

# Plan Summary: **Boiler Service**

**This plan provides an annual boiler service for homeowners.**

A summary of what is and is not included in this boiler service plan is included below. **For full details of this plan please refer to the plan terms and conditions.**

## Examples of what is included

A full gas boiler inspection and service, including:

- ✓ Inspection of your gas boiler and where necessary cleaning of the burner, combustion chamber, injectors and heat exchanger.
- ✓ Inspection of ignition devices.
- ✓ Checking the integrity of all seals and gaskets.
- ✓ Testing in line with manufacturers recommendations to ensure that:
  - Heat input and operating pressure are correct.
  - The flue is operating effectively.
  - All ventilation requirements are met.
  - The boiler is operating safely, that safety devices are fully functioning, and that the boiler remains safe for use.
- ✓ Combustion analysis against manufacturers tolerances.
- ✓ Test all gas connections.
- ✓ Functional testing of heating and hot water.
- ✓ Water quality test.
- ✓ Visual inspection of other gas appliances.
- ✓ Assessment of current efficiency and safe operation of your boiler and gas appliances. Best practice advice will be provided regarding expected lifespan and energy efficiency.

## Examples of what is not included

- ✗ Plumbing and heating breakdowns or problems.
- ✗ Maintenance or remedial work.
- ✗ Gas supply pipework, unless there is a known or suspected escape of gas.
- ✗ Cost of remedial or repair work, parts or labour for any faults identified before or during the boiler service.

## Boiler Service

We will contact you to arrange a suitable time for an engineer to visit your premises to service your gas boiler. Boiler services are normally undertaken Monday to Friday, 8a.m. to 5p.m. Boiler services are normally scheduled between April and September. If you wish to have your boiler serviced at another time, please call our Customer Services team.

## Who is eligible for this plan?

This plan is for homeowners only. Retail and commercial premises are not eligible for this plan and council and housing association tenants will not need this service. Mobile homes, bedsits, sub-divided homes and let and sub-let properties are not covered.

## Can I cancel this plan?

You can cancel this plan by contacting SES Home Services Customer Services team in writing or by telephone. You have a 14-day cooling off period after subscribing to this plan. If you cancel within this time, you will receive a full refund of any monthly fees paid.

You may cancel this plan at any time if you have not had work completed. There will be no refund of monthly fees paid. If you have had your annual boiler service completed the remaining balance on your annual charge will be due.

## What happens at the end of this plan?

Your plan is for 12 months from the date that your application is processed. Your plan will be automatically renewed at the end of the 12-month period. We will write to you before your plan ends to notify you of the details of your renewal.

If you choose not to renew your plan you can call the SES Home Services Customer Services team, or write to us, to request that your plan be cancelled.

**Please read our terms and conditions for further information.**

Scan to  
learn more:



To get covered, contact us today  
**020 8722 7250**

**Opening hours:** Monday-Friday, 8am-5pm

📞 020 8722 7250

✉️ [membership@seshomeservices.co.uk](mailto:membership@seshomeservices.co.uk)

📍 SES Home Services, Pixham End,  
Dorking, Surrey, RH4 1GB

🏠 [seshomeservices.co.uk](http://seshomeservices.co.uk)