

CONTRACT PRICES FROM 1ST OCTOBER 2013 – 30TH SEPTEMBER 2014

| APPLIANCE TYPE<br><br>AND<br><br>SERVICE INTERVAL  | CONTRACT TYPE   |                  |                  |                  |                  |
|--|---|------------------|------------------|------------------|------------------|
|  | BRONZE  | SILVER           | SILVER+          | GOLD             | GOLD+            |
| Standard Boiler (Not Pressurised system)<br><br>Systems Boiler<br><br>Condensing Boiler and Condensing Combi<br><br>Combi's including Potterton Flowsure<br>Annual Service | Service or<br>Callout<br>less<br>discount<br>of up to<br>25%<br><br>Parts less<br>discount<br>of up to<br>10% | £105.44          | £123.77          | £171.91          | £207.70          |
| Oil fired Room Heaters single burner<br>(+£10 for twin) Annual Service   |   | Not<br>Available | Not<br>Available | Not<br>Available | Not<br>Available |
| AGA/Rayburn style Vaporising cookers<br>Bi Annual Service  |   | £139.70          | Not<br>Available | Not<br>Available | Not<br>Available |
| Stanley/Rayburn PJ single burner cookers<br>Annual Service   |   | £105.44          | £123.77          | Not<br>Available | Not<br>Available |
| Cooker/Heating combined units: 480K,<br>Stanley Twin etc.  |   | £157.78          | £176.11          | Not<br>Available | Not<br>Available |
| Rayburn Nouvelle<br>Bi Annual Service  |   | Not<br>Available | Not<br>Available | Not<br>Available | Not<br>Available |
| Esse Century<br>Annual Service   |   | Not<br>Available | Not<br>Available | Not<br>Available | Not<br>Available |

Contracts are not eligible for discounts.  
All prices are subject to VAT at current rates (presently 20%)

All costs are relevant to our first Radial, which covers areas with the Post codes; NE61 2,3,4,5,6, NE65 0,7,8,9, NE66 1,2,3,4,5,9, NE67 5, NE68 7, NE69 7, NE70 7, NE71 6, TD15 1,2. Other areas may be included, but at additional costs.

All Services and callouts are within our normal working hours.

Additional visits for breakdown or failure of equipment of regular customers will be treated as urgent, and we will endeavour to attend (and if possible repair) any calls within a 24 hour period, or as soon as reasonably practical within our normal working hours after receiving notification of failure

Although we try to set service and callout prices for a 12 month period from 1st October each year, we reserve the right to alter prices and exclusions without prior notification. Customer should always enquire as to the cost of a Service or Callout before booking in work

In the event of a boiler breakdown please make sure you have sufficient fuel, that the water pressure (where applicable) is correct, and that you have tried all reset buttons; i.e. overheat or limit stat, and burner lockout before booking in a visit.