

# Servyo Ltd Terms and Conditions

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### Boiler Coverage Based on Age at Policy Start:

1-7 years: If the boiler is deemed beyond economical repair, Servyo Ltd will replace it, covering up to £1,160.

7-10 years: If the boiler is beyond economical repair, Servyo Ltd will cover the replacement cost, up to £430.

10+ years: For boilers beyond economical repair, the replacement cost is covered up to £270.

You'll receive a detailed report via email after every service or repair visit. While we retain this information in our system, it's helpful to print and keep it with your Servyo Ltd documentation.

### £60 Excess on Toilet Repairs

### Our commitment to no price hikes:

If you make no claims in your first year, we will cap your second year's price increase at just 5%. If claims are made, the renewal rate might be higher than 5%, but we promise it will still be lower than quotes from large national companies. This allows us to keep your costs as low as possible while remaining competitive.

### Your Renewal Price Depends on Two Factors:

1. Number of claims: The fewer issues we need to resolve in the past year, the smaller the price increase.

2. Inflation: As the cost of parts and labor rises, we adjust our prices accordingly. The table below outlines renewal prices based on recent renewals:

| Number of Callouts | Price Increase |

|-----|-----|

| 0 | 0% |

| 1 | 2% |

| 2 | 5% |

| 3 | 20% |

| 4 | 30% |

Boiler Age Recommendations:

15-20 years old: Homecare coverage is available, but we strongly recommend replacing the boiler soon, as parts may no longer be available, and repairs could become uneconomical.

12-15 years old: Homecare coverage is available, though we suggest considering a replacement within the next year due to the age.

1-12 years old: We provide full Homecare coverage, and your boiler falls within the ideal age range for efficient operation.

If you need a new boiler, we can offer a competitive quote tailored to your property's size and requirements.

Exclusions:

Showers and Components: Shower pumps, sanitary ware, and sealants.

Taps: Kitchen, bath, basin, or bidet taps that require more than just a washer.

Concealed Toilets or Cisterns: Includes units part of vanity setups.

Specific Boiler Models: Potterton Powermax, Britany, Chaffoteaux, Servowarm, Ariston, Ferroli, Biasi.

Water Tanks or Cylinders: Irreparable items.

Decorative Radiators: Excludes non-standard radiators.

External Faults: Issues caused by third-party repairs.

Pre-existing or Design Issues: Inaccessible components or faulty design.

Sludge, Scale, or Blockages: Problems related to limescale, blockages, or sludge.

Special Heating Systems: Including underfloor heating, towel rails, and non-standard heating setups.

Weather Damage: Problems due to extreme weather conditions or freezing.

Smart Devices: Excludes smart thermostats and internet-connected systems.

Saniflors and Pumps: Including Saniflors, macerators, and condense lift pumps.

Electrical Components: Issues with lighting, extractor fans, domestic appliances, and similar systems.

Security and Control Systems: Excludes alarms, smoke detectors, and automated doors or gates.

Electrical Work: Full or partial rewiring.

Callout Times:

Monday - Friday: For breakdowns reported between 6pm - 12am, we aim to attend the next day.

Saturday: Callouts between 9am - 12pm will be attended on the same day.

Sunday: Emergency callouts are handled the following day.

In the case of a burst pipe, we aim to respond the same day and will guide you over the phone to isolate the leak.

Frequently Asked Questions (FAQs):

What happens after I submit my details online?

One of our team members will contact you to arrange an initial inspection.

Do you cover any boiler make, model, or age?

We don't cover specific models like Biasi, Ariston, and Potterton Powermax 155. We also don't cover boilers over 15 years old. However, we can still repair or replace these boilers if needed.

How often will my boiler be serviced?

We'll perform a service during your initial inspection and then annually between March and August.

Is there an excess fee?

No, there's no excess to pay.

Are there limits on callouts?

No, callouts are unlimited.

When is the monthly direct debit collected?

After the initial inspection and signup, the monthly Direct Debit will begin.

How soon can someone come out for a repair?

For urgent issues, we aim to arrive the same or next day. For non-emergencies, we aim to be with you within 3 days.

What's the length of the agreement and cancellation policy?

The agreement is for a 12-month minimum term, with automatic renewal. If the policy is canceled before the term ends, you will be responsible for the full 12-month cost.

