

The Alba Maintenance Contract offers you access to a comprehensive range of services, including plumbing and gas safety, electrical power up and testing. Our service includes visits to households in both the domestic and commercial sectors. We are able to offer bespoke plans based on your individual needs, with tailored support provided at every stage to ensure that we deliver an efficient and effective service with cost-saving benefits.

Our Engineers undergo internal Quality Assurance checks by our quality assurance engineers and are regularly trained to keep up with industry changes. As our reputation is our certificate of excellence, we will do everything possible to ensure you are completely satisfied.

Why consider an Alba Gas Maintenance Contract?

Here at Alba Gas we understand how frustrating it can be to be without your central heating and hot water. This is why we offer our customers a maintenance contract that ensures the peace of mind that if your heating system breaks down, your problem will be resolved quickly and efficiently by a qualified engineer.

Our maintenance contract means you can rely on your boiler to perform at its best. All our engineers are Trade registered, so you can be confident in their work. We'll visit your property to service your central heating system and visually inspect any other gas appliances within your property – all for an affordable price.

choose your plan	1 Star Package £8.50 per month	2 Star Package £15.50 per month	3 Star Package £18.50 per month
Annual Boiler Service including full inspection of system and appliances.	✓	✓	✓
Boiler Repair	£55 per repair, including parts up to the value of £100	Includes all parts and labour	Includes all parts and labour
Temporary electrical heaters(s) supplied if heating not restored the same day	✓	✓	✓
Full Central Heating repairs including gas supply, heating pipe work, radiators, valves, thermostats and electrical controls.	✗	✗	✓
Emergency Callout Service, 7 days per week, until 10pm, 365 days per year	✓	✓	✓
Gas Fire Service can be added for an additional £2	✓	✓	✓

Application Form

Please fill out this form to apply for your maintenance contract.

First Name _____ Last Name _____

Address Line 1 _____

Address Line 2 _____

Postcode _____ Tel _____ Email _____

Please TICK an option ☐ 1 Star Package ☐ 2 Star Package ☐ 3 Star Package

Please choose payment method ☐ BACs ☐ Debit Card ☐ Cheque ☐ Cash

ALL PAYMENTS WILL BE IN ADVANCE and there is an option to pay Quarterly, 6-Monthly or Annually.

Would you like to add Gas Fire Servicing ☐ YES ☐ NO

For further information or advice please call us on: 0141 445 4422. Prices quoted are inclusive of callouts, parts, labour and VAT. Prices will vary depending on boiler model.

TERMS and CONDITIONS for One, Two and Three Star Maintenance Contracts

Contract Details

Our contract covers the service and maintenance of your central heating system seven days per week, 365 days per year. Other gas appliances within your property will be visually inspected at the time of the boiler service.

Commencement of Contract

Our agreement will commence with you when, following a satisfactory initial inspection, we will contact you to confirm your application has been accepted. If you wish to supply us with a password or have any special needs, please let us know when you call.

Initial Inspection

When we receive your application, we will arrange for one of our technicians to visit your property and inspect your central heating systems and any additional appliance you may want to be covered. If our technician discovers a problem with your boiler or central heating system, or additional appliance we will inform you of the problem and how much it will cost to carry out remedial work, or offer you a different option pack that will not include the parts of your system causing the problem. If you do not wish to have remedial work carried out on the appliance or system we will be unable to cover it under our maintenance scheme.

We reserve the right to reject any application at the initial inspection stage.

Annual Inspection

Alba Gas will service and inspect your boiler and central heating system and any other appliances covered on an annual basis around the same time each year.

Maintenance and repair, what's covered?

Having a maintenance contract with us entitles you to:

- An unlimited number of call-outs to repair breakdowns
- All equipment and parts (subject to availability) on your boiler. Note* If your boiler or appliances become obsolete, we may be unable to obtain parts to make repairs
- Labour required to repair your central heating system, gas fire or covered appliance

*Note – one-star service contracts cover annual service and visual inspection of other appliances, boiler repairs are charged at £55.00 per visit, including parts to the value of £100.00.

What is Not Covered?

- Accidental damage
- Damaged caused by limescale, sludge or other debris
- Repairing your shower
- Replacing or topping up your system inhibitor unless we have removed it
- Repairing or replacing the flue if it is over one metre
- Resetting your controls or replacing your batteries
- Replacing bespoke radiators (examples) designer, curved or custom-made radiators
- Replacing central heating boiler or appliances
- Existing faults. We cannot be held responsible for the cost of repairs if they are design faults (unless we are responsible for the design fault) or faults that existed before you entered into an agreement with us
- Pipes freezing due to adverse weather conditions or flood damage
- Removing asbestos associated with repairing the appliance or system
- Replacing boiler or appliance decorative parts

Our Cancellation Rights

We may cancel your agreement in the following circumstances:

- If you give us false information
- If you do not make an agreed payment
- If we find something wrong on the first visit
- If there are health and safety issues
- If your appliance or system is not gas council approved
- If you do not give us access to your property if this is needed
- If we are not reasonably able to find parts for your appliance or system

Alba Gas Ltd reserves the right to cancel your contract if the central heating boiler or system becomes an uneconomical repair, we will advise you to consider replacing the boiler with a High-Efficiency Combination boiler or equivalent. If you choose to terminate your contract and have paid in full, you will be entitled to a refund from the date of your termination.

Gaining Access to your Property and Arranging Appointments

Our engineer will only work in your property if there is someone aged 18 or over there at all times. It is your responsibility to allow us access to your property. If we cannot gain access, we will not be able to carry out the necessary work, and therefore, you will need to arrange another appointment time. If you do not arrange another appointment or we cannot arrange access, your agreement will continue even though we have not been able to carry out the work.

Call Outs

Our engineers are available to visit your home to carry out your annual service or repair between the hours of 8.30am until 5pm Monday to Friday. In the case of an emergency (gas escape, water leak or no heating), our engineers are available seven days per week until 10pm, 365 days per year.

Please note: if you smell gas inside or outside your home, telephone Scotland Gas Networks at 0800111999 and turn off your gas appliances and open windows if the smell is inside the building.

ALBA Gas Ltd,
office number 0141 445 4422
after-hours number 07717377352.



Client Obligation

You must take reasonable steps to prevent any damage or breakdown of your heating system. We cannot be held responsible for neglect, damage or misuse of the appliances or the heating system. We may charge you for our engineer visit if we call and there is no fault with your boiler, heating system or any other appliance.

Upgrades

Upgrades are changes to your system that will improve its efficiency or safety. The cost of upgrading your system is not included in your agreement. You can speak to our engineer regarding potential upgrades such as system power flush, system filters, scale reducers, carbon monoxide detectors, smoke alarms & heat detectors. Other examples of upgrades include replacing working radiators with improved models and replacing standard radiator valves with thermostatic radiator valves.

Internet Connected Heating Controls

There are products available such as Hive, Nest and Tado internet-connected heating controls, that allow you to control your central heating remotely. Your agreement does not cover these products.

Safety Advice

We may advise you that permanent repairs or improvements are needed to help make sure your appliance or system works safely (for example, to keep to gas-safe regulations, such as upgrading your ventilation to meet current standards). If you do not follow our advice, it may mean that we cannot meet all of our obligations to you under your agreement. In this case, your agreement will continue to run unless you tell us you would like to cancel or we cancel.

Replacement Parts

We will take all reasonable steps to source any parts required as soon as possible. We keep a stock of the most common boiler parts in our stores and in the engineer's vans for combination and condensing boilers and have accounts with all the major parts merchants. In the event that we are unable to complete a repair on the first visit, we will leave temporary electrical heater(s) until the parts are available.

Boiler or System Replacement

In the event of you having a new boiler or system installed or new pipework not installed by Alba Gas, you must update us with the make and model of the boiler or works carried out in order to ensure that we can provide the services under our agreement.

Duration of Contract

The contract agreement will, unless we terminate it earlier, last for a twelve-month period and for subsequent periods of twelve months thereafter.

Contract Termination

Either party may terminate the agreement by notifying the other in writing. If Alba Gas terminate the contract you will be entitled to a refund. If you terminate the agreement within the twelve-month period, you will be charged until the time the contract expires, and any overpayments will be refunded to you.

Contract Charge Rates

Our contract rates are set out in our published pricelist, available in our brochure and Alba Gas website. We will accept payments from you quarterly or annually in advance. Alba Gas will honour your contract, provided it is in credit with us. Payments will be accepted by bacs, card, cheque or cash.

Cooling Off Period

You will have ten working days from the date you receive our acceptance letter in which to cancel the agreement. If you decide to cancel within this period, you can cancel by contacting our office, and we will provide you with a full refund. We will not carry out any work for you during this period (with the exception of your initial inspection by our technician) unless you specifically ask us to, in that case, you will be deemed to have waived your cancellation rights.

Liability

Alba Gas have full Public Liability Insurance.

We shall not be liable to you for:

Losses that were not foreseeable when the contract was entered into.

Losses of a consequential nature, such as damage to furnishings or carpets as a result of water leaks from your central heating system, unless we are responsible for the cause of the damage.

Loss or damage that was not caused by us or as a result of any breach on our part, such as damage caused by you or a third party, or faults within the system which existed prior to you entering a contract with us.

For costs, losses and damages which are in the nature of insured risks, such as damages caused by flooding, fire, freezing weather conditions, lightning, storms, subsidence, structural repairs, alterations, demolition, faulty workmanship, interruption of electrical supply, water or gas services.

Any liability that arises as a result of any matter or occurrence which is outwith our reasonable control.

Miscellaneous

The agreement shall be governed by and construed in all aspects in accordance with the laws of Scotland, and the parties hereby accept the exclusive jurisdiction of the Scottish Courts.

If you have any questions regarding any aspects of the contract, please contact us.

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