

CLWYD HEATING RENEWABLE ENERGY SERVICES Ltd.

Service and maintenance plan

Page 1 of 6.

<i>Schemes Available</i>	<i>Bronze</i>	<i>Silver</i>	<i>Gold</i>
24hr Emergency Call Out	√	√	√
Full Annual Service of Boiler	√	√	√
Provide a Gas Safety Certificate for the Property	√	√	√
Initial inspection of Boiler; Radiators; Valves and Visible Pipe Work and Tanks	√	√	√
Maintain Components in Boiler	√	√	√
Maintain Controls Operating Heating	√	√	√
Inspect and Maintain Radiators		√	√
Maintain Central Heating Pipe Work		√	√
Maintain Standard Hot Water Cylinder		√	√
Maintain Cold Water Tanks			√
Visual Inspection of Bacteria Growth			√
Maintain Internal/Above Ground Drains			√
Maintain Internal/Above Ground Hot & Cold Water Services			√
Maintain the Gas/Oil Above Ground Supply Pipe Work from Meter/Emergency Control Valve and to the Appliance			√
Monthly Cost for Natural Gas/LPG/Solid Fuel	£15.00	£20.00	£25.00
Monthly Cost for Oil	£20.00	£25.00	£30.00
Monthly Cost Per Additional Appliance (Including breakdown and an annual service)	£8.00	£8.00	£8.00

The above costs are for domestic properties in the following postcodes: LL16, 17, 18, 19, 22, 29, 30, 31 and CH8. Properties outside these areas can be covered on the plan for an additional monthly charge, based on the area postcode.

Commercial properties can be covered; costs would be confirmed once a survey has been carried out. All plans are subject to conditions.

For further information please phone [01492 440088](tel:01492440088) or e-mail clwydheatingcustomercare@yahoo.co.uk or complete this slip and return to 12, Cwrt Bedw, Colwyn Bay. LL29 6AE

Name:.....

Address:.....

..... Post code:.....

Tel:..... E Mail:.....

I am interested in information regarding a Maintenance Plan Bronze Silver Gold

Additional appliances:
Introduction

This is your service and maintenance contract (including Emergency Cover on specified installed products based on your cover plan). Your contract is made up of your Policy, Inspection and Acceptance Certificate

Bronze Plan £15.00 per/month (including Natural gas & LPG & Solid Fuel appliances)

- To maintain the components within the casing of the boiler/ heating appliance and carry out a service at the end of each year
- To maintain the controls operating the heating system (i.e. Room thermostats & time clock)
- Clean system cleanser/filter

Silver Plan £20.00 per/month

- All items in the Bronze Plan
- To maintain radiators
- To maintain central heating pipe work and hot water cylinder (not including mains pressured hot water cylinders)

Gold Plan £25.00 per/month

- All items in the Bronze & Silver Plan
- To maintain Cold water tank and visually inspect for bacteria growth
- To maintain internal/above ground drains
- To maintain internal/above ground hot & cold water services
- To maintain the gas/oil above ground supply pipe work from the meter/emergency control valve and to the appliance covered

Additional Plans available: -

A second gas appliance £8.00 per/month

- This includes fires or water heaters or wall heaters or cookers etc..
- To service and maintain the components within the casing of the appliance

Oil Boiler additional £5.00 per/month

- This also includes replacing the nozzle annually and visual inspection of oil tank & supply pipe work

Mains Pressured Hot Water Cylinder £8.00 per/month

- To drain annually, inspect anode and replace as necessary, visually inspect for bacteria growth, check operation of all safety controls and refill

Property Location

Post code area's covered under the standard plan prices Area A: LL16, 17, 18, 19, 22, 28, 29, 30, 31,CH8

The following areas have an additional charge per month of £5.00

- Area B: LL15, 24, 25, 26, 27, 32, 34, 57, CH1, 4, 5, 6, 7

The following areas have an additional charge per month of £10.00

- Area C: LL11, 12, 13, 14, 20, 21, 23, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 51, 52, 54, 55, 56, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 76, 77,L24, 26,SY10, 11, 12, 13, 14,CH2, 3, 5, 60, 63, 64, 65, 66,CW5, 6, 7, 8, WA1, 2, 3, 4, 5, 6, 7, 8, 9

1. Definitions		
1.1		Agreement- these Terms and Conditions and the document agreed between the parties; including the identity of the parties, date of agreement, services to be provided and first annual subscription.
1.2		Annual subscription- The subscription available at the outset and by each anniversary of the Commencement Date subject to the full or monthly payment option. Minimum 2 years
1.3		Exposed- a system or fitting is exposed if it can be readily accessed without the need for the removal of permanent or temporary obstruction(s) (excluding purpose-designed inspection doors, covers and hatches)
1.4		Initial inspection- the inspection/ assessment of the system to verify that it is in good working condition as further defined in this

		Agreement.
1.5		Property- the domestic property owned by the customer at which the system is located.
1.6		Services- the parts and labour set out in clause 5;
1.7		System- the system and/ or fittings to which services may be provided under this Agreement as set out in Clause 5;
1.8		Emergency- Sudden and unforeseen incident at the property resulting in uncontrollable water/gas/oil escape or failure of heating if external temperature is below zero. (Qualifying appliances stated on inspection certificate)
2. Basis of the Agreement		
2.1		The supplier agrees to supply the Services to the Customer at the property (subject to clause 8.2, 8.3, 8.4) and the Customer agrees to pay the annual Subscription (minimum 2years), any deposit and any additional charges in accordance with the terms of this agreement.
2.2		This agreement shall become binding on the supplier only when all of the following conditions are satisfied;-
	2.2.1	Payment of the Annual Subscription has been made, or payment of the deposit has been made and acceptable facilities for payment of the balance of the Annual Subscription under the yearly/ monthly payment option have been established; (minimum 2years)
	2.2.2	The initial inspection has been conducted and the time limit for serving notice of any existing defect at clause 2.7 has expired or the Supplier has confirmed that the system has passed the Initial Inspection, if sooner;
2.3		Subject to the Customer's right of cancellation at clause 8.2, this agreement shall be binding on the customer at the earliest of: -
	2.3.1	The Customers signature of this Agreement, if requested; or
	2.3.2	The Customer's receipt of this Agreement, After the Customer has returned written payment instructions, or has set up payment facilities or made payment by telephone to the supplier, or has returned a signed order form or similar document summarising the Services and Annual Subscription. (minimum 2years)
2.4		This Agreement shall apply to the provision of the Services by the supplier in connection with the system to the Customer to the exclusion of all other terms and conditions.
2.5		The supplier may employ Sub-contractors to carry out any of its obligations under the Agreement at its sole discretion and it may assign its obligations under this agreement to any other party. This Agreement is for the sole and personal benefit of the Customer, who may not assign any benefits or obligations under this Agreement without the written consent of the supplier.
2.6		The supplier may vary the terms of this Agreement at any time by written notice to the customer. Any variation of these terms and conditions shall be inapplicable unless agreed in writing by an authorised officer of the supplier.
2.7		The supplier will conduct an Initial Inspection of the system to verify that it is in good working condition at the outset, usually within 30 days but in any event within 56 days of the date of this agreement. In the majority of cases, no qualifications will be made to the terms of this Agreement, and in that case the supplier shall not be obliged to communicate any results of the Initial Inspection to the customer. However, on identification of any existing faults at this stage, the supplier may at its discretion by notice in writing to the Customer served within 14 days of the Initial Inspection, and in any event within 70 days of the date of the Agreement;- Cancel the agreement or
	2.7.1	Attach a condition on continued performance of the Agreement that the specified fault be corrected at the Customer's cost within 3 months or another specified timescale, provided that if the customer instructs the supplier to carry out such work, it may raise additional charges in respect of the parts and labour concerned, and provided that the Customer shall have the option to cancel this Agreement within 7 days of such notice;
	2.7.2	Exclude certain faults of facilities from the system, provided that the customer shall have the option to cancel this Agreement with 7 days of such notice.
2.8		In the event of a Customer notifying a fault on or after the commencement Date before the Initial Inspection has been conducted in accordance with clause 2.7, or after the Initial Inspection but before the time limit for serving notice of any existing defect at clause 2.7 has expired, the supplier will promptly;-
	2.8.1	Attend the property to conduct the Initial Inspection; or
	2.8.2	Notify the Customer whether the system has passed the Initial Inspection; as applicable. Thereafter, subject to any conditions or exclusions imposed under clauses 2.7.2 or 2.7.3, the supplier will provide the Services in respect of the reported fault in the usual way.
2.9		If either party terminates or cancels the Agreement in accordance with clause 2.7, any monies paid in advance by the customer shall be refunded for the months which are to be cancelled by the party.
2.10		The supplier may conduct further surveys, inspections or assessments at any time, at its discretion by prior notice to the customer, and like provisions shall apply to such surveys, inspections or assessments, save that, in the event of termination by either party in that event, the provisions of clause 8 shall apply to refunds.
3. Customers Responsibilities		
3.1		The customer will provide the supplier with such information and material and such access to and services and facilities at the property as the supplier may reasonably need to perform the Agreement. In particular, the supplier may require access to the interior of the property, any obstructions such as vehicles must be moved and access to mains electricity, gas, water and other services.
3.2		The Customer will pay such costs as the supplier may incur in the event of breach of this clause 3. In addition to this any special access which requires provision of further equipment, such as scaffolding will incur additional costs.
3.3		If the supplier cannot gain access to carry out any service at an agreed appointment, the supplier will arrange another date and time but a charge will be made for the lack of access if this happens on a second visit. The charge will be charged at the supplier's hourly rate and a minimum of one hour will be charged.
3.4		The customer will take reasonable care of the system, will take reasonable precautions to prevent damage to it and will comply with any advice and instructions as to such facilities reasonably given to the customer by the supplier under this Agreement.
3.5		The customer warrants that he owns the property at which the services will take place and the system and is entitled to commission the services without the consent of any third party under any lease, agreement or other restriction or otherwise, including without limitation any landlord.
3.6		The customer is held responsible for correcting any damage occurred by accessing the pipe work which is either above or below floor levels or behind boxing.
3.7		The customer warrants that the property is a domestic property.
4. Payment provisions		
4.1		The first annual Subscription (Minimum 2 years) shall be agreed between the parties before the Agreement is signed. Minimum contract of 2 years, 24 monthly payments.
4.2		The annual subscription shall provide only for the services (subject as stated elsewhere). The supplier may raise additional charges in respect of any parts and labour not within the annual subscription, which charges shall be determined by the suppliers scale of charges from time to time.
4.3		The supplier reserves the right to vary the annual subscription and any additional charges at any time at its discretion, in the former case by notice in writing to the customer. Such variation shall take effect after 30 days of written notice, and in the latter case immediately.
4.4		The supplier may, if necessary, invoice the monthly subscription in advance at or before the date of this Agreement and each anniversary of

		the commencement date.
4.5		The supplier will require the customer to pay instalments by an appropriate banker's standing order, direct debit or by credit card under continuous authority. A 2.5% charge will be added for Credit Card Transactions.
4.6		The supplier may levy the deposit and any add-on charges recorded in this agreement on or at any time after the agreement date, and shall be entitled to require payment of such sums in advance.
4.7		The supplier may levy any additional charges immediately following the provision of the goods and/ or services concerned.
4.8		Invoices will be addressed to the customers address set out in this Agreement.
4.9		All sums due under the agreement will be payable by the customer;-
4.9.1		Within 7 days of the date of invoice, if applicable; or
4.9.2		On the date such sums fee due, if no invoice is raised.
4.10		Annual subscriptions (minimum 2 years) payable under the yearly or monthly payment option shall be payable as follows;-
4.10.1		Deposits- either full payment or one-twenty-fourth of the Annual subscription (minimum 2 years) paid on date of agreement;
4.10.2		24 monthly deposits due the first day of every month until the Annual subscription runs out
4.10.3		In the third and subsequent years the full value or monthly payments must be paid starting on the anniversary of the commencement date.
4.11		Time for payment shall be of the essence and payment shall be made without set-off or other deduction.
4.12		The annual Subscription and any additional charges are inclusive of any VAT.
4.13		If the customer fails to make any payments within the time specified in this agreement the supplier may take any or all of the following steps;-
4.13.1		Cancel the agreement with immediate effect
4.13.2		Suspend the provision of further services and of any additional goods and/ or services;
4.13.3		Charge the customer interest (both before and after any judgement) on the amount unpaid at the rate of 8% plus the Barclays PLC base-lending rate until the payment schedule is back on schedule.
5. Services and the system		
Central Heating RES Ltd.		
5.1		The services provided under this agreement include the maintenance and repair of the customers domestic gas/oil/solid fuel central heating system at the property where damage occurs due to misuse will be charged for.
5.2		The service includes the maintenance and repair of heating controls such as room thermostats but where damage has been caused by misuse there will be a charge.
5.3		The service includes to maintain and repair the central heating pipe work and hot water cylinder, excluding Bronze Plan where damage arising from misuse will be charged
5.4		The service includes to maintain and repair Internal hot and cold water supplies excluding Bronze and Silver Plan where damage arising from misuse will be charged
5.5		The service includes to maintain and repair the cold water tank excluding Bronze and Silver Plan where damage arising from misuse will be charged.
5.6		The service includes to maintain and repair Internal / above ground pipe work, excluding Bronze and Silver Plan where damage arising from misuse will be charged
5.7		The service includes to maintain and repair the internal/above ground pipe work between the meter / emergency control valve and appliance where damage arising from misuse will be charged
5.7.1		The service includes to visually inspect for bacteria growth excluding Bronze and Silver Plan
What the service includes		
5.8		One Initial Inspection comprising a site visit to the property to inspect the system.
5.9		One visit at the of end of each annual subscription to service and inspect the appliances and services on the contract
5.10		The maintenance and repair of items included in the contract and no such further items.
5.11		If the customer's boiler/appliance in the view of the supplier it is beyond economic repair or the supplier cannot readily obtain spare parts, the supplier will provide a discount off the complete cost of installing a replacement boiler fitted by the supplier.
5.12		A 1-call tolerance for no problematic faults or no access to the property. Subsequent aborted/none problematic visit will be charged at the Supplier's standard hourly rate.
5.14		The supplier provides a 24/7 call out line
5.15		The supplier provides an office where the customer can speak face to face with a member of staff
What the services does not include		
5.16		Maintenance or repairs of the system before the Initial Inspection has been conducted and the time limit for serving notice of any existing defects at clause 2.7 has expired or the supplier has confirmed that the system has passed the initial inspection, if sooner.
5.17		To repair any damaged boxing or flooring to gain access to hidden or concealed pipe work
5.18		The supplier will not be held liable for damaged caused by faulty or damaged products.
5.19		Replacement of boiler / Appliance As stated in section 5.11
5.20		Maintaining and/ or replacing flues, replacing flues which do not currently meet current standards/ regulations.
5.21		The cost of repairs needed because of;-
	5.21.1	Design faults in the system
	5.21.2	Any item not installed to the manufacturers instructions or meet regulations at point of installation.

	5.21.3	Faults, which exist before the date of the Agreement, except where those faults should reasonably have been discovered on the Initial Inspection by the Supplier using reasonable standards of care where an inspection of the system including a site visit was carried out.
5.22		Enhancing or upgrading the system or its performance for any reason, including bringing it to current standards.
5.23		Maintenance or repairs to a second central heating system at the property. The Agreement only relates to the customers primary central heating system (as determined by the supplier) if there is more than one.
5.24		Maintaining or replacing mains shower pumps and mixer valves, rain water pipe and guttering, mechanical pumps, water filters, water heaters, swimming pools, decorative garden features, macerators, cold water stopcocks or water softeners.
5.25		Repairing / replacing hot water storage tanks and radiators 10 or more years old where repairs are not possible or are uneconomic (i.e. due to corrosion)
5.26		Unblocking/ cleaning of exterior drains and soil stacks
5.27		Working on cesspits, soakaways, septic tanks, treatment plants, or their outflow pipes.
5.28		Replacing batteries, bulbs and fuses
6. Exclusions		
6.1		Faults falling outside the specifications recorded at clause 5, or attributable to the following, shall not fall within the services and may be subject to additional charges;-
	6.1.1	Existing faults expressly excluded following the Initial Inspection or under clause 2.9
	6.1.2	Faults which arose between the date of this agreement and the Commencement date
	6.1.3	Reoccurrence of an existing faults/defect from before the date of Agreement, whether or not disclosed by the customer on commencement, except where those faults should reasonably have been discovered on the Initial Inspection by the supplier using reasonable standards of care where an actual inspection of the system including a site visit was carried out.
	6.1.4	Faults or work on facilities to which were notified as not part of the agreement on commencement of the contract.
	6.1.5	Misuse of or damage to any part of the system, whether by the customer or any third party.
	6.1.6	Damage caused by the customer or any third party by any negligent or intentional act or failure to carry out routine maintenance (i.e. top up pressure on boiler, as a call out will result in a charge)
	6.1.7	Blockages in drainage facilities outside the property. External overflows. External water supply taps
	6.1.8	Failure to follow suppliers advice as to maintenance of the system.
	6.1.9	Work carried out on the system by the customers or third parties needs to be notified and inspected as it will invalidate your contract. A charge will made for the inspection
	6.1.10	Adverse weather conditions, including freezing weather conditions, storm, floods or lightning.
	6.1.11	The property being left unoccupied- Water supply must be isolated to the whole building if vacant for more than 48hrs. Adequate frost protection must be provided. Gas/oil/electric supply must not be turned off to the heating system.
	6.1.12	Fire, explosion, structural repairs, accident, earth quake, subsidence, malicious damage, burglary and attempted burglary, theft or attempted theft, defective materials or sub-standard workmanship, demolition, alteration of the property.
	6.1.13	Below ground fuel lines, above or below ground fuel tanks whether gas or oil
	6.1.14	Primary/incoming gas supplies, emergency control valves, regulators, meters etc..
	6.1.15	Gas bottles
	6.1.16	Any fuel/water/electricity used or lost during execution of works
	6.1.17	Any leaking or dripping tap that requires a re-washing or replacing
	6.1.18	Bursts or leaking flexible hoses or leaking appliances, for example washing machines or dishwashers.
6.2 The service shall not include;-		
	6.2.1	Repairing of any item not conforming to applicable British Standards or to then current legal requirements from time to time
	6.2.2	Work on any item which is not Exposed
	6.2.3	Repairing or redecorating where any damage has been caused by the supplier performing the services, although the supplier will undertake such work if it has been negligent or has acted in breach of any obligation and the work results directly from such actions.
	6.2.4	Repairs of systems or fittings that have failed temporarily due to freezing temperatures or repairing un-lagged pipes that burst as a result of cold weather.
	6.2.5	Replacing tap washers. Bursts or leaking flexible hoses or leaking appliances, for example washing machines/dishwashers etc.
	6.2.6	Resetting timing or other controls such as thermostats or programmers, because of seasonal time differences or battery failure
	6.2.7	Replacing batteries in time clocks, heating controls or programmers
	6.2.8	Replacing bathroom fixtures such as showers, sinks or sanitary fittings.
6.3		Where the supplier agrees to conduct works to exposed items, which are not otherwise exposed, for inspection and/ or repair the customer agrees to pay for the time spent based on the suppliers then emergency call out scale of charges. The supplier is not required to restore the original surface.
6.4		The supplier shall not be required to reimburse the customer for the cost of any work which is carried out by any party other than one of the suppliers authorised repairers, unless the supplier gives written approval.
6.5		The supplier may raise additional charges for any work or materials, which are expanded or used due to the customer's notification of any fault where such fault does not fall within the service.
6.6		The supplier may raise additional charges in respect of any increment if it supplies more costly parts than the originals.
6.7		The services shall be provided at the property address in this Agreement and in respect only of systems or fittings of the interior of the property.
6.8		The services shall be provided only in respect of domestic premises with no more than 6 bedrooms, and not to any premises or facilities designed or used in full or in part for business purposes.

6.9		Repairs and replacements will not necessarily be made with like-for-like parts;
6.10		The supplier may use new or re-conditioned parts in its provision of the services, as it considers appropriate.
6.11		The supplier makes no representation as to the timing in provision of any service hereunder. Any timescales will be treated as targets only and time will not be of the essence.
6.12		The supplier does not supply telephone advice, and does not accept liability for advice which the customer may claim to have received by telephone.
6.13		Repairs are conditional on the availability of approved spare parts. If spare parts for the components of the system are no longer available the Supplier will provide a discount off the installation cost of an appropriate replacement system or facility fitted by the supplier.
6.14		The supplier shall not be held responsible for loss or damage to property caused by the system or any part of it breaking down (e.g. damage caused by water leaks), except where the supplier has acted negligently
6.15		Where the supplier is required by this agreement to repair or maintain the system, it will endeavour to do so within a reasonable time of receiving notification of the breakdown or fault concerned (although time shall not be of the essence).
6.16		The supplier may invoice the customer for the cost of any parts or labour brought about by the customers notification of any fault where such fault is not attribute to any act or omission of the supplier, provided that such fault does not otherwise fall within the services.
7. Limitation of Liability		
7.1		The terms of this agreement represent the whole agreement between the parties and all other warranties., conditions, terms, undertaking or representations of any kind, whether express or implied, statutory or otherwise relating to the provision of any parts or labour under or in connection with the agreement are hereby expressly excluded from the agreement save where prohibited by statute.
7.2		The supplier shall not be liable for any indirect or consequential loss, damage, cost or expense of any kind whatever and however caused whether arising under contract, tort (including negligence) or otherwise, including without limitation any loss of income or profits or any damage to decoration.
7.3		The supplier accepts liability for death or injury caused by the negligence of the supplier or that of its employees, agents or sub-contractors acting in the course of their agreement, and liability which cannot be excluded under the Consumer Protection Act 1987 Part I and otherwise by law.
7.4		In all other cases not falling within clause 8.3 the suppliers total liability (whether in contract, tort including negligence or otherwise) under or in connection with this agreement or based on any claim for contribution or indemnity shall not in aggregate exceed twice the total of the annual subscription and any additional charges levied for that year.
7.5		The customer agrees that except as expressly provided in this agreement, the supplier will not be under any liability of any kind whatever and however caused, arising directly or indirectly in connection with this agreement.
8. Cancellation, termination upgrades/ downgrades		
8.1		This agreement shall commence on the date of the agreement (save that no services shall be provided before the commencement date) and shall continue indefinitely until terminated in accordance with this clause.
Customers right to cancel		
8.2		The customer has the right to cancel this agreement within 14 days of the date the supplier has indicated it has processed the application (the date of agreement) by written notice to the supplier. In that case, any payments already made under this agreement will be returned. If the system survey has been carried out, this would be chargeable at the current fee.
8.3	8.3.1	If the customer terminates this agreement within the initial term of 2 years, the customer will be liable to pay for the system survey carried out, at the current rate.
	8.3.2	The customer may terminate this agreement at the expiry of the initial term (2 years) by giving not less than 30 days prior written notice to the supplier. Thereafter the customer may terminate by giving the supplier not less than 30 days prior written notice expiring on any subsequent anniversary of the commencement date of this agreement. If after the 2 year period no survey fee will apply.
8.4		In the case the customer sells the property with prior notice and inspection of new property they can transfer the contract (inspection fee applies)
Suppliers right to cancel		
8.5		The supplier may terminate this agreement at its discretion at any time for any reason by giving 30 days notice in writing to the customer.
8.6		The supplier may also cancel this agreement if there is a health and safety issue which prevents the safe provision of any services, if the customer has provided inaccurate information to the supplier .
Up grades/ down grades		
8.7		The customer may request an upgrade to add an extra service(s) (within the range then offered by the supplier) at any time. A new agreement with a new commencement date will replace this agreement and the annual subscription and any instalments payable will change.
8.8		The customer may request a downgrade to reduce the services (with the range then offered by the supplier) only on any anniversary of the commencement date by giving notice in writing
Miscellaneous		
9.1		Neither party shall be liable for any delay in performing or failing to perform any of its obligations under this agreement due to any act of god, war, strike, lock-out, industrial action, fire, flood, drought, tempest or other event beyond the control of either party.
9.2		All notices given under this agreement must be in writing and signed by the policy holder and sent via the post or hand delivered.
9.3		This agreement is governed by the law of England and Wales .
9.8		Engineers will not enter the property if there are children under 16 home alone unsupervised by an adult
9.4		This agreement is the complete and exclusive statement of the agreement between both parties relating to the subject matter of the agreement and supersedes all previous communications, representations and other arrangements, written or verbal. This clause and the guarantee contained in these terms do not effect the statutory rights of the customer as a consumer.
9.5		The supplier shall be entitled to set-off against any monies payable to it by the customer under this agreement, any monies which may be payable by it to the customer, whether under this agreement or otherwise. The customer shall not be entitled to any right of set-off
9.6		You must always quote your Plan Number when calling to assist us in a prompt response. You may be required to produce your membership card to the engineer.

<p>If you have a complaint</p> <p>We hope that you will be happy with our service. However if you are unhappy, we would like to hear from you. You may either write or email to, Clwyd Heating RES Ltd. 12 Cwrt Bedw Colwyn Heights LL29 6AE. Or telephone 01492 440088 or e-mail</p>
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clwydheatingcustomercare@yahoo.co.uk

Our goal is to provide all our customers with excellent service but we recognise that things do occasionally go wrong. We take all complaints seriously and aim to resolve them promptly.

CLWYD HEATING RES Ltd. Service and Maintenance Plan Area Codes:

The following post codes and map are to help you confirm if any additional charges are to be made if the property is not in the immediate area.

Property Location

Post code area's covered under the standard plan prices Area A:

LL16, 17, 18, 19, 22, 28, 29, 30, 31, CH8

The following areas have an additional charge per month of £5.00

Area B: LL15, 24, 25, 26, 27, 32, 34, 57, CH1, 4, 5, 6, 7

The following areas have an additional charge per month of £10.00

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