

Biomass Boiler Maintenance and Service Agreement

For Pellet, Chip and Log Boilers

Part A - Quotation and Order Acceptance

1. Quotation

Thank you for your interest in using Logic to service and maintain your boiler. Please find below the pricing for the Logic Biomass boiler service plans. We provide 3 levels of cover (Bronze, Silver, and Gold) to suit our individual customer's needs, as well as optional priority response cover for mission critical installations. Please do not hesitate to contact Logic if you have any questions.

Inclusions	Bronze	Silver	Gold
For Annual Service			
Labour for 1 service per year	✓	✓	✓
0% Interest	✓	✓	✓
Additional 2nd service per year	-	-	✓
For Callouts (outside of the Annual Service)			
Up to 2 callouts per year	-	✓	-
Up to 5 callouts per year	-	-	✓
10% Discount on spare parts	-	-	✓
10% Discount on additional labour rate	-	-	✓

Boiler Size	Bronze	Silver	Gold
0 - 45kW	£260	£415	£865
46 - 99kW	£410	£525	£1085
100 - 200kW	£460	£600	£1235
201 - 1000kW	£860	£970	£1975

• For larger boilers please ask for a specific quote
 • Add **Annual Priority Response** cover for an additional £350 per year
 • **All prices exclude VAT**

Offer: This Agreement comprises this quotation "Part A" duly signed by the Client and Logic's servicing terms and conditions "Part B", which together comprise the offer and acceptance of the Agreement between Logic and the Client.

Annual Priority Response: If selected by the Client, this additional cover provides a same day response for calls received by 11am on that day. Calls after 11am will have a same day or next day response. The cost of this additional cover is £350 per year.

Completion Date: Will be the Commencement Date plus the term selected below (then automatically renewed each year thereafter).

Invoicing: Gold and Silver packages invoiced at the start of each year, Bronze package invoiced after service performed.

Payment Terms: Gold, Silver and Bronze packages are available over 12 monthly payments or 30 days.

Payment Method: All payments to be made via our GoCardless Direct Debit system. Please sign up here: <https://pay.gocardless.com/AL0000EQBYW5W4>

2. Required Cover and System Information

Service Plan (pricing as above): Bronze Silver Gold Add Annual Priority Response: £350 (tick if required)

Payment Terms: Monthly Interest Free Payments Single Annual Payment

Boiler Make and Model:

Fuel Type: Boiler Rating (kW):

Commencement Date (for the start of the plan): Boiler Install Date:

Site Address:

3. Site Contact Person

Name of Site Phone
 Contact Person: Number: Email:

4. Order Acceptance

By signing this contract schedule, the Client understands, accepts and agrees to be bound to the terms and conditions of Logic.

Company Name (If applicable): Company Number (if available):

Address:

Signatory's Name: Signatory's Position (If applicable):

Signature: Date of signature:

Part B - Servicing & Maintenance Contracts

Service Contract

- **Logic** will carry out an annual service(s) in accordance with the manufacturers instructions and recommendations.
- **Bronze Plan** - This includes servicing only.
- **Silver Plan** - This includes one service and up to two call outs per year, consisting of two one hour appointments.
- **Gold Plan** - This includes five services per year and up to five call outs per year, consisting of five one hour appointments.
- Clients must have their boiler turned off 24 hours before any service can be carried out, failure to do so will incur an extra charge of £100 + VAT. The service cannot be carried out and will be re-scheduled with the office.
- **Logic** will not be held responsible for the workmanship and/or the standard of installation of any appliance(s) installed by others.
- Only a visual inspection will be carried out on the flue.
- **Logic** reserves the right to carry out an initial inspection of any parts of the equipment and installation before any contracts can be issued.
- No parts or labour in addition to the labour stated in the plans above are included on any service plans.
- Additional charges will be at **Logic's** standard rate and are on a time and materials basis and subject to VAT as applicable.
- VAT at the standard rate will be charged where applicable.
- **Logic's** normal business hours are 8am to 8pm Monday to Friday and 8am to 2pm on Saturday. The office is closed on Sundays and Bank Holidays
- **Logic's Annual Priority Calls** provides a same day call out service for its clients if the breakdown is reported to **Logic** before 11am. Any breakdowns reported after 11am will either be attended that day where possible, or the following working day. Please note that Sundays and Bank Holidays are not working days.
- Service packages are non-refundable and non-transferable.
- The service agreement will automatically renew at the end of the clients service plan unless the client notifies **Logic** in writing 1 month before the plan is due for renewal.
- Any cancellation that incurs a shortfall will be invoiced to the customer and full payment will be due 7 days from the invoice date.
- Failure to make the agreed payments will result in the policy being cancelled and any shortfall payments will be invoiced to the client. The payment will be due 7 days from the invoice date.