

heat haus

COMPLETE HEATING TECHNOLOGIES

2024 PRICE LIST & HAUS CARE SERVICE GUIDE



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Includes 7 -12 years full warranty
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TRULY BESPOKE

At Heat Haus, we understand that when it comes to heating your home, you'll want a reliable solution that is designed with you in mind.

That's why we've invested in technology and expertise to ensure we can deliver you an optimal heating system.

Our heating installations are designed and customised to match your needs, the needs of your house and your lifestyle. Thousands of clients in all types of properties choose Heat Haus because of our reputation and reliable brand.

From remote control mobile phone apps to advanced underfloor heating, we're able to design and install you a modern solution with warranties of up to 12 years.

Choosing Heat Haus for your bespoke heating system will be one of the best choices you make in your project, safe in the knowledge that you'll always be kept in the warm.

PRICE LIST 2024



HAUS CARE PLANS

HAUS CARE PLAN	Cover Includes					Annual Payment	Monthly Payment
	Boiler	Annual Service Safety Check	Heating System	Plumbing	Gas Fire		
Gas Boiler cover, annual service & heating system cover	1	x	x	x		£294.43	£26.46
Viessmann Gas Boiler cover, annual service & heating system cover	1v	x	x	x		£395.96	£35.57
Gas Boiler cover & annual service	2	x	x			£207.64	£18.67
Gas Boiler & heating system cover, annual service and initial breakdown fixed fee repair	3	x	x	x		£507.07	£45.57
Gas Boiler, annual service, heating system and plumbing cover	4	x	x	x	x	£389.84	£35.04
Gas Boiler & heating system cover (Valid for 5 years, from Heat Haus Boiler install date)	5	x	x	x		£201.74	£18.13
Powermax Boiler & heating system cover	6	x	x	x		£395.96	£35.57
Gas fire cover	7		x		x	£157.28	£14.12
Gas Boiler, heating system cover & gas fire cover	8	x	x	x	x	£425.29	£38.23
Gas Boiler, heating system cover; gas fire & plumbing cover	9	x	x	x	x	£517.98	£46.55
Oil Boiler & heating system cover	10	x	x	x		£359.87	£32.34
Oil Boiler only cover	11	x	x			£302.61	£27.18
Oil Boiler, heating system cover & plumbing cover	12	x	x	x	x	£455.27	£40.91
Gas or Oil Boiler & heating system cover for commercial or larger domestic properties.	13	x	x	x	x	Price on Application	

Heat Haus recommends Haus Care Plans 1 & 2 in red

ANNUAL SERVICING & SAFETY CHECKS	Price
Gas boilers, gas fires, hot water multipoint, warm air only heaters and hot water circulators	£109.21
Central heating back boilers with gas fire	£160.29
Cooker, Balanced flue heater, sink water heater	£102.58
Oil boilers (pressure jet only)	£153.88
Warm air only boiler	£121.80
Warm air and hot water circulator	£160.29
Additional appliances when serviced and safety checked at the same time as one of the above	
Gas boilers, warm air only heaters	£99.58
Gas fires, hot water multipoint and hot water circulators, Balanced flue heaters, sink water heaters or decorative effect only gas fire	£83.33
Safety check only on a gas cooker, hob or decorative effect only gas fire	£38.43

BREAKDOWNS / CALL OUTS	
Breakdown Call - First hour labour, written quotation of total cost if parts or extra time required. Monday - Friday in hours	£161.57
Breakdown Call (Out Of Hours) - First hour labour, written quotation of total cost if parts or extra time required	£179.52

OTHER	
Legionella risk assesment	£97.46
Supply and fit Carbon Monoxide Sensor as part of a visit	£47.85

Checking of heating systems and cleaning of sludge filters is not included in a boiler service. Landlord safety certificates must be requested ahead of the service.

Haus Care Schemes; Excluding Haus Care 2, 7 & 11

- All labour and parts covered by an annual payment or monthly direct debit to suit your needs
- The whole heating system covered.
- A yearly boiler service and safety inspection by our own highly trained engineers.
- 365 days per year response.
- Priority response for breakdowns aiming to delivery service within 24-48 hours for calls received between 8.30am and 4.00pm. See "Priority Response" section.
- 24hr cover for water and fuel leaks.
- No subscription increase if claims are made.
- All customers are treated equally.
- Reduced subscription for boilers covered by manufacturers warranty.
- Additional plumbing cover available.

Haus Care Schemes 2 & 11

- All boiler repairs covered by an annual or monthly payment.
- A yearly boiler service and safety inspection by our own highly trained engineers.
- Priority response for breakdowns aiming at the same day for calls received between 8.30am and 4.00pm. See "Priority Response" section.
- Engineers available for response to your calls Monday to Friday
- No subscription increase if claims are made.
- Additional plumbing cover available.

Gas Fire Maintenance Scheme; Haus Care 7

- The annual gas fire service and all repair costs of labour and parts covered by one subscription.
- Annual appliance service and safety inspection arranged for you whilst engineers are in the postcode area.
- Priority response to breakdowns aiming at the same day for calls received between 8.30am and 4.00pm. Monday to Friday. 365 days per year response, provided the gas fire is the **main source** of heat and there is no central heating system.
- Reduced subscriptions for clients subscribing to our Haus Care scheme for the central heating.
- Power flue, fan assisted fires are not covered under Haus Care 7.

Annual Service and Safety Check

- Annual appliance service arranged for you whilst engineers are in the postcode area.
- Priority response to breakdowns aiming at the same day for calls received between 8.30am and 4.00pm. Monday to Friday.

Landlords/tenanted property scheme

- As described for all the above options.
- Fixed date; annual service/safety checks arranged.
- No additional charge for Landlords safety certificates

Non Service Scheme Clients

- Callouts available upon request but may be subject to delays whilst priority is given to our Care Plan clients.
- Evening, Sunday and Bank holiday calls not normally available but in some circumstances may be arranged subject to availability of engineers and increased charges.

CONDITIONS OF MEMBERSHIP & OUR PROMISE TO YOU

Priority Response 365 days a year

- Priority response for breakdowns aiming to deliver service within 24-48 hours on times of high demand*
- Whilst you are a member of the scheme should your central heating break down, it will be restored to operating condition, free of charge for materials and labour on any repair, subject to the details listed below. A fire back boiler is regarded as a single appliance and is referred to as a boiler when reading these rules.
- Please note our normal working day is for calls arranged between 8.30am to 4.00pm and we ask your cooperation in arranging calls during these times. If it is necessary for us to order parts we shall normally return within 24 hours to fit them, subject to availability.
- If you have cause to request a visit after 5.30pm **for emergency work only**, for example, a water leak that cannot be contained or stopped and will cause further damage if not attended to. The cost of this visit to make the situation safe, will be covered under the Haus Care plan if applicable. All other requests will be referred to the next day.
- To request an engineer to attend, please phone **01636 676325** during office hours 8.30am to 4.00pm Monday to Friday. For urgent out of office calls please call the main office number and listen to the short message or alternatively call **07496 826226**.
- Vulnerable / at Risk Customers will receive priority response where possible.

COVERED

- Annual Boiler Service/Safety Check
- All Components within the Boiler Central Heating
- Feed and Expansion Tank and Components
- Tanks Integral to Boiler
- Hot Water Cylinder Excluding Thermostore, Solar and Unvented Cylinder Designs
- Radiators and Valves
- Boiler Integral Programmers
- External Programmer (Replaced by standard Boss Controller)
- Motorised Valves
- Pump
- Room Thermostat
- Cylinder Thermostat
- Boiler Water Jacket/Heat Exchanger and Pipes
- All Accessible Connecting Central Heating Water Pipes and Valves

Initial & Annual Inspection

A comprehensive inspection of the complete system will be carried out. This will usually include a boiler service. Any points indicated on the report are to be attended to, prior to the commencement of the maintenance cover.

If for any reason the system is deemed unsuitable for membership or you find the quotation for rectifying the points mentioned on the report unacceptable a charge of our standard 1st hourly rate will be made of £109.21. At the point of the Haus Care Plan renewal and boiler inspection only faults that were previously reported would be eligible for repair. For new faults identified at the point of service, parts will be charged for and labour provided for free.

Missed appointments

All missed appointments will carry a charge of £45 including VAT if no contact has been made by the customer within 24 hours of the appointment.

Subscriptions

As part of the annual service, an annual inspection is carried out to determine eligibility for the following years Haus Care Plan Membership. If remedial action is identified during this visit, that has not previously been reported, this will be charged to the customer, to enable Haus Care cover to continue the following year.

Subscriptions automatically renew annually and are billed either annually or monthly. Monthly payments are by Direct Debit which are collected on the 15th day of the month. New customers paying by direct debit will incur a one off pro rata charge to align their payment date with the direct debit collection date of the 15th of every month.

No claim can be made within the first 30 days. Cover will not start until 1st monthly payment if paying by direct debit or full payment if paying annually.

Subscription Renewal Rates

The company reserves the right to amend rates on renewal without prior notification and to amend the rules of the contract by giving one months notice. A high volume of claims may increase your subscription rate in future years. An invoice for the full year subscription will be issued on the anniversary of the Haus Care Scheme.

The invoice is to be paid in full on or before the annual service date or by way of monthly Direct Debit.

Unpaid subscriptions results in immediate forfeit of Haus Care membership.

Cancellation Cover

Haus Care schemes have a 12 month term and renew yearly charge to be paid in full automatically. If you do not want to renew please provide 30 days notice in writing.

When repairs cannot be completed, for example, due to the unavailability of parts/materials created by the manufacturers deeming the items to be obsolete, the heating system will be returned to a safe condition, A system update will be quoted for by the engineer and one-twelfth of the subscription for each remaining month of cover will be deducted from the quotation value. Or a refund of one-twelfth of the subscription for each remaining month of cover will be issued and your membership cover cancelled. This is the total liability to the company for the inability to carry out repairs. A refund will not be given if you cancel the cover.

Moving Homes

If ownership changes the new owner shall have the benefit of cover until the end of the period for which subscriptions have been paid. Or subject to an inspection report any remaining subscription will be transferred to your new property, providing the premises is within our operating area. Please note, if the cover is transferred to another property this may result in the boiler service being carried out twice within a twelve month period, the first service being part of the initial inspection and/or the first subscription year being more than a twelve month period. This will be at the inspecting engineer's discretion. A refund will not be given for any remaining cover if you move homes.

Commercial/Business Premises

The subscription and items covered will be subject to a quotation issued by the inspecting engineer and will be described as Haus Care 13.

Landlord's Certificate

A Landlord's Certificate for the central heating boiler will be issued without extra charge providing we are advised of the requirement in advance of the annual boiler service.

Total Claim Amount Per Year

Claims are limited to an accumulative annual value of £700 inc VAT. For clarification, this value does not include the initial breakdown described in Haus Care 3.

ITEMS NOT COVERED FOR LABOUR AND MATERIALS

- **Appliances other than the boiler.** All other appliances may be included in the annual service arrangement at special reduced rates for the service and repairs. Gas fires may be covered by Haus Care 7.
- **Damage** caused by accident, theft, malicious action, poor workmanship or design, subsidence, explosion, structural repair, fire, bad weather for example flood, storm, lightning including voltage/current surges in the electricity supply and frozen condensate pipe. This list is not exhaustive.
- **Decoration or materials** that may need to be removed to gain access for repairs to be carried out or have been damaged by water or heat caused by faults on the system. For example wallpaper or carpets.
- **Decorative parts which do not affect the operation of the heating system or the appliance.** For example; Decorative finishes on the gas fire on a back boiler. Finishes/paintwork on boiler casing or radiators. Decorative radiators, cast iron radiators, towel rails will only be replaced with standard panel radiators or the difference in costs charged.
- **The appliance flue** and/or the associated flue system.
- **Removal of asbestos** or material that contain asbestos, for example, flue pipes.
- **Thermal store and un-vented hot water storage cylinders** and associated controls. Hot water storage cylinders within a boiler case.
- **Solar panels; Heat pumps** and associated pipework and controls.
- **Any controls** designed specifically for underfloor heating.

- **Hot and cold water system** this includes; the water pipes, water feed tanks other than the one for the central heating system, electric immersion heaters, temperature mixing valves, filters and isolation valves. Water and waste pipes may be covered by our additional PLUMBING MAINTENANCE SCHEME. See Haus Care 4 for full details. For clarification, we confirm water pipes and controls within a combi boiler casing are covered.
- **Removal of sludge or limescale** from the central heating system. Faults linked to sludge/scale, for example, a seized pump, heat exchangers, blocked or coated diverting/motorised valves.
- **Any work or repair carried out by others** that causes an issue with the working of the heating system. For example removal of radiators for decorating and/or clearing airlocks after such removals.
- **Covered central heating water pipes** under concrete floors or plastered walls that are not laid in constructed ducts with removable covers. Pipes laid under wooden floors that are made inaccessible, for example when built in wardrobes prevent access. Engineers time spent in finding water leaks hidden from view.
- **The fuel supply pipe** and controls prior to the boiler. For oil-fired installations the fire protection valve and oil filters are sometimes fitted prior to the boiler, these two items are not covered, the storage tank and its ancillary controls and gauges are not covered. Also the fuel supply pipe to gas oil and LPG are not covered.
- **The disruption of the fuel, electrical or water supply.** For example. Resetting programmers after power cuts. LPG/Oil Fired boiler owners please note. Calls to reset or repair boilers after refilling of LPG/OIL supplies or clearing blockages in the oil supply pipe will be chargeable.
- **The radiant, loose coals or coal bed, glass covers/fascia.** Situated in the fire of a fire back boiler on Haus Care 1 or a gas fire on Haus Care 7 & 9.
- **Consumables for example batteries** in programmers or condensate neutralizers.
- **Design changes or upgrades** or any work/ costs involved in system refurbishment or rectifying problems caused by the original design or installation of the central heating system.
- **Mobile Phone app or Internet-connected control equipment.**
- **Resetting time clock** and room thermostats

All additional work not covered by a house care plan will be quoted for and invoiced this must be paid before we attend the property to carry out the work.

haus care 2

- As terms stated in Haus Care 1 and the following
- Cover restricted to all components **within** the boiler. (this does not include the system faults or faults due to the systems operation, fuel supply and flue system).
- Programmers; weather compensating controls; room and cylinder thermostats are not covered, even if they are mounted within the boiler case.
- Engineers visits will be made within our normal operational times of 8.00am to 4.00pm Monday to Friday.

haus care 3

- For clients previously not covered by the Haus Care schemes, we offer a fixed fee breakdown call with the benefit of having your boiler covered for the year. Fee includes the initial breakdown call, parts, servicing and the annual subscription to Haus Care 3.
- Terms are as stated for Haus Care 1. If after inspection the attending engineer deems the system not acceptable for Haus Care cover, a quotation for the repair will be issued and a fee equivalent to the first 1 hour call out rate will be charged, for fault diagnosis.

haus care 4

- As terms stated in Haus Care 1 and the following
- All hot and cold water pipes from the internal main water stop tap up to the outlet taps.
- Waste water pipes from the waste outlet up to the soil and vent pipe.
- Ball valves in toilets and the plastic cold water storage tank.
- Repair of pipes damaged by freezing weather.

ITEMS NOT COVERED

- Pipes, fittings, cylinders, storage tanks, galvanised storage tanks containing lead, steel or iron in their construction. This does not apply to the lead in soldered joints.
- Asbestos tanks.
- Underground mains water pipes including the first isolation tap in the property.
- Showers and pumps and associated controls.
- Water using appliances, for example, watering systems, taps, sanitary ware, siphon units, water softeners, ponds, fountains, swimming pools.
- Shower cubicles, bath, basin and sinks.
- Water pipes in detached outbuildings. Un-lagged pipes in unheated rooms of the property will not be covered for frost damage.
- Blockages caused by foreign objects.
- The soil and vent pipe, fittings connecting the waste pipes to the soil and vent pipe.
- Underground waste pipes or drains.
- Any parts that are designed to boost your mains water pressure.

haus care 5

- As stated in Haus Care 1 and the following
- Items that become faulty within the appliance will be replaced by a Heat Haus Engineer or from time to time the Manufacturers engineer if the boiler was installed by Heat Haus.
- Haus Care 5 membership is available for a period of 5 years from the Heat Haus installation date. The customer will be migrated over to Haus Care 1 for the 6th year.

haus care 6

- As stated in Haus Care 1 and the following
- The water storage unit/cylinder of the appliance is not covered.
- The cover does not include the turbulators and gaskets that are required to be replaced every two years.

haus care 7

- Cover includes an annual fire service safety check and all components within the fire. Please refer to Haus Care 1 general conditions and items not covered.
- Engineers calls will be made between 8.00am and 4.00pm Monday to Friday.
- Power Flue, fan assisted fires are not covered under Haus Care 7.

haus care 8

- As terms stated in Haus Care 1 and 7 combined.

haus care 9

- As terms stated in Haus Care 4 and 7 combined.

haus care 10

- As terms stated in Haus Care 1 with oil fired boilers. For clarification, the oil nozzle and oil filter replaced in the annual service are covered.

haus care 11

- As terms stated in Haus Care 2 with oil fired boilers. For clarification, the oil nozzle and oil filter replaced in the annual service are covered.

haus care 12

- As terms stated in Haus Care 4 with oil fired boilers. For clarification, the oil nozzle and oil filter replaced in the annual service are covered.

haus care 13

- As terms stated in Haus Care 1 with commercial or large properties, subscription is based on equipment installed and are quoted individually for each property.

POWER FLUSHING RESTORING SYSTEMS

Why have your heating system power flushed?

- Cures flow and circulation problems
- Restores system efficiency
- Restores heat output to radiators
- Cleans the whole system, including underfloor pipework
- Reduces pump failure problems
- Removes aggressive water & treatment prevents further corrosion
- Cures or prevents boiler noise
- Power flushing and descaling in one visit
- More effective than traditional flushing methods



NOW ONLY £ 58.90+VAT

Price per radiator in a single property, with a minimum of 6 radiators



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