

WE'REHERE

Heating & Cooling Specialists

Schedule A — Boiler & Central Heating Cover

Effective: 1 January 2027

WE'REHERE Ltd | Company No. 09107868

5 Barons Court, Graceways, Whitehills Business Park, Blackpool, FY4 5GP

SCHEDULE A — BOILER & CENTRAL HEATING COVER

This Schedule applies to members with boiler and central heating equipment listed on their Membership Summary. It is read alongside the Core Membership Terms V5, which take precedence in the event of a conflict.

A1. What This Covers

Subject to eligibility (A9) and the exclusions below (A7), this Schedule covers the following Covered Equipment at the property address on the Membership Summary:

- Gas boiler (combi, system, or regular/heat-only)
- Central heating pipework, radiators, thermostatic radiator valves (TRVs), lockshield valves, and system controls fitted by Us
- Programmer, room thermostat, and heating controls (see A7 exclusions for third-party controls)
- Expansion vessel and pressure relief valve on the boiler
- Flue and combustion components integral to the boiler

A2. Scheduled Service — What Is Included

The annual Scheduled Service includes:

- Visual inspection of the boiler, flue, and accessible pipework
- Flue gas analysis and combustion performance check
- Burner and heat exchanger inspection and clean
- Gas rate check and safety checks in accordance with Gas Safe requirements
- System pressure check and top-up where required
- Inhibitor check (We will advise on top-up; inhibitor supply is chargeable separately)
- Bleeding of radiators where reasonably accessible and required
- Functionality test of controls, programmer, room thermostat, and TRVs
- Written service record provided on completion

The Scheduled Service does not include power flushing. Power flushing is recommended on a condition and manufacturer-led basis, typically every 5 years. It is available as a separately chargeable service.

A3. Repairs (HERE FIRST and HERE ALWAYS Only)

Subject to the Core Terms Section 9 (including the introductory £250 aggregate cap in the first 3 months and the annual Repair allowance), We will repair or replace the following components where they fail:

- Boiler parts: heat exchanger, burner, gas valve, igniter, PCB, pump, diverter valve, expansion vessel, pressure relief valve, thermistor, flow switch, and other integral boiler components
- Central heating pump
- Motorised zone valves
- Radiator valves (TRVs and lockshields) — replacement where beyond repair
- Room thermostat and programmer (supplied and installed by Us)

A4. Basic Plumbing Cover (HERE ALWAYS Only)

HERE ALWAYS members are additionally covered for:

- Repair of internal water supply pipes (from the internal stopcock to points of use), including burst pipes and leaks
- Repair or replacement of internal stopcocks and isolation valves
- Repair of cold water storage tanks (cylinder-fed systems)

Basic plumbing cover does not include: external supply pipes from the boundary; drainage pipes; bathroom or kitchen fitting replacement; sanitary ware; shower units or pumps; or any works requiring building or planning consent.

A5. Internal Drains Cover (HERE ALWAYS Only)

HERE ALWAYS members are additionally covered for blockages and failures in internal drainage pipework within the property footprint, subject to the following scope and exclusions:

What is covered:

- Blockages in internal soil pipes, waste pipes, and drain runs within the internal structure or under the ground floor slab (accessible by rodding or CCTV)
- Repair of cracked or damaged internal drain pipes where the fault is confirmed by Our engineer
- Labour for jetting or rodding of internal blockages

What is not covered:

- External drains, manholes, and inspection chambers outside the property footprint
- Drains shared with neighbouring properties or serving more than one property (shared drains are the responsibility of the relevant sewerage undertaker)
- Blockages or damage caused by the deliberate or negligent introduction of inappropriate materials (wet wipes, fat, grease, foreign objects)
- Drain relining, drain replacement requiring excavation, or any works requiring building or planning consent
- Drain survey costs where the survey does not identify a covered fault

Where a blockage or fault is found to be in an external or shared drain, or beyond Our scope, We will notify You and provide a written assessment. Referral to the relevant authority or a drainage specialist is Your responsibility.

A6. Home Electrics Cover (HERE ALWAYS Only)

HERE ALWAYS members are additionally covered for faults in the fixed electrical wiring and fuse board within the property, subject to the following scope and exclusions:

What is covered:

- Faults in fixed wiring circuits (ring main, radial circuits, lighting circuits) within the fabric of the property, from the consumer unit (fuse board) to fixed sockets, switches, and light fittings
- Repair or replacement of the consumer unit (fuse board) where it has failed — subject to current wiring regulations compliance; where an upgrade is required to bring the installation to current standards, We will provide a quotation for any upgrade beyond basic repair
- Tripped circuits and blown fuses where the fault is caused by a wiring defect covered under this section
- Fault-finding and diagnosis on fixed circuits (counts against Diagnostic Visit allowance)

What is not covered:

- Portable appliances, white goods, or consumer electronics

- External wiring, outbuildings, garages, garden lighting, or EV charging points (unless listed separately on the Membership Summary)
- Installation of new circuits, sockets, light fittings, or other additions — this is chargeable separately
- Any wiring not installed to the relevant edition of BS 7671 (IET Wiring Regulations) applicable at the time of installation
- Solar PV, battery storage, or other renewable generation systems (see Schedule B for ASHP cover)
- Smart home, broadband, telephone, security alarm, or AV wiring
- Any works requiring notification to or certification by Building Control, other than where We carry out the notifiable work as part of a covered repair and issue the relevant certificate

Electrical work carried out under this Schedule will be carried out by or under the supervision of a qualified electrician, and any notifiable work will be certified under an appropriate competent person scheme. We will provide a completion certificate on request.

A7. Exclusions (General)

- Power flushing (recommended every 5 years based on system condition; chargeable separately)
- Heating controls or thermostats fitted by third parties: diagnostic attendance is included (subject to Diagnostic Visit allowance) but repair or replacement is not covered under this Schedule
- Underfloor heating pipework embedded in screed or structure (see Schedule D for UFH bolt-on)
- Solar thermal systems and associated controls
- Magnetic system filters: cleaning is included in the Scheduled Service where accessible; replacement is chargeable
- Any heating or boiler component not listed in A3 above. This exclusion applies to heating cover only and does not limit plumbing cover under A4, drainage cover under A5, or home electrics cover under A6.
- Cosmetic damage and redecoration after repair work
- All general exclusions in Core Terms Section 4

A8. Condemned Boilers and Safety Classifications

- A8.1** If during a Scheduled Service or Diagnostic Visit Our engineer classifies the boiler as "At Risk" (AR), We will advise You of the issue and recommended remedial action. An AR classification carries a "Danger — Do Not Use" advisory in accordance with HSE and Gas Safe guidance. An AR appliance requires remedial action; it should not be used until that action is taken.
- A8.2** If the boiler is classified as "Immediately Dangerous" (ID), Our engineer will take steps to make it safe (which may include disconnection) and issue a Gas Safe safety notice. Both AR and ID classifications require the member to act on the engineer's advice before using the appliance. Your Membership is not cancelled solely because an appliance is classified AR or ID.
- A8.3** Where the fault is repairable, We will provide a quotation. On completion of the required remedial work, the boiler will return to cover.
- A8.4** Where the boiler is found to be beyond economical repair, it cannot be covered under the Repair provisions of this Schedule. HERE FIRST and HERE ALWAYS members are entitled to a £300 discount on a qualifying replacement boiler installation by Us (see Core Terms Section 9.8). The £300 discount is available for 12 months from the date of the classification notice.

A9. New Member Eligibility

- A9.1** Cover under this Schedule is subject to the Covered Equipment being in a safe and serviceable condition at the Cover Start Date. We reserve the right to carry out an eligibility inspection within the first 3 months of Membership.
- A9.2** Where an eligibility inspection is required, it will be charged at Our standard Diagnostic Visit rate of £94 plus VAT.
- A9.3** If following inspection the equipment is found to be ineligible for cover (for example, it requires repair work that pre-dates the Membership or cannot be brought to a safe standard), We will notify You in writing. Your Membership will be cancelled from the date of Our notification. We will refund any advance payment on a prorated basis from the notification date, less the inspection fee (£94 plus VAT) and, where the Scheduled Service has been carried out, the service fee (£109 plus VAT), to the extent those charges exceed fees already received.
- A9.4** Where the Covered Equipment is found to be ineligible, We will provide a written report and a quotation for the work required to bring it into cover, if applicable.