

## ProTech Boilers - One-off Repair

### Single Fault Fixed Price + Free Cover & Annual Service from only £88

#### What you'll get with your one-off repair:

- FREE boiler service and a system health check
- FREE 3 months cover on our ProCare Diamond Plan worth £66
- Annual Service Certificate
- Contribution towards part/s

If you have a fault on your gas boiler or gas central heating system that is causing you an issue, why not give our One-off repair a try.

This will include an engineer's visit of upto one hour labour with a contribution of £38 that goes towards your parts as a one-off single repair. If the parts cost above our £38 contribution then we will always let you know before we go ahead with any further work.

If we need more than 1 hour to fix the problem, we will always tell you how long we need before going ahead with further work, so no unexpected costs or surprise bills. We will quote you £50 per any additional hour the engineer needs.

We may charge you extra for any additional faults that have been found. Our engineers will always make sure you are aware of any other parts that may be needed before we go ahead with any repairs on your system and any other charge for the additional labour that may be needed.

Please note that even if no parts have been used while the engineer has been at the property we would still charge the £88.00 for the engineer's visit if he gets your boiler or central heating system back up and working.

All our parts that we install comes with a 12 months guarantee.

If the engineer attends your property and he is unable to repair your boiler or your central heating system or you have decided not to go ahead with the repair we would still have to charge you £88 for the engineer's visit and for the engineer to have diagnosed the fault.

While the engineer is looking at your problem he will also carry out an annual boiler service and give your boiler/central heating system the once over and give you 3 month's free cover on our ProCare Diamond plan which is worth £22 per month. This cover will only be offered to you if the engineer has inspected your boiler and central heating system and has called the office to confirm all is ok to go onto plan.

If any parts are required, consumables including but not limited to gaskets and seals, these would be charged at an extra cost, if these are needed to complete your annual service and for the engineer to supply a Annual Service Certificate.

If any parts are unavailable for our engineer to be able to finish the service, the engineer will make you aware of this and unfortunately we would have to withdraw the service and cover plan. If any parts are obsolete or the boiler is beyond economical repair we will give you a discount of your fixed repair fee on a new boiler.

Please note it is down to the customer to cancel the ProCare Diamond Plan after the 3 months or this will go onto a rolling monthly contract with ProTech Boilers.

Your ProCare Diamond Plan will be subject to our ProCare terms & conditions. Please see ProCare terms & conditions for more information.

All prices displayed include VAT.