



# Home Shield

HOME PROTECTION COVER

**24/7  
EMERGENCY  
ATTENTION  
WITH EVERY PLAN**



# Home Shield

HOME PROTECTION COVER

Your No 1 for **heating,  
plumbing, electrics  
& renewables**



**Trust the local experts for all your heating,  
plumbing, electrics & renewables needs**



**Gair Home Services (Head Office)**  
Lakewood House, 50 Hiltingbury Road,  
Chandlers Ford, Hampshire SO53 5SS

**Gair Home Services (Showroom)**  
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Chandlers Ford, Hampshire SO53 5SS



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0800 310 2323**

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[www.gairhomeservices.co.uk](http://www.gairhomeservices.co.uk)



144901



Gair Homes Services is the trading name of Gair Gas Ltd

**Pick or build your  
own plan from**

**£8.50  
PER MONTH**



**023 8036 3838  
0800 310 2323**  
[www.gairhomeservices.co.uk](http://www.gairhomeservices.co.uk)



# Your local trusted experts

Gair Home Services is a family run company with a reputation for quality, service and reliability. Having served Hampshire for the last two decades, we know a thing or two about taking care of your home.

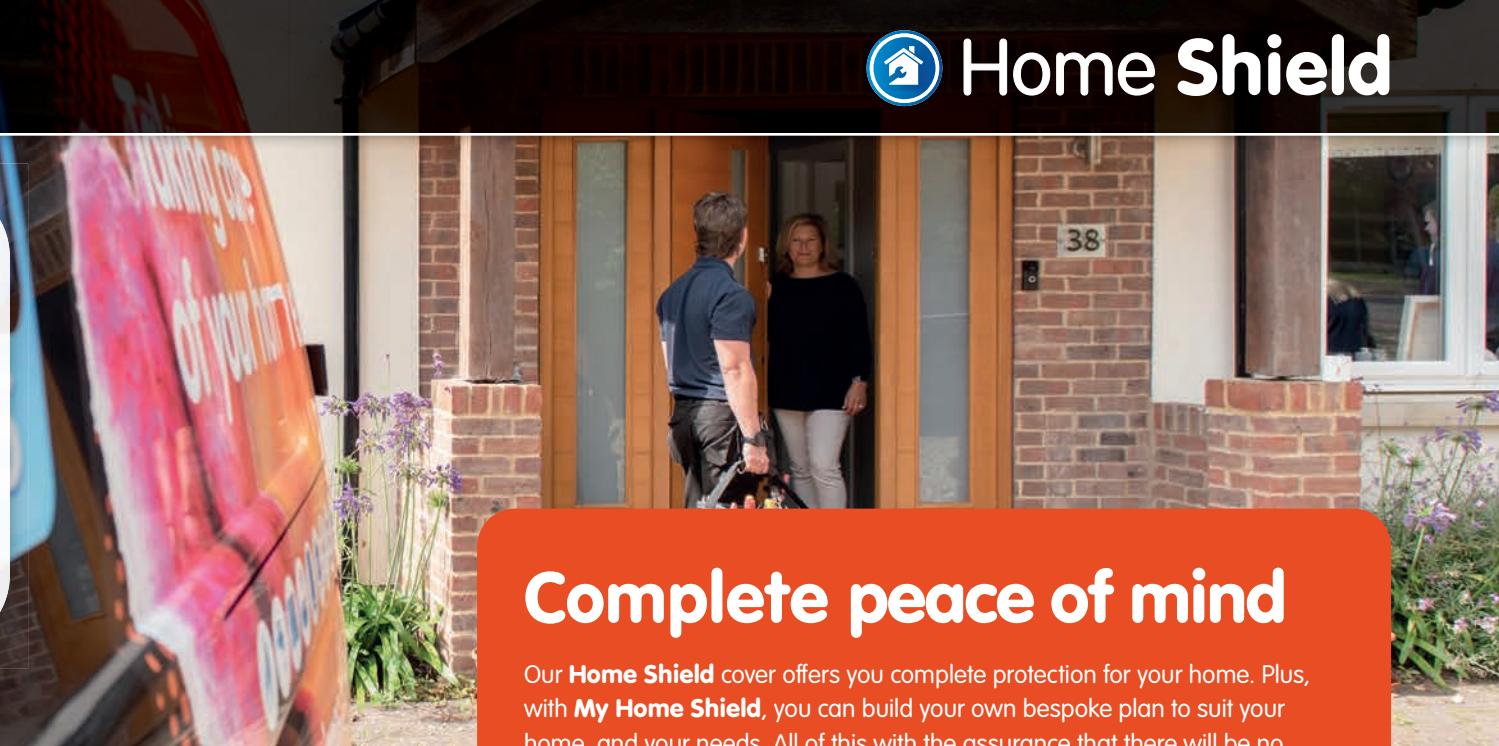
Our expert engineers are fully qualified and registered with Gas Safe, MCS, F Gas & NICEIC, allowing us to carry out all domestic and commercial work.

We are proud members of the Hampshire County Council Trading Standards Partnership. We are also accredited installers with some of the biggest names in the industry, such as Worcester Bosch, Vaillant, ATAG and Which? Trusted Trader.



## Highly recommended

Andy arrived early - no waiting around. He worked quietly and diligently. We soon had a working, serviced boiler once again.



## Complete peace of mind

Our **Home Shield** cover offers you complete protection for your home. Plus, with **My Home Shield**, you can build your own bespoke plan to suit your home, and your needs. All of this with the assurance that there will be no hidden costs, catches or call out fees, just someone there when you need us.

### Our cover plans include:

- Priority 24/7 emergency attention
- Parts and Labour\*
- Unlimited number of repairs (up to the maximum cost) \*
- No additional excess or call out charges\*
- Optional landlord cover
- Boiler replacement cover

To get you started with your **Home Shield** cover plan, we will conduct a **free of charge inspection** of your heating system and the areas of your home you would like covered. This ensures that we can provide you with the correct **Home Shield** plan for your needs.

You can either pay monthly by Direct Debit or annually\*, it's up to you. There are no additional charges, ie: no interest if you choose to pay by Direct Debit, the price remains the same however you choose to pay.

### Join Today

Simply complete the form at the back of the booklet and send it back to us.



# Home Shield

## HOME PROTECTION COVER

### Pick your plan

#### Home Shield Eco

Air Source Heat Pump Service only (does not include parts and repairs)

#### Home Shield 100

Boiler service only (does not include parts and repairs)

#### Home Shield 200

Boiler & controls, parts, labour & call out, includes boiler service

#### Home Shield 300

Boiler, controls and whole central heating system, boiler service (Includes boilers, radiators, controls and hot water system)

#### Home Shield 400

Boiler, controls, central heating system, plumbing, drainage, boiler service (Includes boilers, radiators, controls and hot water system)

#### Home Shield 500

Boiler, controls, central heating system, plumbing, drainage & electrics, boiler service (Includes boilers, radiators, controls and hot water system)



**24/7  
EMERGENCY  
ATTENTION  
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### Choose your level of cover

Home Shield ECO*	Home Shield 100**	Home Shield 200	Home Shield 300	Home Shield 400	Home Shield 500
Monthly £15	Monthly £8.50	Monthly £19.50	Monthly £24	Monthly £27	Monthly £32
		Annually £234	Annually £288	Annually £324	Annually £384
Annual Service	✓	✓	✓	✓	✓
Emergency Priority	✓	✓	✓	✓	✓
No Call Out fee		✓	✓	✓	✓
Boiler		✓	✓	✓	✓
Controls		✓	✓	✓	✓
Central Heating			✓	✓	✓
Plumbing				✓	✓
Drains				✓	✓
Electrics					✓

### My Home Shield

Every home is different, With **My Home Shield** you can build your own bespoke plan that is unique, to your own specific individual requirements.

Plumbing and Drainage	£10 Monthly	£120 Annually
Electrics*	£8 Monthly	£96 Annually
Un-vented Cylinder***	£9 Monthly	£108 Annually
Additional Appliance Servicing	£6 Monthly	£72 Annually
Gas Safety CP12	£6 Monthly	£72 Annually
Air Conditioning Unit Service	£6 Monthly	£72 Annually

#### Additional services

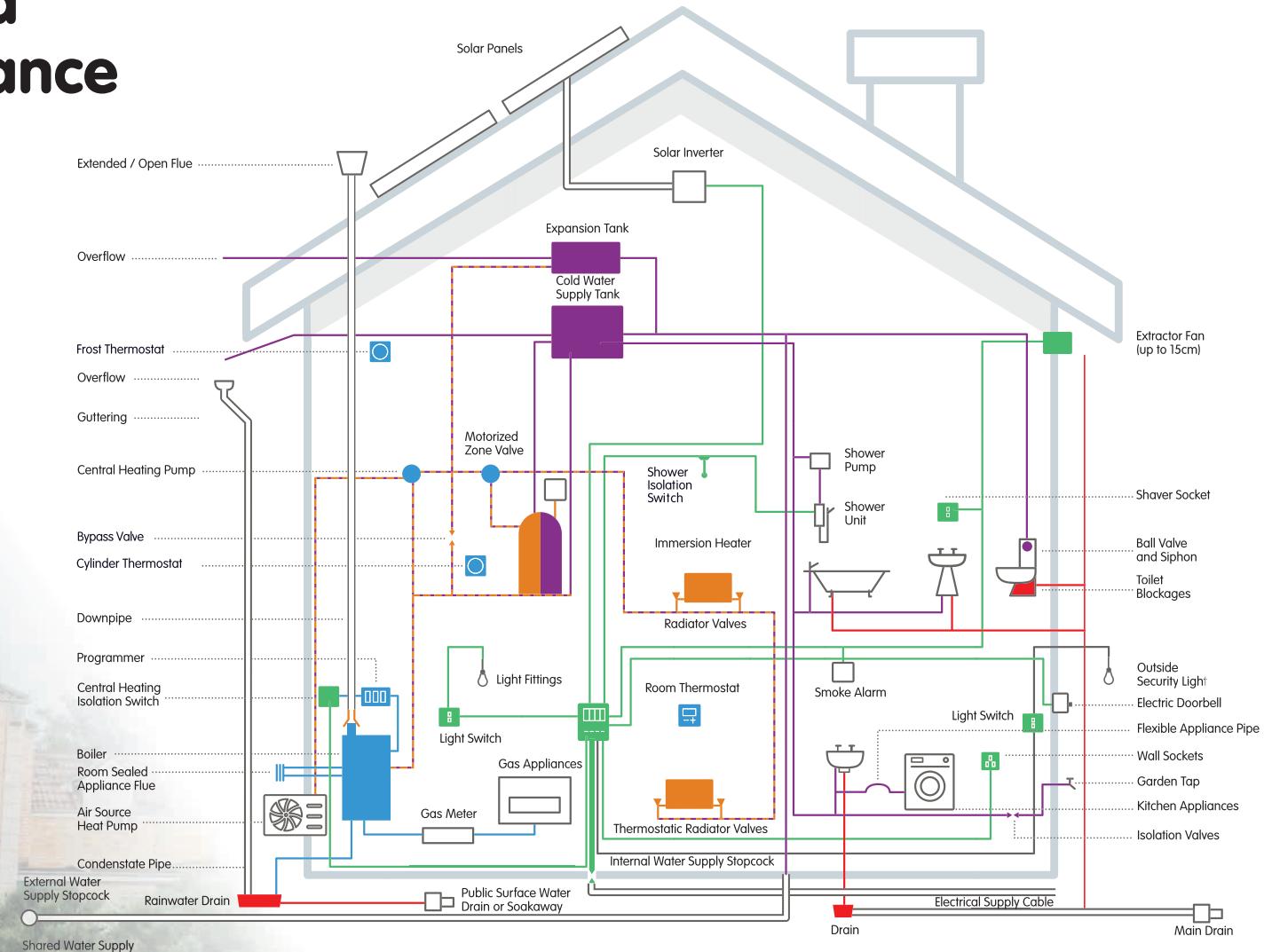
EICR Electrics Test [Per size of property] £150 - £210

\*HS Eco covers an annual heat pump service. \*\*Home Shield 100 & Home Shield Eco do not include parts and repairs. \*\*\*Un-Vented Cylinder includes service.

# What's included in our maintenance contracts?

- Home Electrics
- Plumbing
- Boiler and Controls
- Central Heating
- Drains

○ Shown for reference only and not included with these agreements



# Home Shield - Further Information (terms & conditions)

## GENERAL

Home Shield Cover will provide the services and benefits described in this cover as long as it is:

- During the period
- Within the geographical limits
- Following payment of the premium

We will provide services and benefits based on the details you have supplied and subject to the following terms and conditions. Please read carefully, to ensure this cover meets your individual requirements. Your cover is made up of your application, these terms and conditions (also referred to as 'your cover'), and the cover schedule. The terms and conditions for this cover are written in English and all correspondence shall be in English. The aim of this cover is to provide a product which meets the demands and needs of householders who want protection in the event of a breakdown of their central heating system, electrics, plumbing, drainage and/or their boiler and controls. This cover should complement your household insurance policies and provide benefits and services which may not be available under those policies. We aim to provide a safe, high-quality service to repair the equipment included under this cover. If you have any questions or concerns about your cover, please contact us on 02380 363838 or hello@gairgas.co.uk

**Meaning of words:** This part of the Terms and Conditions document sets out the words which have a special meaning. Each word is listed with the meaning explained alongside it.

**Application:** An application for arrangement of a contract for cover which can be made by telephone, online or by the completion of an application form.

**Geographical Limits:** The mainland of Great Britain, not including the Isle of Wight.

**Home:** This is your place of residence being your private domestic dwelling and any covered garage connected to your place of residence. Excludes outside areas, including gardens, lawn, outbuildings, borders, driveways, garden rooms, annex's, covered ways, and outdoor lights.

**Covered PERSON(S) or YOU/YOUR:** The person named on the cover schedule, together with the members of your household normally residing with you. In your absence on a trip away from your home, the person duly authorised by you as the key holder responsible for the home.

**Our/us/we:** Home Shield cover administers the cover and manage all claims on behalf of Gair Home Services Ltd.

**Period of Cover:** The period shown on the cover acceptance schedule and after an initial safety inspection has been completed and has been approved by Gair Home Services Ltd.

**Priority Attention:** Priority attention means in the case of an emergency.

**Unoccupied:** When your home has not been lived in by your family or anyone who has your permission, for more than 30 days in a row. (lived in - means slept in)

**Emergency:** means: 1. With regard to Plumbing & Drainage Cover, an uncontrollable water leak to Your Plumbing or Drainage System which, if left until Our Engineer's **Normal Working Hours**, would cause extensive damage to Your Home or would expose You to a risk to Your health, or if You are a **Vulnerable Customer**, an uncontrollable water leak to Your Plumbing or Drainage System; or 2. With regard to Electrical Cover, Home Shield - Further Information (terms & conditions) a fault with Your Electrical Wiring which, if left until Our Engineers **Normal Working Hours** would cause extensive damage to Your Home and would expose You to a risk to Your health, or if You are a **Vulnerable Customer**, a fault with your electrical wiring.

**Access and Making Good:** Getting access to Your boiler, appliance or System, to fix or service it and then **Repairing** any damage we may cause in getting said access by **Replacing** items such as cabinets or cupboards that we have removed and by filling holes we have made and leaving a

level surface – We will not **Replace** or restore the original surface or covering, for example, tiles, floor covering, decoration, grass, plants, cabinets or cupboards.

**Accidental Damage:** When you do something that stops Your boiler or System from working properly – without meaning to.

**Agreement:** All the **Products** You have covered with Us.

**Annual Service:** A check each year to ensure Your gas boiler, appliance or System is safe and working properly, radiators and filters are not checked as standard.

**Approved List:** Boiler, appliances or parts that We can **Repair** or **Replace**.

**Air Source Heat Pump (ASHP) Equipment:** A single unit Air Source Heat Pump, hydro box/heat exchanger/decoupler module, and/or unvented hot water cylinder (holding less than 110 gallons or 500 litres).

**Beyond Economic Repair (BER):** – it would cost more to **Repair** the boiler than to **Replace** it.

**Boiler and Controls:** A single boiler on Your property that is designed for home use and has the capacity of up to 70KW - as well as the flue and the wired or wireless controls that make it work, including the programmer, thermostats, motorised valves and **Central Heating** pump.

**Central Heating:** The Gas **Central Heating** in Your home: The heating and hot water **System** on Your **Property** – including Your expansion tank, radiators, bypass and radiator valves, **Cylinders**, and the flow and return pipework which connect components of the system, but not hot and cold-water supply or drainage pipes. This does not include any non-domestic heating or hot water systems or any form of solar heating or underfloor heating pipework.

**Standard Cylinders:** A tank that stores hot water.

**Drains:** The System of waste water pipes and drains on Your **Property**.

**Emergency Out of Hours:** Hours outside of **Normal Working Hours** for engineers.

**First Service:** First service is due 12 months or in-line with the service schedule. However, we may visit Your Home when You first take out a product covering Your **Boiler and Controls** to complete an inspection and confirm whether We can cover You.

**Gas Supply Pipe:** The pipe that connects Your gas meter to Your boiler and other gas appliances You have on or at Your **Property**.

**Home Electrics:** The electrical **System** on Your **Property** from and including the fuse box, and any wiring to Your electrical fixtures – including light fittings, switches, sockets, isolation switches, extractor fans up to 15cm in diameter, doorbells and smoke alarms that are connected to the wiring, doorway and security lighting if they are fitted less than 10 meters above ground.

**Landlord Gas Safety Certificate (CP12):** A **Landlord Gas Safety Certificate** is required by law as there is a legal duty on owners of residential rented properties to have annual safety checks carried out on the gas appliances they provide for their tenants' use. These safety checks must be carried out by a suitably qualified and registered gas engineer and the results are recorded in detail on a Landlord Gas Safety Record form with copies provided to the landlord.

**Maximum Cost: £750 Limit on total repair costs within your agreement year.**

In relation to the plan you are on there is a £750 limit for repairs in your agreement year

**Monthly Payment:** Means that part of the Contract Price You must pay each calendar month.

**Normal Working Hours:** 08.00 AM – 5.30 PM (Monday to Friday excluding bank holidays). For any emergency- 24 hours a day, 365 days a year.

**Power Flush:** Process carried out to clean the system of **sludge** and debris from your **Heating System**.

**Period of Agreement:** The day we accept Your **application** until Your Agreement runs out as detailed on Your **Schedule**.

**Plumbing:** The water **System** in Your **Home** including Your hot and cold-water pipes between Your internal stopcock up to Your taps and garden taps attached to Your **Home**. The flexible pipes to Your kitchen appliances. The hot and cold-water tanks including Your isolation, ball valves, and toilet siphons.

**Products:** Cover or service for certain appliance(s) or **System/s**.

**Property:** Any **Home** you own including holiday homes or rental property.

**Renewal Date:** Should You elect to renew your plan, the date on which Your renewed plan starts, which will normally be the anniversary of Your Start Date.

**Repair(s)/Repairing/Repaired:** To fix Your boiler, appliance or **System** following an individual fault or break down.

**Replacement/Replace/Replacing:** Where we **Replace** Your **boiler**, appliance or parts with an approved standard alternative. We will provide **Replacements** with a similar functionality but not necessarily an identical make and model or type or fitting.

**Start Date:** Means the date which Your plan will start as set out in Your **Schedule**.

**Sanitary Ware:** Your toilet bowl and cistern, bidet, sink, pedestal, bath and shower tray.

**Sludge:** The natural build-up of deposits in Your **boiler** or **Central Heating System**, as Your pipes, radiators and heat exchanger corrode over time.

**Schedule:** The document that shows the **Products** you have covered under plan with us, the Period of Plan and how much you are paying.

**System:** All parts of Your **Central Heating**, **Plumbing**, **Drains** or **Home Electrics**.

**Upgrades:** Improvements that make Your **boiler**, appliance or **System** safer, or more efficient.

**Un-vented Cylinder:** A pressurised domestic hot water **cylinder**.

**Vulnerable Customer:** Any person who:

- Is residing at the Home and is aged over 80 or;
- Has a child residing at the Home who is under one years old; or
- Has a medical condition that would mean that to wait for our engineers' **Normal Working Hours** would endanger the life of that person.

## 2. OUR MAINTENANCE PLANS

### Initial inspection:

If you choose the Home Shield cover, we will inspect your system and appliance to make sure they are safe and in good working order. The gas/electric service engineer will fill in an 'Initial Safety Inspection Check List' to show what has been checked. We will normally carry out an inspection prior to your commencement of the plan. This inspection should take place within 14 days, we will inform you in writing whether your application has been accepted or not. If the inspection reveals a problem, we may:

- Advise you what work is needed and what it will cost you for that work to be done.
- For larger properties, or properties with significant numbers of sanitary ware and/or heating controls Gair Home Services may offer a custom pricing structure to suit.
- All agreements are for a minimum period of one year. One month notice period is required on direct debit after this time for cancellation, no refund will be issued to annual payments.

- Following the first-year anniversary of the plan, should you proceed to cancel or down grade the plan within three months of a repair/maintenance carried out by Gair Home Services you will be charged the full repair cost.

### 3. SCHEDULE AGREEMENT (EXCL HOME SHIELD 100 & HSECO)

Cover does not commence until the date stated on Gair Home Services Acceptance letter. If a repair is necessary within 21 days of the Plan start date a charge may be applied. Boilers must have been serviced three months prior to start date of the plan and evidence of this service must be provided on sign up.

#### 3.1. Annual boiler service

## What's covered:

**Annual Boiler Service** - All Home Shield Cover and Maintenance policies include an annual service at no extra cost. We will contact you when your boiler service is due, to arrange a date and a time that is mutually convenient to complete the boiler service.

**Boiler services are undertaken Monday to Friday, 8am – 5:30pm, between the months of March and September at our discretion with morning and afternoon slots offered.**

## What's not covered:

- Additional parts and labour.
- Damage caused by lime-scale or Sludge.
- Resetting boilers.

### 3.2 Annual air source heat pump service

Under the Home Shield ECO plan, we will contact you each year to schedule an annual service for your Air Source Heat Pump (ASHP) system. Your annual service will take place between March and September. The timing of the service depends on engineer availability and your preferred appointment date. All services will be carried out during our engineers' normal working hours.

## What's covered:

We will only pay for the labour costs involved in carrying out one **annual service** each year. An annual service is defined as including, but not limited to, the following tasks being carried out by one of our licensed engineers;

- We will only carry out an annual service to statutory requirements and in accordance with the manufacturer's specifications.
- Full testing of the heating equipment's components and functionality.
- Inspecting any visible pipework.

If the heating equipment fails the annual service, we will not be responsible for any costs to bring the heating equipment up to the required standards.

## What's not covered:

- Any repairs to the Air Source Heat Pump
- Any work that is not an annual service
- Any costs associated with work, or an annual service carried out by a third party

### 3.3 Boiler & controls

## What's covered:

- This plan includes unlimited callouts unless the **Repair** or **Replacement**, including parts, labour and VAT, exceeds the **Maximum Cost** within the plan Year, or in Our reasonable opinion will exceed the relevant **Maximum Cost**.
- Only natural gas, LPG and Electric boilers that are designed for the home use and has a heat output capacity of up to 70 KW.
- The flue including the flue termination, up to one meter in length.
- **Repair and Replacement** of wired or wireless controls that operate Your **boiler** including the programmer or any thermostats, motorised zone valve and **Central Heating pump** (domestic sized pumps).

- Annual Boiler Service.
- Smart Controls fitted by Gair Home Services.

## What's not covered:

- Boilers that still work but may be noisy.
- Resetting boilers.
- Reprogramming of timers and smart controls.
- Reconnecting/Re-pairing/ reprogramming of internet connected controls, wireless controls, smart TRV's and designer TRV's.
- Venting and bleeding radiators.
- Underfloor heating, pipework or controls.
- Damage caused by lime-scale, sludge or other debris.
- **Repairing** or **Replacing** the flue including the terminal if it's over one meter in length.

- *Repairing or replacing* the flue including the flue terminal for any open flue appliances.
- *Replacing* or topping up *Central Heating* inhibitor unless We have removed it.
- Any parts of *Your Boiler* and *Controls* which directly supply a swimming pool.
- Resetting Your controls or replacing the batteries.
- *Repairing or Replacing Your Central Heating System*.
- *Accidental Damage* and third-party interference.
- Exclude gas supply up to the appliance isolation valve.
- Topping up pressure.
- *Gas Supply Pipe*.
- Re-pairing of internet connected controls and wireless controls due to third – party interference.
- Any part of the Boiler which is not possible for the engineer to work safely, or it is impossible or impractical, to access the Boiler due to its position.

### 3.3. Central heating

#### What's covered:

All Repairs to the heating and hot water System on *Your Property* including:

- Radiators, Standard thermostatic radiator valves, automatic air vent and bypass valves.
- Standard domestic hot water cylinders, direct and indirect.
- Unvented cylinders may be covered following an independent inspection of the hot water cylinder at an additional cost (see 'How to sign' up page).
- The *Central Heating* pipes that connect the *Central Heating System*.
- *Replacement* parts of *Your Central Heating System*.
- Annual Boiler Service.
- This agreement includes unlimited callouts unless the *Repair* or *Replacement*, including parts, labour and VAT, exceeds the *Maximum Cost* within the Contract Year, or in Our reasonable opinion will exceed the relevant *Maximum Cost*.
- All *Cylinders* (Excluding Your Unvented Cylinder which we may cover at an additional cost.)
- *Repairing or replacing* any *System* filter fitted by Gair Home Services.
- *Replacing* wireless and Smart thermostats fitted By Gair Home Services. (Excluding Smart TRVS)

#### What's not covered:

- Damage caused by lime-scale, Sludge or other debris.
- If we have recommended to You that You need to carry out *Repairs*, improvements, a Gair Home Services Power flush, or a similar process, but You have not done so.
- Immersion elements and wired time switches.
- Supplying and fixing showers, shower pumps and all types of taps.
- The gas supply pipes up to the isolation valve on the boiler or other gas appliances.
- Underfloor heating, pipework or controls.
- Supply of curved, vertical, designer and non-standard and heated towel rails, radiators and the valves.
- *Repair and Replacement* of electrical elements in radiators.
- *Replacing* or topping up *Central Heating* inhibitor unless We have removed it.
- Any parts of *Your Central Heating* which directly supply a swimming pool.
- *Accidental Damage* and third-party interference.
- Any domestic water supply from the hot water *Cylinders* including taps, cold water storage tank, feed and expansion tank, cold water feeds and outlets from cold water tanks.
- Substandard installation of condensate pipe.

- Any damage caused by blocked or frozen condensate pipe.
- *Elson tanks*, Thermo Stores and their controls.
- Warm air heating systems, underfloor heating (and its pumps and controls), fan convector heating, electrical heated towel rails, electric heating systems (Unless covered), solid fuel heating systems, combined heat and power systems.
- Venting and bleeding radiators.
- Reconnecting/Re-pairing of internet connected controls, wireless controls, smart TRV's and designer TRV's.
- A breakdown when an engineer has previously identified that maintenance work is required to prevent future breakdowns.

### 3.4. Landlord Gas Safety Certificate

There is a legal duty on the owners of residential properties to carry out an annual safety check on the gas appliances they provide for their tenant's use. This is called a *Landlord Gas Safety Certificate* (CP12). When your safety check is due, we will endeavour to send you a reminder, letter or email to inform you. We will try to contact you or your tenant three times, and if we do not receive a response from you, no further attempts to contact will be made. Note: We will not take any responsibility for expired or missed landlord gas safety certificates.

#### What's covered:

- A *Gas Safety Certificate* for your gas meter, gas pipework and up to three gas appliances at the property. We will email you a copy of the certificate. If any parts fail on the safety inspection, we will include all the details on the gas certificate.

#### What is not covered:

- Repairs or a replacement of your gas meter, gas pipework or any gas appliance.
- We will not provide a *Gas Safety Certificate* for any boiler or gas appliance that we have not inspected.
- If our engineers find that one of your gas appliances is not fit for purpose, you will be charged for us to attend the property for retesting the appliance.

### 3.5. Plumbing

#### What's covered:

- The *Plumbing System* in *Your Home* including:
  - *Repair* leaking pipes or joints – copper or plastic.
  - *Repair* leaking overflows.
  - *Repair* to soil and vent pipes.
  - Your hot and cold water pipes from Your internal stopcock to the pipework leading to Your tap(s) or shower(s).
  - The hot and cold water tanks including, toilet siphons, ball valves, isolation valves.
  - This plan includes unlimited callouts unless the *Repair* or *Replacement*, including parts, labour and VAT, exceeds the *Maximum Cost* within the plan Year, or in Our reasonable opinion will exceed the relevant *Maximum Cost*.
  - Internal stopcocks.
  - Immersion heater and timer switch cylinders.

#### What's not covered:

- Your water supply pipe from the boundary of *Your Property* to *Your Home*. A leak or blockage within the water supply pipe, which connects *Your Property* to the mains water including where it runs outside of the *Property* boundary.
- Steel or lead pipework.
- Any cost of water lost during a leak.
- Quieting noisy pipes that are caused by the expansion and contraction of pipes, as they heat and cool.
- Unsupported pipework and water hammer.
- A *Repair* or *Replacement* of taps, showers and shower pumps.

- Sanitary ware, spa baths, jacuzzi, seals, re-tiling and grout.
- Built in / concealed W.C. cisterns.
- No external pipework (plumbing or drainage) over six meters in height.
- Any parts that are designed to boost Your mains water pressure.
- Water softeners, water filters, inline scale reducers, waste disposal units and or boil taps/water heaters.

### 3.6. Drains within your property

- The *Drains within your property* including:
  - Replacement of the parts that cannot be repaired.
  - Unblocking drains to restore flow.
  - *Repair* of leaking overflows.
  - *Repair* to soil and vent pipes.
  - This Plan includes unlimited callouts unless the *Repair* or *Replacement*, including parts, labour and VAT, exceeds the *Maximum Cost* within the plan Year, or in Our reasonable opinion will exceed the relevant *Maximum Cost*.

- What's not covered:
  - Rainwater guttering and down pipes, manholes and their covers, soakways, septic tanks, cesspits, drainage pumps, macerators, treatment plants and their outflow pipes.
  - Cleaning and de-scaling Your Drains.
  - Shared drains and drains that do not lead to lateral drain.
  - Drainage pumps/pumped Systems.
  - Accidental damage and third-party interference.
  - Plumbing and drainage system and heating system.
  - Showers including the shower unit, controls, pump, timer, washing machines, dishwashers, macerators, waste disposal units and fridges.

### 3.7. Unvented cylinder

At an additional cost. Please see 'How to sign up.'

- What's covered:
  - Annual service on *unvented cylinder*.
  - The combination valve, including: pressure reducing valve, filter, non-return valve, pressure release valve and temperature/pressure release valve.
  - The expansion vessel.
  - Re-establishing air gaps following customer manufacturer's instructions/manual.

#### What is not covered:

- Immersion element and cable.
- Accidental damage and third-party interference.
- What's covered:
  - The electricity supply cable up to the fuse box.
  - Power cables between *Your Home* and any detached outbuilding on Your Property.
  - Any *Repairs* to the electrics in Your outbuilding if the supply is connected to a separate electricity meter other than *Your Home*.
  - Rubber or lead covered cables.
  - Complete *System* rewires.
  - Any part of the electrical wiring where completing a *Repair* would result in breach of the current electrical wiring regulations and electrical safety standard BS7671.
  - Accidental Damage and third-party interference.
  - *Repairing* any necessary damage caused by the installation of a shower.
  - Garden Lighting, electric vehicle (EV) charger units (single phase and up to 32A) A *replacement* of similar functionality will be provided if it is found to be beyond repair. There is no cash payment alternative.

### 4. GENERAL EXCLUSIONS

- All Repairs to:
  - The electrical system on *Your Property* including:-
  - The fuse box and any wiring to Your electrical fixtures.
  - Light fittings and switches, sockets, isolation switches and Your immersion heater timer switch.
  - Lost power to circuit.
  - Extractor fans up to 15cm in diameter.
  - This plan includes unlimited callouts unless the *Repair* or *Replacement*, including parts, labour and VAT, exceeds the *Maximum Cost* within the plan Year, or in Our reasonable opinion will exceed the relevant *Maximum Cost*.
  - Outside security lighting.
  - Electric showers or power showers, where it is a self-contained wall mounted shower (with the following conditions):-
  - An electrical fault is causing the shower or its controls not to function correctly, or an internal leak within the shower is causing an electrical fault or safety issue.
  - Immersion Heater Thermostat & timer switch.
  - Switch gear inside the consumer unit are covered provided they are not obsolete with our main suppliers.
- What's not covered:
  - Doorbells, satellite dish, radio & television aerials, smoke alarms, electrical gate, air conditioning units/System and door entry System that are connected to the wiring.
  - The shower will not be repaired. A *replacement* may be offered where the existing wiring is suitable. If, due to electrical regulations, the wiring is not suitable, a £200 payment will be made. The *replacement* will be of the same type but will not necessarily be the same make or model or have identical features.
  - A power cut to the *Property* that has caused permanent damage.
  - Light bulbs.
  - Immersion Elements.
  - Electrical appliances including non-permanent wiring e.g. kettles, fairy lights or any other appliances on a plug.
  - Electric boilers. - see 3.3 for what's not covered
  - Cooker extractor hoods, storage and panel heaters, underfloor heating controls, pumps, detectors, timers and programmers.
  - Solar panels, their batteries and their inverters.
  - The electricity supply cable up to the fuse box.
  - Power cables between *Your Home* and any detached outbuilding on Your Property.
  - Any *Repairs* to the electrics in Your outbuilding if the supply is connected to a separate electricity meter other than *Your Home*.
  - Rubber or lead covered cables.
  - Complete *System* rewires.
  - Any part of the electrical wiring where completing a *Repair* would result in breach of the current electrical wiring regulations and electrical safety standard BS7671.
  - Accidental Damage and third-party interference.
  - *Repairing* any necessary damage caused by the installation of a shower.
  - Garden Lighting, electric vehicle (EV) charger units (single phase and up to 32A) A *replacement* of similar functionality will be provided if it is found to be beyond repair. There is no cash payment alternative.

- Intermittent faults – we will not replace parts until the fault has been identified.
- We will not reimburse the cost of another company or third-party attending or repairing a fault.
- We will not be liable for the cost of erecting scaffolding when working at heights at a property.
- Any work including de-scaling that may arise due to hard water scale deposits or aggressive water supply.
- Mechanical breakdowns due to *Sludge* build-up within the *System*, removal of products or corrosion from within the *System* should the heat exchanger or heat bank fail, this will deem the boiler to be *Beyond Economic Repair*.
- Any damage or defect caused by lightening, frost, explosion, war, flood, storm, tempest, fire, impact or other extraneous causes or any other risk normally insured under household or other insurances.
- Any defect caused through *Accidental Damage*, intentional risk taking, negligence, misuse, third-party interference or malicious or wilful action.
- The *Replacement* of decorative parts or cosmetic damage.
- Any adjustment of time and temperature controls, bleeding radiators or pressurising sealed systems and relighting pilot lights.
- The fabric of the building and any pipework including flues buried in it.
- Any faults present at the time of signing the initial plan, any call outs deemed to have been pre-existing to the commencement date of the boiler service and maintenance plan and within the first 21 days of the plan will not be covered and may incur a charge for the call out and any parts required, at the current Gair Home Services rates.
- *Replacement* of flues.
- Consumables (e.g. batteries, filters, fuses, electrodes, igniters, gaskets or seals).
- Asbestos associated with *Repairing* the *Central Heating appliance/System*. When you have had any asbestos removed, you must provide a Clean-Air Certificate before we will carry out any further work at *Your Property*. By law, the person who removes the asbestos must give you a Clean-Air Certificate.
- Commencing and/or continuing services where we reasonably consider that there is a *Health and Safety* risk including the presence of hazardous materials; infestations; or harassment of our personnel, including verbal or physical abuse. We will not recommence work until the *Health and Safety* risk has been rectified to our satisfaction.
- As boilers become older, for various reasons they may become noisy. Where age is the sole reason for noise, Home Shield cover does not consider this a fault, and it is not covered under the Home Shield Cover Plan. A charge will be made for any recurring callouts relating to the exclusions mentioned, chargeable at Gair Home Services current *Normal Working Hours* and *Emergency Out of Hours*. (£90.00 - Normal Working Hours and £144.00 for *Emergency Out of Hours*).
- Parts of a *Central Heating System* or Controls that are specifically designed for underfloor heating.
- Lead and steel pipework.
- Parts of a *Central Heating System* or Controls designed to incorporate any other heat source, for example solar water heating or solid fuel heating, ground, air and water heat pumps.
- Combined cooking and heating appliances.
- *Replacement* of bespoke or designer radiators, and their components.
- Fan assisted convector heaters or immersion heaters.
- We will not be liable for the access requirements for maintenance, *repair*, inspection and *replacement* of components at the *property*. For example, removal of boxing cupboards, etc.
- We will not take responsibility for any damage caused when attempting to gain access to carry out work at your property, if prior permission has been granted.
- Gair Home Services will not accept liability for any inadequacy attributed to

the original design (and makes no warranty as to the fitness for the purpose or condition of the system). At any time Gair Home Services reserves the right to withhold any plan for reasons of safety, accessibility for servicing or obsolete parts.

- Any losses caused by any delays in obtaining spare parts and any losses because of a problem covered by this Plan, other than those direct costs expressly covered, unless caused by our negligence or that of our agents and suppliers, including the failure to search all our stockiest for a spare part.
- *Systems*, equipment or appliances that have not been installed, serviced or maintained regularly according to British Standards and/or manufacturer's instructions; or that are subject to a manufacturer's recall.
- Instances where a *Repair* or *replacement* is only necessary due to changes in legislation or Health and Safety guidelines.
- Like for like replacement of parts. Our engineer can fit an alternative part supplied by you (so long as it complies with British Standards and regulations - for example, a switch or tap), however this part will not be guaranteed by us. Our engineer will not fit parts supplied by you where the Claim relates to the gas supply, Boiler or the *Central Heating System*.
- Indirect costs arising because of disconnection from or interruption to the gas, electricity or water mains services to the Property.
- Any investigative work, where the problem which caused you to Claim has already been resolved

#### 5. BOILER REPLACEMENT COVER (BER)

- If there are circumstances whereby *Your boiler* cannot be *Repaired*, for example, if *Your Boiler* is deemed to be *Beyond Economic Repair (BER)* or if the parts for *Your boiler* cannot be sourced. Home Shield 200, 300, 400 and 500 includes boiler replacement cover. For a contribution of £500 from the customer We will provide a *Replacement Boiler* that We deem as suitable and fit for purpose. You cannot have the Boiler fitted by another party and charge the cost to *Us*.
- *Your boiler* must be less than seven years old to qualify for *Replacement*. The age of *Your boiler* will be determined using information provided by the manufacturer only.
- If *Your boiler* cannot be *Repaired* and is deemed to be older than seven years, then You will not be entitled to a *Replacement*.
- If *Your boiler* is deemed *BER* and isn't eligible for *Replacement*, as a Home Shield Customer, you may be entitled to a discount for a new boiler installed by *Us*.
- If you are eligible for a *Boiler Replacement*, it will include installation by *Us* but exclude any other Upgrades to *Your Central Heating System*.
- If regulations require *Your boiler* to be moved to a new location in *Your Home* or the original Boiler was installed incorrectly, we reserve the right to charge You for any necessary re-piping to *Your Central Heating System*.
- No cash alternatives will be offered for a *Boiler Replacement*.
- *Your Replacement Boiler* will be supplied and fitted by *Us* at a mutually agreed date within a maximum of four weeks of *Us* determining *Your boiler* as being *BER*. This is subject to You being available to provide *Us* access.

#### 6. THE AGREEMENT

- This section sets out the general terms and conditions which apply to *Your plan*.
- This plan is agreement between *You* and *Us* for the Safety and Maintenance inspections and *Repairs*, included in *Your* selected Home Shield plan. We will provide these safety and maintenance inspections and *Repairs* to you in accordance with this plan.
- Nothing in this plan will affect either *Our* or *Your* statutory rights.
- We may vary the terms and conditions of this Plan. In such an event, we will write to you with a month's notice to *You* at *Your* address detailed on our records
- This Plan is specific to *You* and *Your Home*. The rights and obligations of this plan cannot be transferred to another *Property* or party without our written consent.
- We may transfer all our rights and obligations under this Plan to

another company. If we do so, neither *Your* rights nor our obligations and liabilities under this plan will be affected by any transfer.

- We reserve the right to utilise carefully selected partner services to help us provide safety and maintenance inspections and *Repairs*.

#### 6.1. The duration your plan

- Your plan with *Us* is for the period of 12 months unless ended prematurely by either *You* or *Us* in accordance with section 6.9.

- If you pay by monthly direct debit your plan will automatically be renewed unless you tell us otherwise. If you pay yearly, we will write to *You* to advise *You* of Your Renewal Date and annual payment amount in accordance with section 6.6.

#### 6.2. Provisions of the safety and maintenance inspection and repairs

- We will provide *You* with the safety and maintenance and *Repairs* included in *Your* chosen Home Shield Cover, in accordance with this Plan.

##### 6.2.1. Requesting assistance (How to claim)

- First check the circumstances are covered. Having done this telephone Gair Home Services: on 02380 363838 - Our engineers will only attend where an adult of 18 years of age or over is present.

- \*\*MAJOR EMERGENCIES WHICH MAY RESULT IN SERIOUS DAMAGE OR DANGER TO LIFE OR LIMB SHOULD IMMEDIATELY BE ADVISED TO THE PUBLIC SUPPLY AUTHORITY, OR IN CASE OF DIFFICULTY, TO THE PUBLIC EMERGENCY SERVICES. SUSPECTED GAS LEAKS SHOULD ALWAYS BE REPORTED TO NATIONAL GRID EMERGENCY SERVICE ON 0800 111 999.

##### 6.2.2. Appointment times

- Safety and maintenance inspections and *Repairs* will be arranged during Gair Home Service engineers *Normal Working Hours*, unless it is deemed by *Us* to be an Emergency. If we deem it an Emergency or that you are a Vulnerable Customer, you will be given priority

- Less urgent appointments may have to be rescheduled at times of high demand.

- If prior to the appointment You declare to *Us* that You are (i) a Vulnerable Customer and/or (ii) Your maintenance or *Repair* is an Emergency, but upon arrival at *Your Home* our engineer discovers that these statement(s) are untrue, we reserve the right to charge You at Emergency call-out rates.

##### Reasonable Time Scales

- We will carry out any repairs or visits you are entitled to within a reasonable time, unless something beyond our control makes that impossible, in which case we will advise you as soon as possible and provide you with an alternative appointment.

##### 6.2.3. Gaining access to your home

- You are responsible for arranging appointments with *Us*.
- You are responsible for providing us *Access* to *Your Home* at the time of the appointment.

- We cannot carry out the work if we are unable to gain *Access* to *Your Home*. In this event we will notify *You* by letter or email. If you wish to arrange another appointment, it is *Your* responsibility to do so and to provide *Us* access to *Your Home* at a mutually agreeable time and date.

- If You fail to give *Us* *Access* to *Your Home* on two consecutive occasions, we reserve the right to charge You for each subsequent visit that relates to this fault or service.

- If You fail to give *Us* *Access* to *Your Home* on two consecutive occasions to conduct a safety and maintenance inspection, we reserve the right to charge You for any subsequent visits in relation to this service and/or cancel *Your plan*. In the event *Your plan* is cancelled for failure to provide *Us* *Access*, You will not be entitled to a refund for any payments made to *Us*.

##### 6.3. Conditions at your home and treatment of our representatives

- It is *Your responsibility* to ensure that the conditions in *Your Home* are suitable for our engineers to complete the work.

- If the conditions are not suitable for our engineers to complete the work, we will advise what needs to be done before we can perform the required works. For example, the removal of asbestos.

- If you have had asbestos removed, you must provide *Us* with a Clean-Air Certificate prior to *Us* arranging an appointment to complete the work. The person who removes the asbestos is required by law to give *You* a Clean-Air Certificate.

- You must not, under any circumstances, physically or verbally abuse our employees. We expect all interactions with our staff to remain respectful and professional at all times

##### Pets and Animal Control

Pets must be kept under control at all times during a scheduled visit. All animals must be securely restrained at all times and kept away from our engineers while they are on the premises. If an animal is deemed dangerous, or if the engineer feels threatened, we reserve the right to refuse entry or discontinue the visit. In the event that a pet attacks or behaves aggressively towards and engineers, we reserve the right to report the incident to the relevant authorities.

##### 6.4. Payment of the plan

- The plan price payable by *You* is set out in your acceptance letter that will be sent to *You* at the time You take out *Your* selected Home Shield cover or at the point in which you choose to renew *Your* plan.

- You must pay the plan price in monthly instalments during the Plan year as set out in your acceptance letter.

- Your Monthly Payments must be made by Direct Debit or a single annual payment.

- Where there is any cost for a *Repair*, this must be paid by a credit or debit card prior to the work being carried out.

- Late Monthly Payments may incur an additional charge. *Your Plan* may be cancelled if you do not maintain your payments.

- Until full payment is made, we retain all ownership of all parts and equipment fitted by *Us*. If you do not pay *Us*, we may recover these parts and equipment from *You*. Any outstanding payments must be made before any further works will be carried out.

- If two or more people have entered this agreement with *Us*, each person will be jointly responsible for any money owed. This means that we can claim all the money owed from either person.

- If your boiler is replaced by *Us* or others, no refund will be issued for the boiler service which has not been completed \*Unless Home Shield 100.

##### 6.5. Plan price review

- *Your Plan* price is fixed for 12 months with exception for any changes in VAT or any other applicable taxes.

- *Your Plan* price may be adjusted prior to *Your Renewal Date* in accordance with section 6.6. We will endeavour to write to you to give you 30 days' notice of any changes to your direct debit payments.

- Where we can reasonably do so, you will be informed in writing prior to the Start Date of any changes to the plan price which is due to a change in VAT or any other applicable tax or duty.

##### 6.6. Annual renewal process

- We will write to *You* at least 30 days prior to *Your Renewal Date* to inform *You* that *Your Plan* is due for renewal along with the Plan price *You* must pay if *You* elect to renew *Your Plan* with *Us*.

- If for any reason *You* do not wish to renew *Your Plan* *You* must inform *Us* in writing or by email 30 days prior to the date on which *Your Plan* expires. Our address and telephone number can be found in section 6.11.

- We have no obligation to renew *Your Plan*

##### 6.7. Moving home

- You must inform *Us* if *You* move *Home* and if *We* are able to offer the services of *Your* selected Home Shield Cover plan in *Your* new *Home*, we will transfer the plan following a free of charge inspection to ensure we can cover your new *home*.

##### 6.8. Our responsibility

- We are only responsible for any direct loss that is a foreseeable consequence of *Our* breaching this agreement, *Our* negligence or *Our*



breach of statutory duty.

- We are not responsible for any losses caused by an event or circumstance beyond our reasonable control.
- We are not responsible for any business losses.
- We are not responsible for remedial work arising from structural or renovation work carried out in Your Home or Property by You or a third party, for example the removal of radiators in addition to new equipment, extensions or accidental damage.
- We are not responsible for any cost associated with re-housing the occupants of the Property or any personal costs associated with alternative heating methods.
- We are not responsible for the cost of any reinstatement or redecoration required because of the work We undertake unless the reinstatement or redecoration is required because We have been negligent, or We are in breach of this plan or our statutory duty.

## 6.9. Cancelling your Agreement

### 6.9.1. Cancellation by us, we may choose to cancel this Plan if;

- The information You give Us is false or inaccurate;
- You cancel Your *direct debit* in circumstances where You are not entitled to cancel Your Plan.
- Your Monthly Payments as set out in Your Acceptance Letter are not made.
- If circumstances arise (including health & safety issues) which make it inappropriate for The Plan to continue.
- We may cancel your plan because we have told you that permanent repairs or improvements are needed, we may offer you another cover with us, for example one which will not include parts causing the problem or does not include the cost of repairs to your system or boiler.
- You are violent or verbally abusive towards any of our employees or other staff employed by Us to provide You with services.
- You fail to allow Us access to Your *Property* on two consecutive Safety and Maintenance inspections or Repair appointments. In these circumstances You will not be entitled to a refund of the Monthly Payments you have paid, and You must also pay to Us the minimum charge.

### 6.10. Cancellation by You

- If you choose to cancel your Home Shield cover you should write to us giving us 30 days' notice and the date you wish to cancel your cover.
- Cancelling your *direct debit* through your bank does not mean that you have cancelled your Home Shield cover with us. If you stop your *direct debit* without writing or e-mailing us, we will contact you for money owed.
- You may cancel this Plan within 14 calendar days of receiving Your acceptance letter by either notifying Gair Home Services in writing (at the address or by email at hello@gairgas.co.uk)
- If we have carried out any work within the first 14 days, you must pay the minimum charge to cover our costs including parts, labour and VAT.

No partial refunds will be made when a Plan is cancelled part way through a month.

A charge of £40 may be made for missed appointments or late cancellations with 24 hours of visit.

### 6.11. Our Contact details

If You wish to write to us our address is: Home Shield Customer Care Team Gair Home Services Lakewood House, 50 Hiltingbury Road, Chandlers Ford, Hampshire SO53 5SS If You wish to telephone us our telephone number is: 023 8036 3838 or email hello@gairgas.co.uk

### 7.COMPLAINTS

Occasionally circumstances arise where problems can occur, giving rise to complaints. If You wish to make a complaint concerning our performance and failure of our obligations under the terms of this Agreement, you must write to Us, setting out details of the complaint and We will reply with a written response within 14 days.

### 8. ALTERNATIVE DISPUTE RESOLUTION

Where We cannot resolve any complaints using our own complaints procedure as a member of the Hampshire Trading Standards 'Buy with Confidence' scheme, we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact Hampshire Trading Standards on 01962 833620 or [www.buywithconfidence.gov.uk](http://www.buywithconfidence.gov.uk)

### 9. YOUR PRIVACY

How We use and protect our information about You. This section explains how We (Gair Home Services) use the information We collect about You in Your dealings with us some of which will be classified as sensitive under the Data Protection Act. We will meet the standards set out in this policy whether You become a customer or not. We will collect information about You in several ways. If We significantly change any terms of the privacy plan we will, if applicable inform you.

#### 9.1. How we use your information

- We may use Your information to do the following:
  - Offer you Gair Home Services relevant offers and saving.
  - Contact You to ask how We can improve the way we manage Your account and provide You with services.
  - Contact You to suggest ways You may be able to save money.
  - Help us train staff.
- We can monitor and record any of Your communications with Us, including telephone conversations and emails, to make sure We are giving you a good service and meeting our regulatory and legal responsibilities. If We contact you to tell you about offers, when possible, we will try to do it the way you have requested and prefer to receive marketing information. If You decided not to have an account with Us, or if You do not use our Products anymore, we can keep Your information.

#### 9.2. Sharing your information with other Organisations

We do not share your information with any third-party organisation, unless previously arranged and agreed.

#### 9.3. How to see information we have about you

You are entitled to a copy of the information We hold about You, and to ask Us to correct any inaccurate information. We can charge You a small fee of £40 for providing a copy of the information We hold which must be paid up front. We will provide you with information within 28 days.

**These Terms and Conditions do not affect your statutory rights as a customer.**

## Contact information



Report a fault via email - [hello@gairgas.co.uk](mailto:hello@gairgas.co.uk)

Report a fault 8am - 5.30pm on - **023 8036 3838**

Report a fault out of hours on - **07909 587 589\***

To cancel your plan\*\*, make a complaint  
or if you are moving home - **023 8036 3838**

To book a boiler service - **023 8036 3838**

### Gair Home Services (Head Office)

Lakewood House, 50 Hiltingbury Road,  
Chandlers Ford, Hampshire SO53 5SS

### Gair Home Services (Showroom)

68 Hiltingbury Road,  
Chandlers Ford, Hampshire  
SO53 5SS

Call **023 8036 3838**

Visit [www.gairhomeservices.co.uk](http://www.gairhomeservices.co.uk)

Email [hello@gairgas.co.uk](mailto:hello@gairgas.co.uk)

If you can smell  
Gas please call  
Southern Gas  
network on  
**0800 111 999**  
immediately.

## The Direct Debit Guarantee

**This page should be detached and retained  
by the payee**

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change Gair Home Services Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Gair Home Services Ltd or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society.

Please also send a copy of your letter to us.



\*Out of hours phone calls will only be responded to if you are a Plan Customer. \*\*To cancel, one months notice is required in writing.

# How do I sign up?



# Direct debit mandate

Please complete the form below using a ballpoint pen and send it to:

**Gair Home Services,**  
Lakewood House, 50 Hiltingbury Road,  
Chandlers Ford, Hampshire SO53 5SS

Name(s) of Account Holder(s)

Bank/Building Society Account Number

Branch Sort Code

Name and Full Postal Address of your Bank or Building Society

To: The Manager	Bank/Building Society
Address	
Post Code	

How did you hear about us?

Reference Number For Official Use Only

DDII

Banks and Building Societies may not accept Direct Debit Instructions from some types of account

## Instruction to your Bank or Building Society to pay by Direct Debit

Originator's Identification Number

2 4 9 4 0 0

For Gair Home Services Ltd Official Use Only  
This is not part of the instruction to your Bank or Building Society.

Instruction to your Bank or Building Society. Please pay Gair Home Services Ltd Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Gair Gas Ltd and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date

To sign up simply complete the following details and return to:

Gair Home Services, Lakewood House, 50 Hiltingbury Road, Chandlers Ford, Hants SO53 5SS

I would like to pay  **Monthly Direct Debit**  **Annually**

Please tick the preferred Home Shield cover you would like

<b>Home Shield Eco</b>	Air Source Heat Pump service only	£15.00 p/m	<input type="checkbox"/>
<b>Home Shield 100</b>	Boiler service only	£8.50 p/m	<input type="checkbox"/>
<b>Home Shield 200</b>	Boiler service + controls	£19.50 p/m £234.00 Annually	<input type="checkbox"/>
<b>Home Shield 300</b>	Boiler service + controls + heating system	£24.00 p/m £288.00 Annually	<input type="checkbox"/>
<b>Home Shield 400</b>	Boiler service + controls + heating system + plumbing + drainage	£27.00 p/m £324.00 Annually	<input type="checkbox"/>
<b>Home Shield 500</b>	Boiler service + controls + heating system + plumbing + drainage & electrics	£32.00 p/m £384.00 Annually	<input type="checkbox"/>
<b>My Home Shield Electrics</b>	See T & C's on Electrics	£ 6.00 p/m £ 72.00 Annually	<input type="checkbox"/>
<b>My Home Shield Plumbing</b>	See T & C's on Plumbing & Drainage	£ 10.00 p/m £ 120.00 Annually	<input type="checkbox"/>
<b>My Home Shield Central Heating</b>	See T & C's on Central Heating	£ 12.00 p/m £ 144.00 Annually	<input type="checkbox"/>
<b>Optional Extras</b>	Landlord Gas Safety Certificate £6 per appliance (each additional appliance £6) per month	£6.00 p/m £72.00 Annually	<input type="checkbox"/>
	Gas Fire, water heater, cooker, air conditioning unit, electric boiler service only (parts not incl.)	£6.00 p/m £72.00 Annually	<input type="checkbox"/>
	Un-vented cylinder (includes service, parts and labour)	£9.00 p/m £108.00 Annually	<input type="checkbox"/>
<b>Warranty Discount</b>	Boilers under manufacturer's warranty Date boiler warranty ends / / *Excludes H/S 100 & HS Eco cover	Less £3.00 p/m	<input type="checkbox"/>
<b>Total</b>		£	

By signing this direct debit mandate, I accept the terms and conditions;

**My details are as follows**

Name
Address
Post Code
Telephone
Email

**Rental property details if applicable**

Name
Address
Post Code
Tenants contact details

\*Cheques made payable to 'Gair Gas Ltd' (Annual payments only). For monthly payments, please complete Direct Debit mandate over leaf. When we have received your application form we will contact you to arrange an appointment to inspect your boiler and will let you know in writing when your plan will commence.