



# ServiceCare

*Gas Service options,  
for your peace of mind.*

For the way you want to live



# Our best idea for your peace of mind

**Coping with a central heating or gas appliance breakdown can be unpleasant enough. But if your appliance is unprotected, it could be even worse. Not only do you have the trouble of finding someone qualified to repair it, but you can also end up with a hefty bill.**

That's why a Gas Service Care Contract is such a good idea. For a price that's easy to budget for, your central heating or gas appliance becomes our concern. You can be sure we'll take care of any future repairs or breakdowns, and you can rely on a trained service engineer to deliver the first class service you'd expect.

With Gas Service Care, help is never far away. If there's a problem with your gas appliance or central heating, you can call 724811 for advice and assistance.

Gas Service Care offers you a choice of *Gold, Silver or Bronze* Cover to maintain your Central Heating Boiler in perfect working order, ensuring peak performance and greater efficiency.

*The contracts shown are for central heating systems only. For additional appliances, refer to the details on the Gas Service Care Contract.*



## Gold ServiceCare

**One Annual Service** plus all labour charges incurred during normal working hours involving the rectification of faults on both the appliance and associated controls.\*

**Replacement parts** used in the rectification of faults on both the appliance and associated controls are inclusive of the charge.

**All service calls** made outside normal working hours, to attend to the appliance or controls (covered by this contract), are subject to our normal call out charge less a discount of 20%.

## Silver ServiceCare

**One Annual Service** plus all labour charges incurred during normal working hours involving the rectification of faults on both the appliance and associated controls.\*

**Replacement parts** used in the rectification of faults on both the appliance and associated controls are charged at our current selling price less a discount of 20%.

**All service calls** made outside normal working hours, to attend to the appliance or controls (covered by this contract), are subject to our normal call out charge less a discount of 20%.

## Bronze ServiceCare

**One Annual Service** plus all labour charges incurred during normal working hours involving the rectification of faults on the **appliance only**.

**Replacement parts** used in the rectification of faults on the appliance are charged at our current selling price.

**All service calls** made outside normal working hours, to attend to the appliance covered by this contract, are subject to our normal call out charge less a discount of 20%.

\*See exclusions listed in the contract.

# Your questions, answered

**Why do I need to have my appliance serviced?**

Appliance manufacturers recommend that their gas appliances are serviced annually, to maintain the correct levels of safety and efficiency.

**When will my appliance(s) be serviced?**

Your appliance(s) will be serviced between the months of April - September.

**How long does cover last?**

Once signed up, cover is continuous.

**Are there any extras to pay?**

See Terms and Conditions of the contract cover you have chosen.

**My central heating was not installed by Guernsey Gas - can I still get cover?**

Yes - as long as the system has been properly designed and installed and is in good working order with spare parts available there shouldn't be a problem.

**How do I pay?**

You pay in advance, by monthly bankers order.

**What if I have a query about Gas ServiceCare?**

Call our Customer Service Department on 724811 during office hours for help and advice.



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