

**We won't leave
you in the cold**

**your questions
answered**



HEATCARE

Most asked questions

Q. When will my boiler be serviced?

We'll aim to service your boiler within 30 days of your plan being set up. This may take a little longer during peak times.

Q. Are existing faults covered?

No. Unfortunately, we can't start the plan if you have a current fault and your boiler is not working. For this reason, your boiler will not be included in the plan for the first 14 days.

Q. Do I have to pay towards parts/labour if my boiler breaks down?

No, not if you are on HeatCare 2, 3 or 4. HeatCare 1 covers servicing only, so you will have to pay for repairs if they should arise.

Q. How many times can I call you if I have a problem?

As many times as you need, if you have problems or concerns with your boiler or heating system.

Q. If I have a problem, how quickly will you get to me?

All HeatCare customers will have priority over non-HeatCare customers. Our policy is to respond same day, although in peak times and subject to adverse weather conditions we may be delayed until the next day. But we will always keep you informed, so you know when an engineer is on their way to you.

Q. Can I call any time of the day or weekends?

You can call us 7 days a week, 365 days a year. Any calls out of hours up to 10pm are also monitored.

Q. What happens if my boiler can't be repaired?

If we find your boiler is beyond economical repair, we will refund you any payments you have made from renewal, if we install a new boiler for you.

Q. My boiler is under warranty from the manufacturer. Do you offer a plan for me?

Yes. HeatCare 2, 3 and 4 are all appropriate for you, and you'll save £5 per month too.

Q. In the plan summaries you mention controls. What are they?

The controls included are programmers, thermostats, zone valves and pumps.

Q. Will you service and look after any boiler make or model?

Yes. Any domestic gas boiler of 35kw (120,000btu) or less and, any domestic oil boiler of 46kw (160,000btu) or less, and you have 14 or fewer radiators. Any underfloor heating system if you have 2 manifolds or less.

Q. My boiler is over 10 years old. Can it be included in my plan?

When we complete the first boiler service and check all is well and the parts are still available, it is likely it could be included. Typically, boilers over 10 years old won't benefit from our plan, but please contact us to discuss your situation.

Q. What does a gas boiler service include?

We will visually inspect your boiler for wear and tear; leaks, we will inspect the controls, remove inspect and clean the condense trap, inspect and clean (if necessary) the heat exchanger and replace seals (if required). Inspect and clean the gas burner. Carry out a boiler gas pressure check, check flue emissions levels and combustion. Check the safety devices are working. Carry out a gas leak test at your meter. Pressure test the expansion vessel and if required top up the pressure.

If your system has a magnetic filter we will check and clean it, also if it has a header tank we will inspect it. For systems using LPG we will inspect the gas bottles or tank (if accessible). On a natural gas system, we will check the boiler is burning the correct amount of gas.

Finally, our findings will be recorded on your Service Certificate.

Q. My boiler uses oil what will the service cover?

We will visually inspect your boiler and check for leaks. We will inspect the controls. The condense trap will be removed and cleaned. The heat exchanger will be inspected and if necessary cleaned including the combustion chamber and seals replaced (if required). The main burner will be inspected, oil nozzle replaced and safety devices checked. The flue emission levels and combustion levels will be checked. The expansion vessel pressure will be tested and topped up (if required). If your system has a magnetic filter we will check and clean it. Also if it has a header tank we will inspect it.

Finally, our findings will be recorded on your Service Certificate.

Q. What type of heating fuel systems do you maintain?

The heating systems we work on are fuelled by natural Gas, LPG or Oil (Kerosene).

Q. Can I change my plan at any time?

Yes, of course. Just call us on **01353 862315** and we'll be happy to help.

Q. Are your engineers clean and tidy?

Our expert team of engineers are all very clean and tidy (their Mums make sure of that!). You don't have to offer them biscuits, but a hot drink in the cold months will always be appreciated.

Q. If you visit my home, will the engineers need access to anything else other than the boiler?

Yes. Your engineer may want to see your gas meter (or oil tank, including oil pipe line, filter and fire valve if you have an oil boiler), hot water cylinder, if you have one, and controls and radiators. So, if you can, please make sure they are able to get to them easily.



The HeatCare™ plan is offered to you by Clarity Heating.

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