

Lime Care Terms and Conditions

1. Introduction

- These terms and conditions apply to the service cover plans ("Lime Care" or "Plan") provided by Lime Heating ("We" or "Us").
- By purchasing a Plan, you ("You" or "Customer") agree to these terms and conditions.
- Services provided under the Plan are limited to the boiler and controls specified at the time of purchase.

2. General Exclusions

- Any faults, damages, or issues that existed prior to the start of the cover Plan.
- Claims made within the first 30 days of coverage.
- Coverage does not extend to underfloor heating systems.
- Boilers older than 7 years or those exceeding 70kW capacity.
- Any defect or damage occasioned by fire, lightning, explosion, flood, storm, tempest, frost/ice, impact, ingress, adverse and/or prolonged weather conditions or other extraneous cause.
- Issues resulting from poor water quality, such as sludge build-up, limescale, or debris in the system.
- Damage to components caused by lack of system inhibitors. Additional system inhibitor chemicals are charged at extra cost.
- We do not cover ground, air and water source heat pump systems, oil or electric boilers, warm air units, cooking appliances or gas fires.
- Costs associated with any upgrading of the boiler or system to comply with regulations.
- The Plan will not cover the cost of any work carried out by people not authorised by us.
- If the property covered by the Plan is a flat or apartment, communal areas and/or areas that are not the sole responsibility of the policy holder are not covered.
- Any defect, damage or breakdown caused by malicious or wilful action, negligence, misuse or third-party interference, including any attempted repair will not be covered.
- Cover does not include any faults caused by other trades used for home renovation or repairs (e.g bathroom / kitchen replacement)
- Iron, steel or lead pipework, exceeding 35mm diameter.
- Access equipment required to carry out works. If required, this will incur additional costs.
- Electrical elements in radiators.
- Resetting your controls or replacing the batteries.
- The replacement of decorative parts
- Any defect or damage occurring from a failure of the gas, oil, electricity or water supply.
- Repairing and replacing open flues and their terminals or flues over 1m in length.
- The replacement of LPG regulators and hoses.
- Any boiler or control that directly supplies a swimming pool.
- Water supply from the boundary of your home up to the stopcock.
- Specialist plumbing of heating manifolds, non-standard/not current/discontinued plastic pipe/plumbing systems.
- Removing asbestos associated with repairing the system/appliance. Asbestos must be removed before any further works can commence and a copy of the clean air certificate must be available to us. By law the person/company who removes the asbestos must give you a clean air certificate.

3. Eligibility

- Only homeowners can apply for a Lime Care Plan.
- The property covered by the Plan must have an MK postcode.
- The boiler must be in good working condition when coverage begins and will be subject to approval following an assessment carried out by our engineers.
- Boilers must be under 7 years old at the start of the Plan, with a maximum 70kW capacity.

4. Servicing, Repairs & Claims

Initial inspection – a mandatory boiler service and heating system health check must be completed within 30 days of your Direct Debit being set up in order for your Plan to become active. If our engineer deems your boiler or heating system unsuitable for cover, a standard-rate service of £78, or investigation fee of £90 per hour will be charged, depending on services provided on the day.

On this visit we will check that your boiler and heating system meets our eligibility criteria and is in a good working condition with no pre-existing faults. If your boiler meets our criteria, the engineer will carry out your first annual boiler service and your Plan will commence.

If a pre-existing fault is found, your policy will be paused for up to 30 days from date of inspection, during which you cannot claim, in order for the repairs to be carried out by us. Any repairs required will not be covered by the Plan. The Plan will resume once we have carried out the repairs and accepted the good working condition of your boiler and heating system.

Annual boiler service (all Plans) – all consumables required to complete the annual boiler service included in all Plans (burner seals, batteries, washers etc) will be chargeable.

Required repairs – repairs identified by our engineers during a service, investigation or claim must be completed, by us, within 30 days of written notification, in order to retain your cover.

CO alarm (Ultimate Plan only) – a carbon monoxide detector will be provided as part of the Plan only if there is no suitable detector already in place or if an existing detector has expired. The supplied detector will be battery-powered with a 10-year lifespan, and as such, is limited to one per household per 10 years.

Making a claim (Advanced and Ultimate Plans) – all claims are subject to an excess of £60. Unrelated faults, such as issues affecting different parts of the system (e.g., plumbing, heating controls, or boiler), will be treated as separate claims, each requiring a separate excess payment.

■ Claim limits

- The Advanced Plan is limited to one claim per year.
- The Ultimate Plan is not limited in number of claims per year.
- Repair costs are capped at £300 per claim; any additional costs must be covered by the customer.

■ Boiler repairs (Advanced and Ultimate Plans)

- **Covers:** repairs to thermostats, control panels and heating system components.
- **Does not cover:** heat exchangers, PCBs and flues.

Should your boiler be deemed to be beyond economical repair Lime Heating will contribute up to £300 to the installation of a new boiler. Alternatively, the customer may use the discounted rates offered in their Plan, whichever value is greater. This contribution will only be applicable if we are installing the new appliance.

■ Plumbing repairs (Ultimate Plan only)

- **Covers:** internal plumbing issues such as leaks, pipework problems, water pressure concerns and replacements for taps, showers, and basic internal plumbing faults.
- **Does not cover:** bathroom or kitchen fixtures (e.g., sinks), electric or power showers, shower trays, shower pumps, water softeners and filters, main drainage.

■ Blockage clearance (Ultimate Plan only)

- **Covers:** removal of minor blockages at their source.
- **Does not cover:** drain rodding, high-pressure jetting, or main drainage unblocking.

Replacement parts – parts supplied under the Plan will be adequate to perform their necessary function, and not guaranteed to be a like-for-like replacement. Where additional features or upgrades are desired, the additional cost will be covered by the customer. Our engineers can fit non-essential parts supplied by you, however they will not be covered by our guarantee. We will not fit parts supplied by you when related to the gas supply, boiler or the central heating system.

We shall not be held responsible for any delay in the provision of spare parts by suppliers and we will only fit parts from our trusted suppliers.

5. Appointments

- Annual service appointments will be scheduled by Us. We will do our best to book the most convenient date you, however this cannot be guaranteed.
- All service and repair appointments will be scheduled during our normal working hours (Monday to Friday, 8am to 5pm).
- For emergency repairs, we will aim to respond within 24 hours.
- We do not offer out of hours cover, e.g., evenings, weekends or Bank Holidays
- We offer limited bookings between Christmas and New Year.

6. Financial & Contractual Obligations

Commitment period – all Plans require a 24-month minimum contract. The renewal date of the Plan will be the yearly anniversary of the date the Plan was taken out.

Cancellation fees – early cancellation incurs a charge equal to one year's subscription fees.

Payment obligations – failure to maintain Direct Debit payments results in immediate termination of cover without notice.

Plan ownership – the Plan cannot be transferred to another property, or policy holder. However, if ownership of the property changes, the cover will continue for the remainder of the contract. This will be subject to agreement with the new owner consenting to the relevant additional costs incurred by materials, repairs and claims excesses. Alternatively, our normal cancellation policy will apply.

Discounted rates – a discount is provided for all works carried out by Lime Heating which are not covered by the Plan. This applies to labour only and excludes materials. The rate of discount is specified in each Plan and is only available for the duration of the Plan. This discount cannot be used in conjunction with any other offers offered by Lime Heating.

7. Customer Obligations

- You must provide access to the boiler at the agreed appointment times.
- You must ensure access to the gas meter and mains stopcock at the agreed appointment times.
- You must ensure the boiler is used in accordance with the manufacturer's instructions.
- Any alterations to the boiler or heating system must be reported to Us.

8. Liability

- Lime Heating Limited is not responsible for indirect, special, or consequential losses arising from heating or plumbing failures.
- Our total liability is limited to the total amount the customer has paid for the Plan within the year a claim is made.

9. Limitations of Obligations

- Lime Heating shall not be liable if we are unable to carry out our obligations under the service contract due to industrial disputes or force majeure.
- We reserve the right to change the terms and conditions at any time. All Customers will be notified of the changes by email.
- Lime Heating shall not be liable for the cost of temporary secondary heating, any associated expenses incurred or any temporary accommodation costs.
- We are not liable for any consequential damage or loss arising as a result of a defect occurring in the central heating system or appliances unless such a defect damage or loss is attributable to the negligence of Lime Heating.
- Acceptance of a central heating system or any other appliance(s) or system components onto a service contract does not imply that it is installed satisfactorily or to the prevailing standards of Lime Heating. Lime Heating will not accept responsibility for any inadequacy attributable to the original design and makes no warranty as to fitness for purpose or condition.

10. Payments & Renewal

- The Plan fee is payable monthly, as agreed at the time of purchase.
- The Plan will automatically renew each term unless cancelled by either party with at least 30 days' notice before the renewal date.
- It is the customer's responsibility to notify us of any cancellation.
- Lime Heating, at our discretion, may refuse to offer renewal of any care Plan.

11. Termination

Customer cancellation – Customers must provide 30 days' notice to cancel their Plan. It is the customer's responsibility to cancel any Direct Debits.

Provider termination – Lime Heating reserves the right to terminate coverage due to:

- Non-payment.
- Violation of Plan terms and conditions.

Failure to pay or cancellation of Direct Debit immediately voids any cover.

If the monthly Direct Debit is cancelled during the contract period, the outstanding will be invoiced for full payment.

12. Governing Law

These terms and conditions are governed by the laws of the Companies Act 2006.

13. Payment Methods

Payments for Lime Care are made in monthly instalments. Monthly payments are managed through GoCardless, a secure and trusted Direct Debit payment provider.

About GoCardless

GoCardless is a global leader in bank-to-bank payments, offering a simple and reliable way to handle recurring payments. By using GoCardless, customers benefit from:

Secure and automated payments – No need to manually process transactions each month.

Hassle-free Direct Debit – Ensures on-time payments without worrying about missed deadlines.

Full transparency – Customers receive notifications before any payment is taken.

For more information, visit www.gocardless.com.

Contact Information

For enquiries and assistance, or to take out a Plan, please contact us.

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Lime Heating Ltd is a Gas Safe registered business. All services are subject to our terms and conditions.

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