

Blue Flame

Terms and Conditions

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Blue Flame Memberships

- Installation Membership
- Prime Membership
- Select Membership
- Plus Membership
- Basic Memberships

Prime Membership

What is included?

- **Guaranteed emergency call out within 24 hours, available 365 days a year**
- **Contactable by phone, 24 hours a day, 7 days a week**
- **Priority Appointments**
- **Unlimited Call-outs**
- **Access to expert advice from our technical team**
- **10% off any other work carried out by our team for services outside of your membership**

Also includes:

- **An annual service to your primary heating/hot water appliance (CP12 at an additional cost)**
- **Full parts and labour cover on the equipment covered on a Prime membership***

*Some age, model restrictions and general exclusions apply. Acceptance onto the Prime Membership is subject to an engineer's visit carried out prior to plan starting. Any works will be chargeable until acceptance onto the plan.

Select Membership

What is included?

- **Guaranteed emergency call out within 24 hours, available 365 days a year**
- **Contactable by phone, 24 hours a day, 7 days a week**
- **Priority Appointments**
- **Unlimited Call-outs**
- **Access to expert advice from our technical team**
- **10% off any other work carried out by our team for services outside of your membership**

Also includes:

- **An annual service to your primary heating/hot water appliance (CP12 at an additional cost)**
- **Full labour cover on the equipment covered on a Select membership***
- *Some age, model restrictions and general exclusions apply. Acceptance onto the Select Membership is subject to an engineer's visit carried out prior to plan starting. Any works will be chargeable until acceptance onto the plan.

**** Parts are chargeable**

Plus Membership

What is included?

- **Guaranteed emergency call out within 24 hours, available 365 days a year**
- **Contactable by phone, 24 hours a day, 7 days a week**
- **Priority Appointments**
- **Unlimited Call-outs**
- **Access to expert advice from our technical team**
- **10% off any other work carried out by our team for services outside of your membership**

Also includes:

- **An annual service to your primary heating/hot water appliance (CP12 at an additional cost)**

10% discount on any parts and labour*

*10% discount given on our call-out and labour rates

Basic Membership

What is included?

- **Everything included in the Plus Membership but excludes an annual service**

Installation Membership (Only appliances installed by Blue Flame)

What is included?

- **Everything included in the Basic & Plus Membership**
- **We'll manage the warranty with your manufacturer for you meaning you only need to deal with us and not multiple companies.**

Also includes

- **Full parts and labour cover on the equipment covered by the membership***

*General exclusions apply.

- **Gas Boiler**
- **Oil Boiler**
- **Air/Ground Source Heat Pump**
Installation membership only for heat pumps installed by us
(some manufacturers are excluded)

Membership Terms for Prime, Select and Installations

Gas Appliances

What's Covered?	What's not covered?
- Repairs <u>only</u> to: - A single natural gas, or LPG boiler, with a heat output of up to a maximum of 70KW - Repairs, <u>or replacement</u> to: - Boiler controls – programmers, thermostats, motorised valves and pumps - Boiler flue and/or flue terminal, up to one metre in length maximum. - Repair or replacement of Feed and expansion tanks - Central heating pressure kit – expansion vessel, filling kit, pressure gauge. - A first service or an annual service on the appliance - Boiler switch and cable to combi boiler - Inhibitor	- Replacement of (if we cannot make a repair): - The boiler - The boiler flue or flue terminal if it is over one metre in length. - The gas supply pipework - Works associated to: - The central heating system, or hot water cylinder, or secondary hot water circulation pumps, or Buffer vessels, low loss headers, or system filters. - The hot, cold or central heating system pipework - The electrical supply to the boiler upstream of point of isolation - System boiler wiring and wiring centre - The gas supply to the property and the internal gas pipework - The gas equipment at the property – gas meter, gas meter box, LPG changeover valves, regulators, bulk storage tanks.) <u>General cover exclusions</u> - Faults caused from running out of gas - Damage caused by sludge, or other system debris - Replacing or topping up inhibitor, glycol or biocide unless we have removed it - Issues with SMART based controls due to internet loss/failure or App problems - Replacing batteries in wireless programmers/thermostats - Resetting your controls - Flueless fires - Repairs, or replacement, to anything else other than the boiler and controls Below appliances are suitable for Basic/ Plus Only: - Gas AGA's or Rayburns - Warm air units - Swimming pool boilers - Gas fires

Oil Appliances

What's Covered?	What's not covered?
- Repairs <u>only</u> to: - A single oil boiler, with a heat output of up to a maximum of 70KW - Repairs, <u>or replacement</u> to: - Boiler controls – programmer, thermostats, motorised valves and pumps. - Boiler flue and/or flue terminal, up to one metre in length. - Repair or replacement of Feed and expansion tanks - Central heating pressure kit – expansion vessel, filling kit, pressure gauge. - Nozzle & Oil Lines - Boiler switch and cable to combi boiler - Inhibitor - A first service or an annual service on the appliance	- Replacement of (if we cannot make a repair): - The oil boiler - The boiler flue or flue terminal if it is over one metre in length. - Works associated to: - De-soot if the boiler if it has sooted up - The oil supply pipework - Oil fire valve, internal or external tiger loop, tank master, Watchman - Oil lifter (if installed) - The oil tank - The central heating system, or hot water cylinder, or secondary hot water circulation pumps, or Buffer vessels, low loss headers, or system filters. - The hot, cold or central heating system pipework - The electrical supply to the boiler upstream of point of isolation - System boiler wiring and wiring centre <u>General cover exclusions</u> - Faults caused from running out of oil, using the wrong fuel, or from contaminated oil. - Replacement of oil for any reason. - Damage caused by sludge, or other system debris - Replacing or topping up inhibitor, glycol or biocide unless we have removed it - Issues with SMART based controls due to internet loss/failure or App problems - Replacing batteries in wireless programmers/thermostats - Resetting your controls Below appliances are suitable for Basic/ Plus Only: - Oil vaporising appliances - AGA's, Rayburns, etc. Repairs, or replacement, to anything else other than the boiler and controls

Air/Ground Source Heat Pump

*Installation membership only for heat pumps installed by us

What's Covered?	What's not covered?
- Repairs <u>only</u> to: - A Single, air source heat pump or ground source heat pump with a heat output of up to a maximum of 20KW - Ground array manifold - Repairs, <u>or replacement</u> to: - Heat pump controls – programmer, thermostats, motorised valves and pumps. - Repair or replacement of Feed and expansion tanks - Central heating pressure kit – expansion vessel, filling kit, pressure gauge. - Inhibitor A first service or an annual service on the appliance	- Replacement of (if we cannot make a repair): - The heat pump itself - The ground arrays and manifold - Glycol in the ground array - The bracket or support base for the heat pump - Refrigeration pipework - Refrigeration gas if has been lost to atmosphere - Works associated to: - High temperature systems, Non heat pump part of a bi-valent system, Hybrid systems - The Ground arrays - The central heating system, or hot water cylinder, or secondary hot water circulation pumps, or Buffer vessels, low loss headers, or system filters. - The hot, cold or central heating system pipework - The electrical supply to the heat pump upstream of point of isolation <u>General cover exclusions</u> - Damage caused by sludge, or other system debris - Damage caused by permafrost - Replacing or topping up inhibitor, glycol or biocide unless we have removed it - Issues with SMART based controls due to internet loss/failure or App problems - Replacing batteries in wireless programmers/thermostats - Resetting your controls - Repairs, or replacement, to anything else other than the heat pump and controls

Central heating system

What's Covered?	What's not covered?
- Works associated to a domestic: - Radiator heating system - Underfloor heating system - Repairs, <u>or replacement</u> to a: - Radiator/s if leaking, pin holed, or is showing severe rust - Curved, column or designer radiators - <u>will only be replaced with a standard radiator and standard valves</u> - Thermostatic radiator valves and radiator isolation valves, if leaking or not working - Any valve or air vent on the heating system - including system bypass valve, isolation valves and air vents. - Heating system filter, an air or dirt separator - Feed and expansion tank - Central heating pressure kit – expansion vessel, filling kit, pressure gauge, etc. - Inhibitor - System wiring and wiring centre - Repairs only to: - Any copper, plastic, multi-layered heating pipework. - Underfloor heating controls, manifold and actuators, flow meters - Heating system checks at each annual service visit on the primary appliance	- Replacement of (if we cannot make a repair): - Curved, column or designer radiators - Designer radiator valves - Electric elements in towel rails - Underfloor heating pipework - Underfloor heating manifold <u>General cover exclusions</u> - Underfloor heating pipe work - Damage caused by sludge, or other system debris - Damage caused if we have previously recommended to you that the system should be power flushed, or the system should be replaced. - Replacing or topping up glycol or biocide unless we have removed it - Replacing batteries in wireless programmers/thermostats - Resetting you controls - Repair or replacement to iron pipe work - Power flushing - Repairs, or replacement, to anything else other than the heating system

Hot water cylinder

What's Covered?	What's not covered?
- Repairs <u>only</u> to a: - Vented hot water cylinder up to a maximum of 300 litres - Unvented hot water cylinder up to a maximum of 300 litres - Cold water storage tank - Repairs, or <u>replacement</u> to a: - Immersion element, thermostat/s, timer and ball valve. - A first service or annual inspection on the cylinder if this is added to membership	- Replacement of (if we cannot make a repair): - Secondary hot water circulation pump - Replacement of a vented, or unvented cylinder (if it cannot be repaired) <u>General cover exclusions</u> - Damage caused by contaminated water, or other system debris - Resetting your controls - Repair or replacement to iron pipe work - Repairs, or replacement, to anything else other than the hot water cylinder

Oil tank and Oil pipework

What's Covered?	What's not covered?
- Domestic oil supply pipe work - Fire valve - Oil filter - Flexible oil Lines to boiler - Internal or external tiger loop <u>Oil tank disaster recovery</u> – if the oil tank splits and is spilling oil, we will send an emergency team to transfer the oil into a second tank to prevent further oil leaking and potentially causing an environmental disaster. - A first inspection or an annual inspection on the appliance	- Oil tank - we will not replace the oil tank, nor contribute to the replacement of. - Tank master and oil Watchman - Oil lifter if installed - Oil tank base, bund or supports - Replacement of oil supply pipe: <u>General cover exclusions</u> - The cost, or any associated costs of an environmental or property damage caused by an oil leak - Cleaning the oil tank - Removal of water from Oil tank - Upgrades to do with the oil tank and oil pipework supply - Faults caused from running out of oil, using the wrong fuel or from contaminated oil. - Replacement of oil for any reason.

Plumbing

What's Covered?	What's not covered?
- Repairs <u>only</u> to: - The hot and cold pipes from the internal stop tap within the main building - The waste pipes within the property - Cold water storage tanks - Repairs, or Replacement of (if we cannot make a repair): - Flexible tap connectors - The toilet syphon/s - Basin, sink and bath traps - Ball valves - Water storage tanks - Grey water works - minor blockages that can be cleared by us are covered. Any blockages that require specialist contractors are not covered under the agreement.	- Replacement of (if we cannot make a repair): - The hot, cold, or waste pipes within the property. - Taps & Designer taps. (labour covered) - Sanitary ware of any sort - Brown water works (toilet unblocking etc) - Works associated to: - Blockages in waste traps such as hair or sand are not covered. The customer is expected to clear these sorts of blockages. - Showers, shower parts, shower cubicles, shower trays and shower traps. - Shower pumps, or any mains pressure booster pumps (Inc cold water) - Tiling, seals or grouting - Water softeners, water filters and waste disposal units - Macerators - External drains, sewer systems, cesspits, septic tanks, and manhole covers. - Shared drains - Boiling Water Taps - Cool water taps - Cleaning and descaling drains - The cost of External Contractors to clear drain systems <u>General Exclusions</u> - No first service or annual service on any plumbing components - Damage caused by contaminated water, or other system debris. - Plumbing of any sort, in out buildings, swimming pools, ponds, etc. - Repair or replacement to iron pipe work - Rainwater pipes and guttering - Water supply pipe from the boundary to the internal stop tap of the property

Home Electrics

What's Covered?	What's not covered?
- Repairs to mains electrical system, Including: - Consumer unit - Fixed wiring to fixtures and fittings - Repairs or Replacement of (if unrepairable), including: - Light fittings - <u>will only be replaced with a basic white pendant</u> - Downlights- <u>will only be replaced with our standard LED fitting-</u> - Light switches – <u>will only be replaced with a basic white switch</u> - Isolation switches – <u>will only be replaced with a basic white switch</u> - Extractor fans up to 15cm in diameter - <u>will only be replaced with a basic fitting up to the value of £50 inc VAT</u> - Outside lighting that is attached to the building - <u>will only be replaced with a basic bulkhead fitting</u> - Timers, programmers, controls, or sockets	- Replacement: - Wiring Replacement - System re-wire - Consumer unit - Work associated to: - Lamps - Outside light fittings, switches & sockets – Not fixed to the building - Cables to any outbuildings, or outdoor fittings/appliances. - Electrical Appliances - Smoke, heat and CO alarms - Electric Showers - Camera systems - Solar PV systems - Security alarms - Electric heaters - Electric Underfloor heating - The electricity supply to the fuse board - not including rubber or lead coated cables. - Any work to out buildings with their own electric meter - Electric vehicle charging points - Swimming pool plant rooms - SMART lighting and SMART sockets - Dimmer modules/switches - Upgrades/improvements if components are obsolete

Solar Thermal – Install membership)

What's Covered?	What's not covered?
- Repairs <u>only</u> to a domestic solar thermal system: - Solar thermal panel/s - Solar pipe work - Repairs, or replacement to: - Solar thermal controls – programmer, pump, sensors, vents. - Solar pipework insulation - A first service or an annual service on the equipment	- Replacement of (if we cannot make a repair): - The solar panels - The solar pipework - The bracket or support base for the solar panels - Topping up of Glycol if required - Works associated to: - The central heating system, or hot water cylinder, or secondary hot water circulation pumps, or Buffer vessels, low loss headers, or system filters. - The hot, cold or central heating system pipework - The plumbing – waste pipes, drainage system, toilets) - The electrical supply to the heat pump upstream of point of isolation <u>General cover exclusions</u> - Access equipment to inspect or work on the solar panels if on the roof. - Damage caused by sludge, or other system debris - Damage caused to property by failure of solar panels or any components of the solar thermal system - Issues with SMART based controls due to internet loss/failure or App problems - Resetting your controls - Repairs, or replacement, to anything else other than the solar thermal system and controls

Some common exclusions from all the cover options above:

- Kitchen appliances/ white goods
- Appliance Flue or Chimney sweeping – unless specifically purchased.
- A Landlord safety report (CP12) - Must be purchased separately
- An EICR - Must be purchased separately
- Damage caused if we have previously recommended that you do something and haven't.
- Power flushing, or system cleansing
- Any non-domestic work (commercial)
- Multiple appliances – each membership only covers one main appliance. If you want multiple appliances covering, these must be purchased additionally.

General exclusions**Pre-existing or design faults**

Whilst we will accept most boilers and systems on to a Membership, we are not responsible for any faults that:

- Were already there when your boiler, or system was installed
- Existed when you first took out the cover with us
- We could not have reasonably known about before.
- Faults that were not picked up on the first visit but already existed
- We have told you about before and you haven't fixed
- Is to do with work being completed by a third party
- Is caused by poor system design (unless we designed it)
- Is caused from poor installation.

Chargeable works

For any works that are 'not covered' by the membership materials/parts are chargeable to you, I.E. Column radiators, Brushed metal sockets. Where possible, you will be provided with a quote for the cost of the works prior to us commencing. This quote will include 10% discount as a membership customer. Only on acceptance of this quote will materials/parts be ordered, and work scheduled. The cost of the works will be invoiced to you once works are complete. Payment is expected within 14 days of receiving the invoice.

Accidental and deliberate damage

We will not cover costs of any accidental or deliberate damage caused by you, or someone else. Our contract agreement is between us and you – We cannot, and will not, be held responsible for damage caused other than damage caused by ourselves.

Third-party damage

If anyone else carries out work on your boiler, appliance or system and damages it, or the work is not completed properly, we will not be held responsible for putting it right.

Consequential loss

Unless we are responsible for it, we will not cover any loss or damage to property (including any cleaning needed), caused by the boiler, appliance or system breaking down or leaking (for example damage caused by water leaks).

Normal Insured Risks

We will not cover the cost of repairing faults or damage caused by freezing weather conditions, subsidence, structural repairs, accident, fire, lightning, explosion, flood or storm. Also not covered, is the cost of repairing damage or breakdowns caused by changes to, or problems with, the gas, oil, electricity or water services or its supply. You should check your household, letting or business insurance to make sure you have enough cover for these risks.

Improvements

We are only responsible for repairing your covered equipment when it has a **fault**. We are not responsible for upgrading, replacing, or making any improvements to the covered equipment.

We will not repair/replace items that are in working condition.

We will not repair/replace items for cosmetic reasons - For example, a radiator that is working but looks slightly rusty in places

Where we have told you an improvement is necessary, we may choose to stop your cover until that work is completed.

Supply pipework and services

As part of your cover we won't repair, or replace, the following:

- Water supply pipe from the property boundary to your home
- Gas supply pipe from your boundary to your gas meter
- Electrical supply from your boundary to your fuse board
- Any steel pipe work pipework within your property

Fabric of the building and access

At times we may need to access the fabric of the building to make a repair to the covered equipment. Whilst the equipment may be covered for repair work, accessing the equipment to make the repair is not covered as part of the agreement.

For example:

1. If pipework or equipment is behind a plasterboard wall that needs repairing, the time taken to access the pipe work or equipment in the fabric of the building is not covered under the agreement, nor is the making good afterwards. The actual repair of the pipework may be covered under the agreement.
2. If pipework is buried in a concrete floor and is leaking, both the time taken to access the pipe work in the floor is not covered under the agreement, nor is the making good afterwards. The actual repair of the pipework may be covered under the agreement.

We are not responsible for repairing any pre-existing damage, nor will we replace, or restore the original surface or coverings.

The cost of any redecoration caused by ourselves, is not our responsibility unless we have been proven to be negligent.

Access to make repairs that require special equipment are not covered as part of the agreement. These include:

- Scaffolding
- Tower scaffolding
- Lifting equipment
- Mobile elevated working platforms

Out of Hours Work

Any planned/non-emergency work that you wish to be completed outside of normal working hours will be chargeable to you. Our normal workings hours are classed as Monday to Friday 8am-4.30pm. However, we are available 365 days a year for emergencies.

Classification of Emergency

The following guidelines should be used in determining- what is an emergency repair. Discretion may be necessary in other exceptional circumstances where the well-being of an individual or the property is at risk.

EMERGENCY REPAIRS

- Any fault that could lead to death or injury of occupants, visitors or public.
- Electrical fittings. Installations in contact with water (burst pipes/ tanks, flooding, etc)
- Gas leaks, carbon monoxide and smoke detector activation.
- Any fault which could seriously endanger the health of occupants, visitors and public.
- Any fault that could cause extensive damage to Cornish Gems properties or the Customers effects.
- Defects that may cause a fire
- Burst pipes and tanks (but not weeping/ leaking pipes, fittings or cisterns)
- Water penetration from one dwelling into another.
- No power except where this is a grid failure outside of the property.

URGENT REPAIRS

- Water leaks where damage is not apparent
- Overflowing cisterns and water filled expansion tanks
- Part failure of installation in main room or bathroom where alternatives cannot be provided for e.g. Lights.

Period of agreement

The monthly membership prices are based on a minimum 12-month contract term. Charges will be reflected monthly on your Cornish Gems statement of account. The period of cover is from 1st January 2025 until 31st December 2025. Mid-season contracts will be issued on a pro-rata basis until the following January. Should you wish to cancel before this date, an exit fee will be applied.

Cancellation

If the membership is cancelled during the period of agreement, the outstanding amount due for the remainder of the agreement, or for additional works completed, will be invoiced to you for immediate payment