

Alpha A/C No:

Ref:

Alpha Care



Peace of mind from Manx Gas Alpha Care

per year **£75**

Alpha Care Application Form

Please complete all sections in BLOCK CAPITALS

Personal Details

Title:

First Name:

Surname:

Contact Details

Home Tel: **Mobile Tel:** **Work Tel:**

Address:

Post Code:

Alpha Boiler Details

MODEL (found on front of boiler): **Installation Date (if known):**

Payment Details

Preferred Payment Method - Please tick

Monthly Direct Debit - £6.25 per month Please complete enclosed Direct Debit form

One annual payment - £75 per year Please include cheque payable to 'Manx Gas'

Application

Please complete and sign this application form and return with the completed Direct Debit form or cheque payment in the prepaid envelope.

I wish to take advantage of the benefits of the Alpha Care contract having read the terms and conditions overleaf. I understand that in order to qualify, the installation must be in good working order. Manx Gas reserves the right to accept appliance(s) onto the contract dependant on age, condition and working order.

Signed: **Date:**

Cleaner Greener Easier

Manx Gas Ltd, Murdoch House, South Quay, Douglas, Isle of Man, IM1 5PA.
Registered in the Isle of Man No.061161C. Registered office as above.



Manx Gas Alpha Care

Terms & Conditions



Cover

Alpha Care

Alpha Care is an annual service contract designed specially for Alpha high efficiency boilers. The cover extends to the Alpha gas appliance and associated Alpha heating controls and includes:

- An annual safety & diagnostic service check
- Priority service
- Free parts on all visits
- Free labour on all visits during normal working hours
- 20% discount on labour outside normal working hours

Normal working hours are 08:00 – 17:00 Monday to Friday, excluding Bank Holidays.

Terms & Conditions

a) Period of Contract

1. Alpha Care cover will be effective from the date that the charges apply. The contract shall continue until:-
 - (i) Either party notifies the other party in writing of their wish to terminate the Alpha Care contract.
 - (ii) Payments are not received from the customer.
2. Customers will be notified in advance of any changes in contract charges or terms and conditions.
3. The annual safety check and diagnostic service visit will normally be carried out between April – September during normal working hours, however we may at our discretion complete this visit at other times if appropriate. Customers will be contacted by letter and will be required to arrange an appointment. If the customer does not respond, a reminder will be sent within six weeks. If the customer does not respond to the reminder, the safety check may be missed. No refunds will be made under these circumstances.
4. The customer cannot reassign the Alpha Care Contract to another address or appliance.

b) Exclusions

The Alpha care contract does not include the costs of:

1. Labour and materials used in the rectification of faults on, or the replacement of auxiliary items that do not form part of the Alpha Boiler or Alpha heating controls, such as central heating or domestic hot and cold water pipework, radiators, radiator valves, motorised valves, cylinders, tanks, flue pipes, isolation valves, electrical wiring, the gas supply to the appliance, replacement of batteries.
2. Replacement of the appliance in the case that spare parts are no longer available, or in the case where work is carried out on the appliance by another party.
3. Any work caused by the failure of the electricity or water services, damage caused by fire, lightning, flood, misuse or any extraneous cause.
4. The Issue of a Landlord's gas safety certificate for rented properties (This can be arranged at extra cost).

c) Payments

The customer agrees to pay yearly in advance or by monthly Direct Debit.

d) Condition of the gas appliance

Acceptance of the appliance onto Alpha Care does not infer that the appliance has been satisfactorily installed. Manx Gas will not accept liability for any failure attributable to the inadequate installation of an appliance fitted by another party.

e) Acceptance of gas appliances onto the Alpha Care contract

1. Acceptance onto Alpha Care is dependant on the appliance being in full working order. At the time of the first visit, an inspection will be made, any work required to bring the appliance into full and proper working order may be charged for.
2. Manx Gas reserves the right to cancel the contract for any reasons of safety, accessibility, unavailability of spare parts and/or age or condition of the gas appliance.
3. The customer shall ensure that the appliance is used in accordance with the manufacturer's instructions.

f) Sub-contractors

Manx Gas reserves the right to use approved and nominated sub-contractors to carry out work on Alpha Care contracts.

g) Liability

The customer agrees to indemnify Manx Gas against any claim or claims whatsoever and howsoever arising in connection with the appliance(s) to be serviced under the Alpha Care contract, other than claims associated by the default or negligence of Manx Gas or its agents.