LPG boilers (covered by our separate Gas & LPG Care Plans), ground source and water source heat pumps, hybrid systems, back boilers, warm air units, and appliances in mobile or park homes.

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 Appliance installed at the Start Date. If someone other than us replaces your Appliance, 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 or heat pump 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 Oil Inspection Report:** for oil boilers, once per Plan Year, covering the oil-fired installation at the Property. Work needed to make the installation pass is chargeable. Heat pumps do not require a landlord safety certificate.
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 system monitoring:** for compatible systems only (see clause 5.7).
8. **Preferential replacement pricing:** if you need a new Appliance, we will give you a VIP member price.

5.7 Smart system monitoring.

1. Your Appliance 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 Appliance with us, such as fault codes and pressure readings. We use this data only to look after your Appliance.
3. If your Appliance 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 Oil and heat pump customers: for oil boilers, we cover the boiler, its burner and the oil pipework inside your Property. Your Oil Supply Equipment, including the tank, is not covered, and nor is the cost of oil. For heat pumps, we cover the indoor unit, the Outdoor Unit and their controls. Work on the Refrigerant Circuit, including refrigerant top-ups and leak repairs, is chargeable, with your Plan discount applied.

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) oil supply problems, including the Oil Supply Equipment, running out of oil, contaminated or water-affected oil, or failure of the 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, buffer tanks (unless part of your heat pump system), 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 Appliance 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 Appliance;
- (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 Appliance with reasonable care and skill.
- (r) for heat pumps: ground loops and boreholes, clearing leaves, debris, snow or ice from the Outdoor Unit, and damage to the Outdoor Unit caused by vermin, impact or its surroundings.

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 Appliance and have serviced it every year since.
- (b) **First visit:** if your first visit shows that your Appliance 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 Appliance replacement and Beyond Economic Repair (BER). If your Appliance 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 Appliance is Beyond Economic Repair if the heat exchanger (or, for a heat pump, the compressor) fails, if the parts needed are no longer available, or if the cost of the parts needed to repair the Appliance or its controls is more than the Appliance's value shown in the table below.

(b) For this purpose, we value your Appliance using a nominal value of £3,500 when new, reduced by 18% for each full year of its age:

Age (years)	Value at start of year	Value after 18% depreciation
1	£3,500	£2,870
2	£2,870	£2,353
3	£2,353	£1,929
4	£1,929	£1,582
5	£1,582	£1,297
6	£1,297	£1,064
7	£1,064	£872
8	£872	£715
9	£715	£586
10	£586	£481
11	£481	£394
12	£394	£323
13	£323	£265
14	£265	£217
15	£217	£178

(c) If your Appliance 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, oil supply 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 relevant industry procedure for unsafe situations. With your permission, this may mean turning off the appliance or its fuel or power supply. 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 Appliance's make, model, age and fuel type;
- (b) give our engineers safe access to the Property and the Appliance at the agreed time, or give us at least 24 hours' notice if you need to rearrange;
- (c) make sure electricity, water and, for oil boilers, enough oil are available when we visit;
- (d) clear the area around the Appliance 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 safe, clear access to your oil tank and to your heat pump's Outdoor Unit;
- (h) tell us promptly about any fault, and not let anyone else work on the Appliance 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 Oil leaks and CO alarms: if you find an oil leak, turn off the oil supply at the tank if it is safe to do so, stop oil reaching drains or watercourses, and contact us. To report pollution, call the Environment Agency incident hotline on 0800 80 70 60. If your carbon monoxide alarm sounds, turn off the Appliance, open doors and windows, leave the Property and seek medical advice if anyone feels unwell.

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: £165 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	£165 each
Annual service (including CO Alarm Check)	£165
Unvented Cylinder service	£45 (when carried out with an annual service)
Radiator bleed and balance check	£99
Inhibitor top-up	£45
Landlord Oil Inspection Report	£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 Appliance 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 concern about work on an oil installation, you can contact OFTEC. 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 hold the relevant qualifications for the work.

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 registration bodies such as OFTEC where the law or scheme rules require.

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.

TERMS & CONDITIONS

Plan summary (clause 5.1)

What each Plan includes, per Plan Year.

What's included	Essentials	Plus	Premium VIP
Monthly price	£23.99	£40.50	£59.99
Free Diagnostic Visits per Plan Year	1 (worth £165)	2	Unlimited, no Diagnostic Fees
Annual service (oil boiler or heat pump)	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 Oil Inspection Report (oil boilers)	-	Yes	-
System health assessment and report	-	-	Yes, once per Plan Year
Out-of-hours attendance	-	-	Yes
Smart system monitoring (compatible systems)	-	-	Yes
Preferential 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.



**OFTEC Registered
F-Gas Certified**

0333 360 9936

hello@yorserve.com · yorserve.com

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