



Dear Sir/ Madam,

We wished to contact you to inform you of the incredible new package we are offering. We believe it offers unrivalled and incredible value to any customer that chooses to be covered under one of our new policies.

Our package will cover any Combination Boiler and Heating System giving you peace of mind and a focused view on providing safety and our usual outstanding work practices.

Please see the reverse of this letter to see what is included and how it could benefit you.

We also offer Fire Servicing packages that can be bolted onto your Boiler Cover, if you would like to be kept informed and up to date with any progression on these services, please email us at – [enquiries@invictagroupservices.co.uk](mailto:enquiries@invictagroupservices.co.uk) or call us on 01227 910336 to register your interest.

We are confident that these packages will save you money and relieve the stress of uncertainty in case the unfortunate happens.

Please see our packages and call us for any further information.

We look forward to working with you.

Kind regards,

# GAS

Invicta Group Services Ltd.

What's Included	Combi Care Cover			
	Boiler only Combi Cover.	Full System Combi Boiler Cover	New Boiler straight Swap installed at start of cover	
			Due alongside cover choice **	
Cost Per Month	£40.00	£47.00	£38.00 (£2,280.00)	
Servicing	✓	✓	-	
Parts Boiler only	✓	✓	-	
Other Parts – Rad Valves, Pumps etc Exc. Pipework	X	✓	-	
Labour to diagnose and fit parts	✓	✓	-	
Flushing of System	X	✓	✓	
Radiators	X	✓ Single up to 1200mm	-	
Callouts Within 24Hrs	✓	✓	-	
Pipework	X	✓	-	

Controls		X		✓		✓	
Boiler Exchange	✓		✓		✓		
Condensate Cover	✓		✓			-	

All our Packages are Subject to a Pre-visit check prior to commencement.

Combi care package

The most comprehensive cover on the market

#### Included

- Servicing
- Call-outs unlimited
- Call-outs to pressure (end user) issues 1 per year free
- Heating pipework cover
- Hot water pipe cover
- Condense cover
- Parts for boiler in full
- Controls cover
- Cleanliness of system cover (providing a filter is installed prior)
- 24 hr callout
- Attendance within 24 hours of a problem reported 365 days a year. (366 days on leap year and normally within 4-6 hours)
- Guarantee of maximum 5 day resolution to issue or new boiler installed free of charge
- New combination boiler fitted every 5 years of constant cover
- Radiator replacement cover no excess or additional cost (includes up to 1200 single - not including changes to size or pipework - does not include designer radiators and towel rails) any additions would be discounted by the amount of radiator included.
- Cost £49.00 per month. (Currently £45.00 until 30.05.2024)
- Boiler cover only £40.00 per month
- Cost of the contract agreed will remain for the entire length of cover. No increases or decreases for lifetime of original agreement.

#### Options

- Upgrade boiler to tier 2 boiler for additional £650.00
- Upgrade to tier 3 boiler for additional £900.00
- Add hob check with service for £3.50 per month
- Add standard fire check with service for £6 per month
- Add a large fire check with service for £9.00 per month.

#### Subject to

- If issue reported access made available for guarantee to be enforced at engineers convenience. If you cannot be there when we are able to attend then we are unable to guarantee fixing within the promised time period.
- Pre contract check of £147.00 and report produced on property and system. Stipulations may be put into place for any items found to be in disrepair at this time. If the contract is agreed your first month will be paid for from check costing.
- No malicious damage. If anything is found to be purposefully damaged, callout and costs to fix will be at clients cost and we may and have the authority to end any agreements instantly without recompense if this is found to be the case. This includes attempts to rectify by the customer. The only item that is for the customer to use or access is the refilling of the pressure should it drop for any reason.
- Pipework beneath floors is covered for repair only. Tracing and repair to the floor will not be covered above 3 hours worth of labour.
- Should the current boiler at the start become uneconomical to repair prior to the end of your first 60 months then the remainder of the 5 years will be payable at that time and a new boiler installed. You will then be able to carry on with cover at the previously agreed amount and begin your next 60 month cycle.
- Cover can be cancelled at any time prior to the boiler being installed. Once the Boiler is installed there is a 12 month period before the cover can be cancelled.
- Please note if cover is cancelled prior to month 60 then there is no return on amounts paid up to that point. It is the customers choice and cover shall simply cease at their request.
- If payment is refused or direct debit cancelled cover shall either cease or we will contact you to investigate. If a payment is missed there is an additional penalty charge of £25.00 for late payment. If payment is late within a 12 month period 3 times then we may cancel your cover with immediate effect. This will be at the company's discretion depending on mitigating circumstances.
- Repairs to fixtures, surfaces and items caused by system or boiler issues are not covered for replacement or repair by the company and are the responsibility of the client to resolve.
- Changes in fuelling. Cover is for natural gas and LPG appliances and is under the assumption that this will continue to be a fuel used for domestic appliances. Outside influences may affect cover and in said circumstance £100 per 12 months of 60 month cycle will be arranged as compensation.
- Packages will remain at the same cost however are subject to increases in cost depending on taxes such as "the boiler tax", excessive increases deemed to be more than 4% per annum in Boiler costs and VAT changes. This will be payable at time of boiler exchange only.
- The company reserves the right to cancel or alter policies at any time should outside of its control influences beyond its control dictate. The customer will and must be given a 3 month warning and the right to cancel if unsuitable to them.
- Underfloor Heating is not covered
- Waste and waste unblocking is not covered

#### **\*\*New Boiler Cover**

- Payments can be made in stages alongside monthly amounts or as a total payment.
- Once Boiler is installed Cover must be continued for a minimum of 12 Months before cancelling
- This can be paid off early with no additional costs or penalties

- If cancelling cover amount owed for new Boiler must be settled in full
- Failure to adhere to payment plan will incur a 20% penalty per occurrence of outstanding amount owed unless agreed in writing
- Boiler replacements are assuming like for like. Pipework alterations, System adjustments and Controls are additional.
- Includes a Standard flue. Vertical flues and plume kits are extras

#### **Automatic exclusions**

- Any Asbestos products are not covered and will not be worked upon.
- Any flues above 15 Meter's are not covered to work on unless a safe means of access is provided.
- We do not cover repairs to structures, plastering and décor caused by issues with your system.
- We do not cover drainage or main ring electrical issues.
- 

#### **Other information**

- We reserve the right to cancel policies at any time
- We reserve the right to make reasonable changes to policies and covers at any time and promise to inform the client and offer an explanation on request.
- We aim to be available 24/7. In the event this is not possible an alternative method of contact will be made available and we are able to receive texts.
- We will be sympathetic to the needs of those disabled and elderly and offer alternatives to those of impaired vision or hearing.
- We reserve the right to make special requirements with the purpose of providing a safe working environment for all of our workers and employees.



# GAS