



OUT OF HOURS

Emergency Engineer Callout

We are pleased to announce a new product to add to our already extremely successful Ultra Care boiler protection plans.

When things go wrong with your heating or hot and cold water services out of hours or over a bank holidays calling out a stand-by engineer can be expensive with call out charges and hourly rates being charged at double time.

With this new product you pay an annual premium, single payment or spread over a 12 month period by direct debit.

*In the event of a problem with your heating system or your hot and cold services you can call out one of our duty engineers **24 HOURS a day 7 DAYS a week 52 WEEKS per year in the event of a problem. All calls are taken by our own call-centre.***

There will be no call out charge, no overtime rates and any works/repairs will be charged at our normal day hourly rate. (Saving £15 per hour + VAT)

For more details on this product please contact our office on 01249 713476 and speak to a member of our staff.

Premium **£90.00** per annum including VAT

Direct Debit **£7.87** per month (5% Admin included in monthly cost)

Terms & Conditions

1. Up to 5 call outs per year excluding service visits
2. All materials/parts are chargeable where replaced
3. In the Event of unforeseen situation the service manager reserves the right to make the final decision although everything will be done to reach an amicable agreement.
4. Under warranty boilers requiring parts will be reported to the relevant manufacturer during the hours of 9am-5pm Monday – Friday
5. Any system problem that causes the loss of pressure on the boiler that it is under warranty will be chargeable
6. Minimum charge is 1 hour

1 Number 24/7/365

All for just **£7.87**

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Per Month

