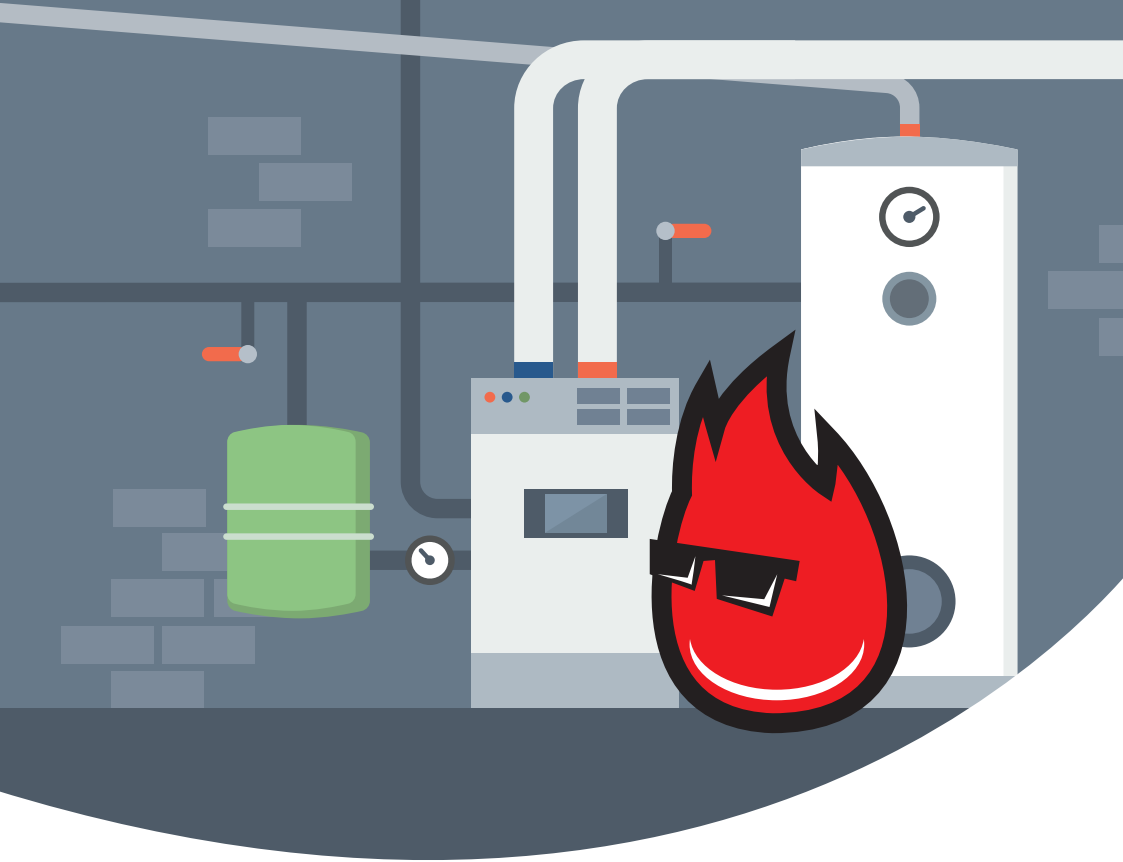


# BOILER SERVICE

Heating and hot water with peace of mind





# Making it easy

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## Boiler Maintenance

Regular boiler maintenance is essential in order to guarantee maximum efficiency and a longer life span of your boiler. An annual service carried out by our OFTEC approved technicians will help to ensure that unwanted surprises like costly breakdowns become a thing of the past.

Regular servicing can reduce the amount of emissions that your boiler produces, so that you will be making your contribution to protecting the environment.

Speak to the Pomroy customer service team on 01534 852685 to find out more about our maintenance plans, tank installation and boiler commissioning services.

## Types of Plan

### Standard Service Agreement

With the Standard Service Agreement you get one annual service carried out per year. Any parts used would be chargeable and will be invoiced following a service or breakdown visit.

### Maintenance Contract

Our Maintenance Contract covers you for one annual service per year.

Parts Protection Cover is also included on a large number of parts, this means that if any of these parts need replacing then you will not have to pay any extra for the replacement parts during a service or in the event of an unforeseen breakdown.

For current changes see [www.pomroy.je](http://www.pomroy.je)

## What we do during a service

Boilers and pumps are subject to inspection and may have to be brought up to any serviceable standard prior to acceptance onto a plan.

- Brush and clean boiler burner/heater surfaces
- Inspect flue and chimney and advise customer if further cleaning is required
- Dismantle burner
- Check photo cell
- Clean and examine fan blades
- Lubricate motor and bearing if required
- Check and adjust the ignition equipment
- Check burner controls and fail safe operation
- Replace nozzle every 12 months or when necessary
- Replace filter
- Check the operation of fire valve
- Inspect flexible oil line, check condition and replace if necessary
- Check the operational pressure and vacuum of fuel pump
- Check air supply
- Examine for flame impingement
- Visually inspect electrical connections, earth bonding and check flue rating
- Check safety pressure relief valve operation if piped outside
- Check operation of high temperature limit thermostat (if fitted)

- Check time clock programmer
- Check water circulating pump
- Carry out a smoke and combustion test if a suitable test point is available

### Condensing Boilers

- Check condensate
- Drain clean secondary heat exchanger if necessary (an additional £10 charge will be levied if cleaning is required).

**All parts are chargeable unless you have a Maintenance Contract.**

## What parts are covered under a Maintenance Contract?

### Specified Parts Replacement List:

- |                           |                              |   |
|---------------------------|------------------------------|---|
| • Motor plate             | • Fuel pump burner fuel hose | • Boiler control Thermostat                               |
| • Motor capacitor         | • Control box and base       | • Time clock programmer (one per boiler)                  |
| • Fuel pump and couplings | • Photocell and holder       | • Central heating water-circulating pump (one per boiler) |
| • Solenoid coil           | • Ignition transformer       | • Baffles   |
| • Solenoid valve          | • Electrodes and leads       |   |
| • Nozzle                  | • Air band/slide             |   |
| • Nozzle holder           | • Burner mounting flange     |   |
| • Static disc             | • Oil filter element         |   |
| • Blast tube              |                              |   |

### Notes

- Due to constant changes in manufacturer’s specifications, this list is subject to amendments from time to time.
- For any parts not listed, the parts will be chargeable at a price determined by Pomroy. Labour rates will be applied, irrespective of contract. (see Pomroy.je)
- Should any parts be discontinued and we are unable to source replacements, the continuation of Parts cover will be at our discretion.
- Breakdown Calls: Labour is chargeable at the rates specified on [www.pomroy.je](http://www.pomroy.je).
- Limit of liability is £500 for any one claim.

## What parts are not covered under a Maintenance Contract?

**The cost of the following parts/functions and labour involved are excluded from all plans:**

- Water circulation pumps will only be changed by engineers provided they are accessible and have suitable circulating valves fitted adjacent to the pump. If the replacement of a water circulating pump requires the draining of the water system or any alterations to the existing pipe work, the customer will be responsible for any materials or labour supplied by us or third parties.
- Pumps specifically installed for the purpose of a secondary domestic water supply (bronze pump)
- Oil tanks, catchment pits, oil lines and fittings, isolating and fire valves, tank gauges and flexible oil lines
- We reserve the right to change/vary prices at any time or to reassign the agreement after fair notice to the customer.
- Parts not listed on Specified parts replacement list.
- Parts no longer available.
- Where boiler replacement use original fitments as part of the new installation, the part cover on any original fitments may be covered and will be subject to our discretion.
- Air extraction from oil line due to lack of fuel supply.
- Plumbing and electrical works.
- Work carried out by a third party.
- Breakdown due to water, fire, explosion, earthquake, flood, impact, riot, civil commotion, strike, lockouts, wilful act or wilful negligence, radioactive or toxic explosion.



# Boiler Servicing Application

Please complete this form using a ball point pen and return using the freepost envelope supplied within this brochure.

Title Mr  Mrs  Miss  Ms  Dr  Please tick as appropriate

Forename

Surname

Address

Postcode

Telephone

Mobile

Email

Does your boiler heat water and central heating? Yes  No  Unsure

Age of boiler  Years

Please select required plan option:

**Standard Service Agreement** Yes  No

**Maintenance Contract** Yes  No

I have read and I understand the Terms and Conditions on [www.pomroy.je](http://www.pomroy.je) and confirm to the best of my knowledge, that my boiler is in good working order.

Signature

Date



 01534 852685  [www.pomroy.je](http://www.pomroy.je)