

	Inclusive Charges				
	Annual Service	Priority Breakdown Cover	Breakdowns	Parts	Labour
Peace of Mind (for in warranty equipment only)	✓	✓	✓	✓	✓
Premier Gold	✓	✓	✓	✓	✓
Premier	✓	✓	✓	10% off ALL spare parts	✓
Standard	✓	✓	✗	10% off ALL spare parts	✗

Contract type level of cover:

Peace of Mind - Annual Service, Priority Breakdown Cover, Breakdowns, Parts, Labour. Exclusive to equipment still within 1st year warranty.

Premier Gold - Annual Service, Priority Breakdown Cover, Breakdowns, Parts, Labour

Premier - Annual Service, Priority Breakdown Cover, Breakdowns, Labour

Standard - Annual Service, Priority Breakdown Cover

First Visit

The first visit will consist of a full annual service and inspection of the MHS equipment listed on the Contract as well as inspection of the installation and overall site conditions. In the case of the Peace of Mind, Premier and Premier Gold Contract offering, if, during the service and inspection, the engineer highlights issues that do not enable us to continue with the requested Maintenance Contract, then the contract will revert to the Standard Maintenance Contract and the customer will be refunded the difference in premium.

Level of cover explanation:

Annual Service

Works to be carried out on a single visit during normal working hours unless otherwise stated in the Contract.

All equipment in the same plantroom unless otherwise stated on the Contract.

Providing all equipment is in a condition to be serviced at the same time.

Annual Service Activities differ depending on equipment. For a full list of Annual Service Activities for the contracted equipment please request from MHS direct.

Priority Breakdown Cover

In the case where a breakdown visit has been requested, customers holding an MHS Maintenance Contract will take response time priority over customers with no Maintenance Contract cover.

Breakdowns

No charge will be made for any breakdown call out when attending to a reported fault providing the reported fault does not relate to any items in the list 'Exclusions from Contract' and providing the breakdown is attended during normal office hours defined as Monday-Friday 08.30-17.30. Any request for attendance outside of these hours, including Saturday, Sunday and Bank Holiday's will be subject to additional charges equating to the difference between the relevant out of hours rate and the standard hourly rate covered by the contract.

Parts

No charge will be made for the required replacement of parts contained within the equipment casing of the MHS equipment listed on the contract, providing the fault does not relate to any items in the list 'Exclusions from Contract'.

Labour

No charge for labour will be made for time on site to repair a reported fault providing the fault does not relate to any items in the list 'Exclusions from Contract'.

Exclusions from Contract

Any faults that do not relate to the MHS equipment listed on the Contract and/or other faults that may affect the MHS equipment.

Any parts that are outside the equipment casing of the MHS equipment on the Contract.

Any fault/defect caused through malicious action, negligence, misuse or third party interference.

Any fault/defect caused by fire, lightning, explosion, flood, storm, frost, impact or other extraneous causes.

Consequential damage or loss arising as a result of a defect occurring in the MHS equipment listed on the Contract

Any defect or damage occurring from a failure of the electricity, water or gas supply.

Descaling and any work or defect caused by hard water scale deposits or from damage caused by aggressive water, sludge or magnetite.

Any incurred charges, i.e. Parking, Congestion, etc., will be charged at cost.

Cast iron section replacement

Adjustments to time and temperature controls

Weekends, Bank Holidays, out of hours

If, following a site visit from an MHS engineer, a recommendation to repair a fault on the boiler or system is not carried out within 30 days, in the case of the Peace of Mind, Premier and Premier Gold Contract, MHS reserves the right to invalidate the Maintenance Contract and revert it to the Standard Maintenance Contract. If this situation occurs MHS will not refund any difference in price for the period of time between when the contract is reverted and when the next premium is due.

Change of Ownership

If the ownership of the premises in which the Equipment covered by the Contract changes, the new owner shall have the benefit of this Maintenance Contract for the remainder of the period for which the contract has been paid.

Replacement Equipment

This Contract does not cover replacement equipment. In the case of parts being no longer available or where the MHS engineer identifies that equipment is beyond economical repair, MHS will provide 20% discount against the cost of the new equipment providing MHS provides the replacement.

Cancellation of Contract

Either party has the right to cancel the contract by giving to the other notice of 30 days in writing providing the premium for the current year has been paid in full. In such an event, the customer will be entitled to a credit equivalent to the proportion of any premium paid for the period after cancellation date. In the event that the annual maintenance has already been carried out for the year of cancellation, the cost for annual servicing of the contracted equipment (at the standard MHS rate) will be deducted from the credit issued. An administration fee of £45.00 would be chargeable if the contract is cancelled by the customer mid term. MHS reserves the right to cancel the agreement if you have given false information or you do not make the agreed payment.

Annual Premium

MHS reserves the right to increase the Contract premium when it deems necessary.



Maintenance Contracts - Customer Confirmation



Please Select Contract Type:

Peace of Mind

- Additional Year 5 Year Peace of Mind 10 Year Peace of Mind
(R600 Only)

Maintenance

- 1 Year Premier Gold 1 Year Premier 1 Year Standard

Please Select Method of Payment:

- Invoiced Annually Cheque Credit/Debit Card
(Credit Account Required)

Customer Declaration:

I hereby confirm that I have read and agreed to the terms and conditions and apply for a MHS Boilers Maintenance Contract. I confirm that the information is correct and the appliance to be covered is in good working order to the best of my knowledge

Authorised Signatory _____
(Owner)

Date: ____ / ____ / ____

Name: _____

Company: _____

Position: _____