

# Diamond Cover Plan

## Terms and Conditions for Diamond Cover Plan

Help-Link UK will provide breakdown cover for private domestic gas central heating and hot water systems to include boiler replacement cover (see 15), labour and parts.

1. **Period of Diamond Cover Plan** the contract remains valid until termination by Help Link UK Ltd. Or the customer, 28 days notice in writing is required for any cancellation by either side.
2. **Contract and Payment** should be made by the finance method offered by Help — Link UK.
3. **The Contract** will remain valid as long as payment is continued and remains subject to termination by appropriate notice from Help- Link UK Ltd. Or the customer (See condition 1).
4. **The Acceptance** of the central heating system on to a Help- Link UK cover plan does not imply that the system is installed to the relevant standards and Help- Link UK Ltd. Will not accept any responsibility for any inadequacy arising from the original design or installation and so makes no warranty as to fitness for purpose or condition.
5. **Help-Link UK Ltd** shall not be liable to fulfill its obligations under the contract if subject to industrial dispute of Force Majeure.
6. **Help-Link UK Ltd** will not be held responsible for any delays in provision of spare parts by suppliers, Help- Link UK Ltd. May supply and fit replacement parts and components which are adequate but not the same as defective parts.
7. **Change of Ownership of Dwelling** if ownership of the dwelling changes the new owner of dwelling shall retain the benefit of the Contract so long as payments due are maintained. Refunds will not be available for the unexpired part of the Contract.
8. **New Parts and Components** will only be fitted where old ones are beyond reasonable repair. Help-Link UK Ltd. will be the sole arbiter as to the condition of components.
9. **Definitions Central Heating** includes a central heating boiler, radiators, gas supply from boiler isolating valve to boiler pump, motorised control valves, radiator valves, room and cylinder thermostats, temperature thermostats, time and pressure controls, and pipework (where visible).
10. **Noisy Boilers**, as boilers get older, for various reasons they become noisy. Where age is the sole reason for noise Help-Link UK Ltd. Do not consider this as a fault and it is not covered under the cover plan.
11. **Boiler Replacement** should a boiler be found, uneconomical to repair, Help-Link UK Ltd (at its discretion) will fit a new boiler to the same or similar specification within three years of the initial contract date. Where regulatory change means that a same or similar boiler cannot be installed, a contribution towards the upgrade will be required (Boiler cover only commences three months after date of initial contract).
12. **Help-Link UK Ltd** will not be responsible for any repairs to which reasonable access cannot be gained and shall not be responsible for replacing floorboards, cupboard, carpets and decorations ect. which may require removal for access.
13. **Diamond Cover Plan** does not include a service
14. **Appliances** can be service at an additional cost
15. **Burner / Heat Exchanger** if a breakdown is due solely to fouling of the heat exchanger or burner it will be necessary to service the boiler for which the Help-Link UK Ltd. Servicing charge will be made.
16. **Other Appliances** i.e. gas fires, wall heaters and water heaters can be serviced at an additional cost.
17. **Diamond Cover Price Promise**, should the customer be approached or see a cover plan with an alternative supplier at a cheaper price then Help-Link UK Ltd (at its discretion) will match the price for the following year.

### Exclusions

- Any inadequacy attributing to original installation or design of the system
- Help-Link UK Ltd will not be held responsible for consequential damage or loss occurring as a result of a defect in the central heating system unless attributable to the negligence of Help-Link UK Ltd.
- Any damage due to the failure of water, gas or electric supply.
- Descaling and any work arising from hard water scale deposits or from damage caused by aggressive water or sludge resulting from corrosion. Signs that work is needed may include a noisy boiler, cold spots on your radiators, sludged up pipes or poor circulation.
- Any part of the system (including pipes and ducts) which are too difficult to access safely, or impossible or impractical to maintain because of its position.
- Any damage or defect caused by frost, flood, explosion, lightning, tempest, fire, impact or other extraneous causes.
- Any defect caused through negligence, misuse, third party interference or malicious or willful action.
- Domestic water supply from the hot water cylinder to and including taps and washers.
- The replacement of decorative parts.
- Any adjustment of time and temperature controls.
- The fabric of the building and any pipework including flues buried in it.
- Any custom made, unvented or primatic cylinders.
- Any designer towel rails, column styled radiators or kick space heaters.
- Any faults present at the time of signing the initial contract.

### Customer Details

Mr/Mrs/Miss \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

Postcode \_\_\_\_\_

Tel \_\_\_\_\_ Mobile \_\_\_\_\_

I understand and accept the terms and conditions as laid above. If the conditions do not meet with my approval I have 28 days from the date of signing to cancel, in writing my Diamond Cover Plan. In the event of work carried out prior to cancellation this will be charged at Help-Link UK standard rates. Customers who pay monthly and who fail to maintain payments will be deemed to have terminated their agreement and Help-Link UK Limited reserve the right to charge for any work undertaken after this termination.

**"I confirm that the system is in good working order, has no leaks or malfunctions and if I have a combination boiler it is under 10 years old."**

Customer's Signature \_\_\_\_\_

For Help-Link \_\_\_\_\_ Date \_\_\_\_\_

Boiler manufacturer \_\_\_\_\_

Model \_\_\_\_\_ Age of Boiler \_\_\_\_\_

**HELP-LINK UK BREAKDOWN NUMBER  
(0800 91 54321)**