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Enhanced central heating aftercare terms
and conditions – exclusive to AA customers



0800 912 8750

theAA.com/installations



Terms and Conditions – Enhanced central heating aftercare

Enhanced central heating aftercare is provided by **[name of your regional boiler installation company]** as part of a package designed exclusively for AA customers.

The following terms and conditions are for the enhanced central heating aftercare part of your installation package. We aim to be as transparent as possible with all relevant inclusions and exclusions to the aftercare so please read this document carefully as it explains what services we will provide following the installation of your new boiler. Terms and Conditions for the boiler installation itself will be provided separately.

Enhanced central heating aftercare is provided in addition to the manufacturer guarantee that you will receive with the new boiler you have purchased. The boiler manufacturer guarantee applies to the boiler unit only, whilst enhanced central heating aftercare provides assistance for faults relating to the rest of your central heating system (exclusions apply). Full details are provided below.

Enhanced central heating aftercare is provided subject to your central heating system having no faults at the point of the installation of your new boiler which are caused by design flaws or where the system requires chemical treatment to descale or remove sludge. Where these faults are present the installer will advise you of any remedial work which will be required to bring the system up to standard.

After the first year, the AA will provide you with the option to continue your agreement, including an annual boiler service which is required to validate your boiler manufacturer warranty.

Calling for assistance

If you have any faults with your boiler or central heating system please call **0800 912 8750** first and the AA will arrange for an engineer to provide you with assistance. This service is available 24 hours a day, 365 days a year.

Definitions of terms used in this document

Boiler: The domestic gas boiler in your home.

Central Heating System: Radiators, valves, boiler controls, thermostats and heating / hot water controls, central heating pumps, hot water cylinders, feed and expansion tanks as well as the pipes which connect them.

We/our/us: **[name and address of your regional boiler installation company]**.

Aftercare services we will provide are;

1. 24 hour assistance, 365 days a year for repairs to your central heating system following a fault which causes failure of the heating and/or hot water in your home or where the system is not functioning as it was designed to do.
2. Charges for labour, materials and parts for an unlimited number of incidents.
3. A safety and performance check and installation report, on installation.
4. An annual boiler service after the first year, if you choose to extend your aftercare with the AA. (An annual service will be required after the first year to validate your boiler manufacturer warranty.) When installed your boiler would have been fully checked for safety and performance. You will be provided with an installation report to certify this when the installation is completed.

Services which will not be provided by enhanced central heating aftercare are;

5. Repairs to the *boiler* unit itself which are provided under the manufacturer warranty. However, please call the AA in the first instance to arrange **0800 912 8750**.
6. Repairs to any non-functional decorative parts, trim or casing.

7. Descaling or desludging that result in the requirement for the system to be flushed with chemicals.
8. Maintenance of an in line magnetic scale or sludge filter unless the filter was provided as part of this boiler installation.
9. Any work arising from damage caused by hard water scale, rust or sludge deposit or from damage caused by corrosive water, water with a high chemical content or any water pressure adjustments on sealed installations, unless sludge or scale removal was completed by us when the new boiler was installed.
10. Refilling the heating system with additives such as corrosion inhibitor.
11. Repair or replacement of;
 - a. flues which are not part of your *boiler*, unless we provided the flue as part of your boiler installation;
 - b. parts that are specifically designed for piped or electric underfloor heating;
 - c. shower fittings and taps; or
 - d. cold water storage tanks or unvented or primatic hot water cylinders.
12. Any repairs or servicing where asbestos may be disturbed.
13. Any cost, including the cost of parts or services, relating to work carried out by your own contractor unless it has been agreed by the AA, prior to work commencing through the 24-hour assistance number.
14. Damage resulting from work carried out by a 3rd party.
15. Descaling and any work arising from hard water scale or from damage caused by excessive water or sludge resulting from corrosion.
16. Any claim relating to the interruption, failure or disconnection of the mains utility supplies. This includes non-payment or failure to purchase and provide sufficient supply.

Annual boiler service – what happens after the first year

After the first year, the AA will provide you with the option to continue your agreement, including an annual boiler service which is required to validate your boiler manufacturer warranty. The boiler service will include:

- Boiler combustion check;
- Visual inspection of flue route and termination;
- Checking for water leaks, signs of heat stress and mechanical deterioration;
- Checking pipe work and ventilation;
- The disassembly and cleaning of key components where they are found to be not performing to the manufacturer's recommended specification (not carried out as part of the installation safety and performance check).

The annual service does not include the following;

- Removal of sludge or hard -water scale from the main heating system; or
- Chemical flush.

Following servicing the engineer will provide you with paperwork explaining what work has been completed. You will be advised if any faults identified are not eligible for repair under the boiler manufacturer warranty.

The engineer will require clear and unobstructed access to your boiler and central heating system components to complete services. If this is not provided we may not be able to complete the work and you may be charged an attendance fee. Where access may only be gained by the removal of kitchen cupboards, furniture or other fixtures or fittings we will not be liable for any damage which occurs provided we have taken care in removal or you may be asked to sign a disclaimer regarding the same.



Transfer

If you are moving home and wish to transfer the enhanced central heating aftercare to the new residents you will need to call **0800 912 8750** so we can update our records. There is no administration fee for this service.

How to make a complaint

We aim to provide you with a high level of service at all times. However, there may be a time when you feel that our service has fallen below the standard you expect. If this is the case and you want to complain, we will do our best to try and resolve the situation. Please contact the AA in the first instance.

There are several ways you can contact them:

Phone: 0844 209 0556

Email: customersupport@theAA.com

Post: Member Relations, The Automobile Association, Lambert House, Stockport Road, Cheadle, Cheshire, SK8 2DY

Text Relay is available for deaf, hard of hearing or speech-impaired customers. The AA will either acknowledge your complaint within 5 working days of receipt, or offer you our final response if we have concluded our investigations within this period.

If they acknowledge your complaint, the AA will advise you who is dealing with it and when they expect to respond. They aim to respond fully within 8 weeks. However, if they are unable to provide a final response within this period they will write to you before this time and advise why they have not been able to offer a final response and how long they expect their investigations to take.

Using your personal information

- i. Swale Heating and The AA Group of companies (being AA plc, together with any entity in which AA plc directly or indirectly has at least a 50% shareholding*). ("We") will use your personal information for the following purposes*:
 - a. to identify you when you contact us;
 - b. to allow us to give you a quote and assess which payment options we can offer you;
 - c. to help identify accounts, services and/or products which you could have from us or selected partners from time to time. We may do this by automatic means using a scoring system, which uses the information you have provided, any information we hold about you and information from third party agencies (including credit reference agencies who will keep a record of our enquiry);
 - d. to help administer, and contact you about improved administration of, any accounts, services and products we have provided before, or provide now or in the future;
 - e. to carry out marketing analysis and customer profiling (including with transactional information), conduct research, including creating statistical and testing information;
 - f. to help to prevent and detect fraud or loss; and
 - g. to contact you in any way (including mail, email, telephone, text or multimedia messages) about products and services offered by us and/or selected partners unless you have previously asked us not to use the relevant personal data for such purposes.
- ii. *A list of companies forming the AA group of companies is available from The AA Data Protection Compliance Manager at the address given in point (viii).
- iii. See the AA privacy policy at theAA.com/termsandconditions/privacy_policy.html
- iv. We may allow other people and organisations to use information we hold about you for the purpose of providing services you have asked for, as part of the process of selling one or more of our businesses, or if we have been legitimately asked to provide information for legal or regulatory purposes or as part of legal proceedings or prospective legal proceedings. From time to time, these service providers and organisations may be outside the European Economic

Area in countries that do not have the same standards of protection for personal data as the UK. We will, however, always use every reasonable effort to ensure sufficient protections are in place to safeguard your personal information.

- v. We may monitor and record communications with you (including phone conversations and emails) for quality assurance and compliance reasons.
- vi. We may check your details with credit reference and fraud prevention agencies. If you provide false or inaccurate information and we suspect fraud, we will record this and details will be passed to fraud prevention agencies. Law enforcement agencies may access and use this information.
- vii. We and other organisations may access and use from other countries the information recorded by fraud prevention agencies. We and other organisations may use and search these credit reference and fraud prevention agencies records, for example, to:
 - a. help make decisions about credit related services for you and members of your household including assessing what quote and which payment options we can offer you for particular services;
 - b. help make decisions on motor, household, credit, life and other insurance proposals and insurance claims for you and other members of your household;
 - c. trace debtors, recover debt, prevent fraud, and to manage your accounts or insurance policies;
 - d. check your identity to prevent financial crime unless you give us other satisfactory proof of identity; and
 - e. check the details of job applicants and employees.Information held about you by these agencies may be linked to records relating to other people living at the same address with whom you are financially linked. These records will also be taken into account in credit and fraud prevention checks. Information from your application and payment details of your account will be recorded with one or more of these agencies and may be shared with other organisations to help make credit and insurance decisions about you and members of your household with whom you are financially linked and for debt collection and fraud prevention. This includes those who have moved house and who have missed payments.
- viii. If you need details of those credit reference and fraud prevention agencies from which we obtain and with which we may record information about you, please write to: The AA Data Protection Compliance Manager at The AA, Fanum House, Basing View, Basingstoke, Hampshire RG21 4EA.
- ix. Where you give us information on behalf of someone else, you confirm that you have provided them with the information set out in these provisions, and that they have not objected to such use of their personal information. Where you give us sensitive data about yourself or another person (such as health details or details of any criminal convictions) you agree (and confirm that the other person has agreed) to our processing such information in the manner set out in these provisions.

Your electronic information

If you contact us electronically, we may collect your electronic identifier e.g. internet protocol (IP) address or telephone number supplied by your service providers. This is to identify any repeat website visits, fraudulent behaviour or mystery shoppers using our websites.

Automobile Association Insurance Services Limited Registered Office: Fanum House, Basing View, Basingstoke, Hampshire RG21 4EA. England and Wales. Registered Number: 2414212. Telephone calls may be monitored or recorded for quality assurance and compliance.

If you have any questions, call us on 0800 912 8750



