

# Central Heating Installation & 5 Year Warranty

Terms and Conditions

# About this booklet

This booklet contains the terms and conditions for your:

- Central Heating Installation
- Boiler IQ Monitoring Service
- 5 Year Warranty

It is important you read these terms and conditions carefully as they form the basis of your **agreement** with us.

If you've got any questions, please call us on 0333 202 9560 before accepting your quote.

In British Gas, we care about privacy and we protect your personal data. We want to be transparent about how we use your personal data, so before you read our terms and conditions, we want to point out that British Gas New Heating Limited is the data controller of your personal data. Although our privacy notice does not form part of the contract between you and British Gas New Heating Limited, we recommend that you read our privacy notice, to understand how we collect and use your personal data and your data protection rights.

Please see our privacy notice at [britishgas.co.uk/privacy](http://britishgas.co.uk/privacy)

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## Words in bold

Some of the words and phrases we've used in this booklet have a particular meaning. We've highlighted these words in bold and explained what they mean below.

## Definitions

**access and making good** – getting to your **boiler** or **central heating** system to fix or service it, and then **repairing** any damage we may cause in getting access to it by **replacing** items such as cabinets or cupboards that we've removed and by filling in holes we have made and leaving a level surface – but we won't **replace** or restore the original surface or coverings, for example: tiles, floor coverings, decoration, grass or plants.

**accidental damage** – when you do something that stops your **boiler** or **central heating** system from working properly – without meaning to.

**annual service** – a check each year to ensure your **boiler** and **central heating** is safe and working properly. See page 11 for more details.

**boiler** – a single natural gas or Liquid Petroleum Gas **boiler** and flue on your **property** that's designed for home use and has a heat output capacity of up to 50kW.

**boiler data** – information we receive from your **boiler IQ hardware**.

**boiler IQ hardware** – the diagnostic module attached to your **boiler** and the hub connected to your broadband router.

**British Gas Powerflush** – a process where we remove **sludge** from your **central heating** system.

**central heating** – the heat and hot water system on your **property** – including your external expansion tank and vessel, radiators, bypass and radiator valves, system filters, **cylinders**, any immersion heater and its wired-in timer switch, and the pipes that connect them.

**commissioning check** – a check we'll do when we install your **boiler** to make sure your **boiler** and **central heating** is safe and working properly. See more on page 6.

**controls** – the **controls** outside your **boiler** that make it work, including the programmer, any thermostats, motorised zone valves, and **central heating** pump and the pipes and wires that connect them.

**cylinders** – tanks that store hot water.

**gas supply pipe** – the pipe that connects your gas meter to your gas **boiler** and any other gas appliances you have on your **property**.

**home** – the building, including any attached garage or conservatory where you live or a home you own, including holiday homes or rental **properties**.

**monitor/monitoring** – keeping an eye on your **boiler data** so we can identify when your **boiler** is failing to produce heat or hot water.

**property/properties** – a **home** and all the land up to your boundary – including any detached outbuildings.

**repair(s)/repairing/repaired** – to fix your **boiler** or **central heating** system following an individual fault or breakdown.

– but not **repairs** that are purely cosmetic (for example mould, dents or scratches) or related to software which doesn't stop the main function of your **boiler**, appliance or system from working or making it unsafe.

**replacement/replace/replacing** – where we replace your **boiler** or parts with a British Gas approved standard alternative. We'll provide replacements with similar functionality but not necessarily an identical make and model or type of fitting. In the case of internet or Wi-Fi enabled **boilers** or parts, replacements will only be from the British Gas or Hive range or other conventional (non-internet connected) products.

If we're unable to provide a **boiler** or part with similar functionality, we'll install a new and unused like-for-like alternative that you provide, but we'll only accept responsibility for our workmanship.

**sludge** – the natural build-up of deposits in your **boiler** or **central heating** system, as it corrodes over time.

# Central heating installation

Your **boiler** installation will be carried out by British Gas New Heating Limited. In this section by 'we', 'us' or 'our' we mean British Gas New Heating Limited.

For details on complaints and your cancellation rights, please see pages 13 and 14.

## Your quote

### Fixed price quotes

All quotes prepared in the **home** by a Heating Adviser, or on the phone or video call by one of our agents, are fixed price quotes. We'll carry out the work set out in the quote for the price stated.

### Online quotes

If you got your quote online, we'll need to check the accuracy of the information you gave us.

On the day of installation, our engineer will review your quote with you. If they identify any changes that need to be made, they'll ask you to confirm your agreement before they start work.

Examples of situations where we may need to cancel the agreement, or charge for additional works include:

- relocation of the **boiler**
- changing the selected **boiler** because the one you selected is not appropriate for your **property**
- variations to meet building regulations and/or installation requirements, including but not limited to flue extension, vertical flues and earth bondings
- powerflushes, thermostatic radiator valves, room temperature **controls** and programmers (if not included in the original order)

Please note that if you have arranged to pay for the installation by finance and need to make an additional application to fund further amounts, this may leave another mark on your credit file.

### Quote validity

Your quote is valid for 28 days and we must begin the work within 90 days of your acceptance. After this your quote won't be valid and you may need to get another one. All prices include VAT at the current rate.

## Your installation

### Your home

We'll take photographs of where we'll be working in your **home**, for the installer to see where work is to be carried out, to show existing damage or good workmanship. We'll store them in accordance with our privacy notice.

### Dangerous materials and asbestos

The price we quote doesn't include the cost of removing any dangerous waste material that we couldn't reasonably identify when we gave you your quote. You can call a specialist contractor to remove these dangerous materials or we may be able to arrange for their removal at an extra cost.

If any asbestos needs to be removed before we can continue to work at your **property**, you'll need to arrange and pay for someone else to remove it and give you a Certificate of Reoccupation which you'll need to show us.

### Authority to carry out work

When we arrive on the installation day, someone 18 years old or older needs to be at the **property** who can make important decisions, such as where the **boiler** goes. If you're not at the **property** on the day of installation, you must make sure that there is somebody else present who can give instructions to our engineer, on your behalf.

### Our installers

To carry out the work as quickly as possible, we may use one of our approved installers. They are all fully qualified, Gas Safe registered and carry identity cards.

To complete your installation, we may use secondary trades such as electricians or specialist builders. These are usually contractors, and they'll all be appropriately qualified.

We're responsible for the installers and secondary trades we use.

## Working in dangerous or unsafe conditions

We won't start or continue doing any work on your **property** if we believe there's a health and safety risk, for example: hazardous chemicals, pest infestations, verbal or physical abuse, or harassment. And we won't return to finish the work until that risk is gone.

## Timeframes

Any timeframes we give you are our best estimates and we'll do what we can to keep to them. Where there are likely to be delays, we'll let you know as soon as possible and agree new timeframes with you. The time it takes us to complete the installation won't affect your quote or the price you pay.

## Waste removal

The price we quote includes the cost of removing all non-dangerous materials, including your old **boiler** and any **central heating** parts we **replace**.

## Showers

We cannot accept responsibility for your existing shower if it is not compatible with your new **boiler**. This is unless a fault develops because we have acted in a negligent way.

## Solar thermal

Before we start your **boiler** installation, it's your responsibility to arrange for and pay a suitably qualified solar installer to decommission or drain the solar thermal system. You'll also need to arrange for the solar installer to recommission or fill the solar system once your new **boiler** has been installed.

## Carpets, floors and finishing

To help us complete our work we may need you to take up floor coverings including carpets or tongue-and-grooved, parquet, hardwood, rubber and tiled floors.

We'll give you as much notice as possible if we need you to do this and it will be up to you to put the flooring back once the work is done. You can call a specialist contractor to do this work or we may be able to do it for you at an extra cost.

If you have underfloor heating, you'll need to tell us before we start the work.

## Our responsibility for damage

We'll take care to carry out the work without causing damage to your **property**. If we cause unnecessary damage because of our negligence we'll put it right.

## Additional work and restoration

Sometimes we may have to do some extra work, for example if we can't use existing pipework, we need to do some wiring to install the **boiler**, or we have to move the flue. This work can cause damage to wall coverings, paint and solid wall insulation. You may need to redecorate, **repair** or restore certain areas once the work is completed. This restoration work is not included in the price we quoted and you'll be responsible for this.

## Pre-existing faults

Where we've connected new equipment to your existing system or appliances, we can't accept responsibility for the cost of **repairing** or **replacing** parts of your existing system that later develop faults, or compensating you for any faults that:

- were already there when your **boiler** or system was installed, or were caused by anybody other than us when any changes or additions were made to your **boiler** or system; or
- we couldn't reasonably have been expected to know about before. For example, faulty pipes that don't have the correct protection, which are buried under concrete floors

This applies in all cases except where we've been negligent in not realising that this damage to your existing system would happen, or unless the way we carried out the work was negligent and caused the fault.

## System cleanse

When we install your **boiler**, we'll carry out a system cleanse. This is where we push hot and cold water through your system. This won't remove **sludge**. If you have **sludge** in your system, we'll recommend you have a **British Gas Powerflush** before we install the **boiler**.

### British Gas Powerflush

If you need a deeper clean to remove **sludge** and other waste from your **central heating**, we'll recommend you buy a **British Gas Powerflush** with your installation. If you buy a **British Gas Powerflush**, any future ones you may need to keep your system working properly are included, for as long as you have continuous cover for your **boiler** with us.

### Commissioning check

A **commissioning check** will be carried out as part of the installation. Our engineer will check that your **central heating** and ventilation don't have any pre-existing faults. You will not need an **annual service** until year two.

### Permission

It's your responsibility to get any permission needed for the work, as we won't accept liability for unauthorised work, e.g. if you don't own the **property**, you'll need to get the owner's permission first, or if the **property** is a listed building you may need planning permission. You'll be responsible for compensating us for any losses or costs we suffer if you fail to get the correct permission.

### Things beyond our control

We can't be held responsible if we cannot meet our responsibilities because of things beyond our control including, for example, poor weather conditions, industrial disputes, strikes that we aren't directly involved in or if species that could be subject to special protection, for example bats, birds, butterflies, dormice or plants, are found in your **property**.

### Gas and electricity supply

You'll need to have an adequate gas and electricity supply to your **property** before we can start the work. We can put you in touch with a gas or electricity distribution company to arrange this if you need us to.

### Water supply pressure

We'll test your water supply pressure before we start work. As water supply rates can change, we can't be responsible for your **central heating** failing to work properly

because your water supply becomes inadequate or keeps changing, unless we were negligent in how we tested your water pressure.

### Payment and credit agreements

You need to pay the deposit shown on your quote when you accept it. You must pay the outstanding amount for the work once we have finished the installation.

If you enter into a credit agreement introduced by us in order to fund your **boiler** purchase, and you cancel this agreement in your cooling off period, then you must pay the quoted price for the work once we have finished the installation.

### UK law

Your installation is bound by the laws of whichever country your **property** is in – England and Wales, or Scotland.

# Boiler IQ Monitoring Service

If you have purchased Boiler IQ Monitoring Service as part of your installation, we'll install the **boiler IQ hardware**, **monitor** your **boiler** remotely and let you know if we detect your **boiler** is failing to provide heat or hot water.

In this section by 'we', 'us', or 'our', we mean British Gas New Heating Limited as the installer, or British Gas Services Limited. For details on complaints and your cancellation rights, please see pages 13 and 14.

## What's included

- ✓ Installing the **boiler IQ hardware**
- ✓ **Monitoring** your **boiler**
- ✓ Contacting you when we identify your **boiler** is failing to provide heat or hot water to arrange a **repair** under your 5 Year Warranty
- ✓ **Repairing** or **replacing** your **boiler IQ hardware** if it develops a fault

## What's not included

- ✗ **Repairing** or **replacing** your **central heating** system
- ✗ A **first service** or **annual service**
- ✗ Identifying faults that don't stop your **boiler** producing heat or hot water
- ✗ Identifying faults if your internet connection or power supply fails
- ✗ Any internet related costs, including those associated with the transfer of data to or from your **boiler IQ hardware**

# Your 5 Year Warranty

This section explains what's included in your 5 Year Warranty, what you need to do to keep it valid and how to make a claim or a complaint.

Your warranty is provided by British Gas New Heating Limited and will be fulfilled by British Gas Services Limited. In this section by 'we', 'us' or 'our' we mean British Gas New Heating Limited and British Gas Services Limited.

Your 5 Year Warranty includes **repairs** for your **boiler, controls** and **central heating** in year one – and **repairs** for your **boiler** in years two to five.

It also includes:

- parts and labour
- unlimited number of **repairs**
- up to £1,000, including VAT, for getting **access and making good** for each **repair**



We'll conduct a **commissioning check** when we install your **boiler**. You won't need an **annual service** until year two. From year two and each year after that, you'll need to have your **boiler** serviced by your Gas Safe registered engineer.

This will keep your warranty valid, and help make sure your **boiler** is working safely and efficiently.

We can do this for you or, you can choose someone else to carry out the **annual service**. Just remember to keep the paperwork to show you've had the **annual service** done because you'll be asked for it if your **boiler** breaks down.

If you can't provide evidence of your **annual service**, you may need to pay for any repairs.



### What's included

- ✓ All **repairs**, or if we can't **repair** it, a **replacement**, of the heat and hot water system on your **property** including:
  - a single natural gas or Liquid Petroleum Gas **boiler** in your **home** that we've supplied and installed, that's designed for **home** use and has a heat output capacity of up to 50kW
  - the flue, including the flue terminal, up to one metre in length
  - the **controls** that make your **boiler** work, including the programmer, any thermostats, motorised zone valves and **central heating** pump
  - the **gas supply pipe**
  - expansion tank, radiators, bypass and radiator valves
  - **cylinders** and any immersion heater and its wired-in timer switch
  - the pipes that connect them (excluding steel and iron pipes, see page 12)

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- ✓ A **commissioning check** which we'll carry out when we install your **boiler**. You won't require an **annual service** until year two.

### What's not included

- ✗ **Accidental damage**

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- ✗ Damage caused by limescale, **sludge** or other debris, if we've told you before that you need to carry out **repairs**, improvements or a **British Gas Powerflush**, or a similar process, but you haven't done so

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- ✗ Any parts designed specifically for underfloor heating

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- ✗ The supply of curved and designer radiators (see page 12)

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- ✗ **Repair** or **replacement** of electrical elements in radiators

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- ✗ **Repairing** or **replacing** the flue including the flue terminal if it's over one metre in length, unless we installed it

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- ✗ **Replacing** or topping up your system inhibitor unless we've removed it

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- ✗ Any part of your **boiler**, **controls** or **central heating system** which directly supplies a swimming pool

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- ✗ Resetting your **controls** or **replacing** the batteries

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- ✗ **Repair** or **replacement** of water heaters, fires or fire surrounds

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- ✗ Fixing your showers, their parts and shower pumps

## Years two to five

### What's included

- ✓ All **repairs**, or if we can't **repair** it, a **replacement** of:
  - a single natural gas or Liquid Petroleum Gas **boiler** in your **home** that we've supplied and installed, that's designed for **home** use and has a heat output capacity of up to 50kW

### What's not included

#### As in year one, plus:

- ✗ An **annual service** – *this is needed to keep your warranty valid (see page 11)*
- ✗ Your **controls** or any part of your **central heating** system
- ✗ **Repair** or **replacement** of your **gas supply pipe**
- ✗ **Repairing** or **replacing** the flue, including the flue terminal
- ✗ Damage caused by you failing to follow the manufacturer's user instructions
- ✗ Self-maintenance tasks, for example re-pressurising and resetting the **boiler** and **controls**, bleeding radiators and thawing frozen condensate pipes

## Your warranty

### UK law

Your warranty is bound by the laws of whichever country your **property** is in – England and Wales, or Scotland.

### English language

Everything we write to you, including terms and conditions, will be in English.

### Period of agreement

Your warranty is valid for five years and starts on the day your **boiler** is installed.

The terms on pages 11-12 also apply.

## Your responsibilities

### Getting into your property

It's your responsibility to give us access to your **property**. If we don't have access, we won't be able to complete the work and it's then up to you to arrange another appointment.

### Authority to carry out work

Our engineers will only work on your **property** if there's someone 18 years old or older there at all times. If you're not at the **property** when our engineer visits, you must make sure that there is somebody else present who can give instructions to our engineer, on your behalf.

### Working in dangerous or unsafe conditions

We won't start or continue doing any work on your **property** if we believe there's a health and safety risk, for example: hazardous chemicals, pest infestations, verbal or physical abuse, or harassment. And we won't return to finish the work until that risk is gone.

If any asbestos needs to be removed before we can **repair** your **boiler** or system, you'll need to arrange and pay for someone else to remove it and give you a Certificate of Reoccupation which you'll need to show us.

### Changing your address

If you move to a new **home**, you need to tell us as soon as possible. It may be possible to transfer your warranty to the new owner. You won't be able to take your warranty with you to your new **home**.

### Authorised contacts

If you want an authorised contact, it's your responsibility to let us know who they are so that we can note it on your **agreement**.

### Keeping us up to date

It's your responsibility to keep us informed of any contact details including telephone number, address and email.

### Annual service

To keep your warranty valid, you'll need to have an **annual service** of your **boiler** carried out from year two onwards. We can do this for you, for a charge, or you can choose someone else who is Gas Safe

registered. If you have your **annual service** completed by someone else, make sure you keep the paperwork to show you've had it done as we may ask you for it if your **boiler** breaks down.

### Manufacturers' security instructions

It's your responsibility to follow manufacturers' security instructions related to internet or mobile connected devices which are used to communicate with boilers, appliances or systems covered under this **agreement**.

## Visiting you

### Our engineers

Normally, we'll send a British Gas engineer to carry out the work. In some cases, we may send a suitably qualified contractor instead.

### Reasonable timescales

We'll carry out any **repairs** or visits you're entitled to within a reasonable time, unless something beyond our control makes that impossible – in which case we'll let you know as soon as possible and give you another time when we can visit.

## Making repairs

### Safety advice

From time to time, we may tell you that your **boiler** or system needs permanent **repairs** or improvements that aren't covered by your warranty to keep working safely. For example, if your ventilation doesn't meet current gas safety regulations. If you don't follow this advice, it may affect your ability to claim under your warranty.

### Getting access and making good

Throughout your 5 Year Warranty, we'll cover up to £1,000 (including VAT) for getting **access and making good** for each **repair**.

### Spare parts

We'll provide **replacements** with similar functionality but not necessarily the same features or an identical make and model or type of fitting. Or you can give the engineer a **replacement** part that you've bought yourself and that we approve of, but we'll only accept responsibility for our workmanship.

If our engineer doesn't have the parts they need with them, we'll try to get parts from the original manufacturer or our approved supplier.

### British Gas Powerflush

Over time, gas **central heating** systems build up **sludge** that can block or narrow your pipes, radiators and **boiler** parts. **British Gas Powerflush** is our way of removing that **sludge** from your system.

We'll tell you if your system needs a powerflush to work properly. You'll need to pay for it separately. If you buy a **British Gas Powerflush**, any future ones you may need to keep your **system** working properly are included, for as long as you have a valid warranty, or continuous cover for your **boiler** with us.

If someone else carries out a powerflush for you, you'll need to show us the receipt before we carry out any more **repair** work for damage caused by **sludge**.

### Curved or designer radiators

Your warranty doesn't include a like-for-like **replacement** of curved or designer radiators. We can either:

- **replace** it with a standard radiator on a nearby flat wall; or
- install a curved radiator that you've bought yourself in which case we only accept responsibility for our workmanship, not any manufacturing faults in the radiator itself

By designer radiator we mean a radiator of particular artistic design or intricate shape or made from materials such as glass, marble, stone, wood or cast iron.

### Twelve month guarantee

We guarantee to **repair** or **replace** any faulty parts we've supplied, or fix any faulty work that we've done for twelve months from the date that we did the work.

This doesn't affect your statutory rights under the Consumer Rights Act 2015, if applicable, and any laws that replace it. If you want independent advice about your rights, you can speak to Citizens Advice or Trading Standards.

## Things that aren't included

### Who can benefit from this warranty?

Nobody other than you can benefit from your warranty.

### Cash in lieu

We won't offer you cash instead of carrying out **repairs** or **replacements**.

### Domestic use

Your warranty only includes **repairs** if your **property** is used for normal day-to-day living purposes, including use for home office or activities of a domestic nature, including renting, and not where the main purpose of the **property** is for commercial purposes.

### Pre-existing faults

Your warranty doesn't include the cost of **repairing** or **replacing** parts of your existing system that later develop faults, or compensating you for such faults that:

- were already there when your **boiler** or system was installed, or were caused by anyone other than us when any change or additions were made to your **boiler** or system
- we've told you about before and you haven't fixed
- we couldn't reasonably have been expected to know about before, for example, faulty pipes that don't have the correct protection, or which are buried under concrete floors; or
- prevent access because a part of your system has been permanently built over

### Steel or iron pipes

We won't **repair** or **replace** steel or iron pipes, except your **gas supply pipe** from your meter to your **boiler** or appliance(s) in year one of your warranty.

### Damage caused by anyone but us

We won't cover any damage you've caused. If anyone other than us carries out any work on your **boiler** or system and damages it, your warranty doesn't include putting that right.

### Cosmetic damage

Your warranty doesn't include **repairs** or **replacement** for minor damage that doesn't stop your **boiler** or system from working properly or make it unsafe. For example, if you've scratched your **boiler** casing.

### Deliberate damage or misuse

We won't **repair** or **replace** any parts that have been deliberately damaged or misused. Our engineers will use their expert judgement to determine how the damage was done.

### Damage linked to the supply of your gas, water or electricity

We won't **repair** any damage that's caused by changes in, or problems with, the supply of your gas, water or electricity.

### Software, internet communications or radio signals

We're not responsible for any loss or damage caused by malicious, inappropriate or unintentional interference with the software, internet communications or radio signals of any **boiler**, appliance, device or system covered under this **warranty**.

### Communication connections

We're not responsible for your internet connection and unless it is a British Gas product, we're not responsible for the data transmission to, or from, appliances, devices or control systems and we're not responsible for **repairing** or **replacing** any network hub, smart speaker or voice controlled equipment or any smart functionality, for example connectivity to or from your thermostat or radiator valves and mobile devices.

### Any other loss or damage

We're not responsible for any loss of, damage to, or cleaning of **property**, furniture or fixtures as a result of your **boiler** or system breaking or failing unless we caused it, for example, damage caused by water leaks.

### Improvements and upgrades

Your warranty only includes **repairing** or **replacing** your **boiler** or system when it stops working – it doesn't include any improvements or upgrades, for example **replacing** working radiators, swapping standard radiator valves for thermostatic ones and **replacing** electrical

cables and fuseboards that still work. We're not responsible for any improvements or upgrades as a result of legislation (Health and Safety or otherwise) or to meet current standards.

### Damage covered by other types of insurance

Your warranty doesn't include **repairing** or **replacing** any damage caused by extreme weather, flooding, structural issues, fire or explosions – or any other damage that's usually covered by household insurance.

### Energy/central heating management systems

We won't **repair** or **replace** energy or **central heating** management systems.

## Complaints

If you have a complaint about your heating installation:

- email us at [installationcomplaints@britishgas.co.uk](mailto:installationcomplaints@britishgas.co.uk)
- call us on **0333 202 9560**
- or write to us at:  
**Customer Relations**  
**Home Installations**  
**British Gas Services**  
**PO Box 177**  
**Stockport**  
**SK1 2FB**

If you have a complaint about your warranty:

- contact us at: [britishgas.co.uk/complaints](http://britishgas.co.uk/complaints)
- call us on **0333 200 8899**
- or write to us at:  
**Services Customer Relations**  
**PO Box 699**  
**Winchester**  
**SO23 5AR**

We take any complaint seriously and we'll do our best to resolve the issue right away. If we need more time to investigate, we'll let you know and keep you updated.

If you're not satisfied with our final response, you may be able to take it to our alternative dispute resolution (ADR) provider, CDRL, under the Utilities ADR scheme.

You can write to them at:

**12-14 Walker Avenue  
Stratford Office Village  
Wolverton Mill  
Milton Keynes  
MK12 5TW**

For more information,  
visit [cdrl.org.uk/utilities-adr](http://cdrl.org.uk/utilities-adr)

## Cancellation

### By you

You can cancel this agreement up to 14 days after your **boiler** (and parts if applicable) are delivered, which is usually the day before your installation begins. This is called your 'cooling off' period.

By signing the quotation you've agreed that we can start work before your cooling off period ends. If you cancel your agreement after work has started, we'll charge you our reasonable costs for:

- any work already carried out, and/or
- any goods already installed in your **property**

We can deduct our costs from any deposit you've paid or bill you for them.

We will recover any goods not yet installed in your **property**. If you prefer to keep them, we will bill you for them.

If you have signed a credit agreement which relates to your installation, your credit agreement will automatically be cancelled if your **boiler** sale is cancelled.

If you wish to cancel:

- call us on **0333 202 9670**
- email us at **[cancelinstallation@centrica.com](mailto:cancelinstallation@centrica.com)**

- or write to us at:

**Customer Support Team  
British Gas New Heating Centre  
Newbridge Lane  
Stockport  
SK1 2HQ**

If there is a significant delay in the installation after the cooling off period that wasn't your fault, or wasn't caused by events beyond our control, then you'll have a right to cancel this agreement and receive a full refund (within 14 days of the cancellation) providing you tell us before the installation takes place.

If we've seriously failed in our duties to you, as set out in this agreement, you have a right to cancel and receive a full refund.

### By us

We can cancel the installation at any time by giving you written notice. If we cancel the installation without good reason, we'll pay you any reasonable costs or losses you suffer as a direct result of our cancellation.

We can cancel your warranty if:

- you give us false information; or
- you put our people's health and safety at risk, for example physical or verbal abuse; or
- you fail to pay for your installation.

# Contact us

For general enquiries about your heating installation	0333 202 9560	<a href="http://britishgas.co.uk/boilers">britishgas.co.uk/boilers</a>
For breakdown or repairs under your warranty	0333 200 8899	<a href="http://britishgas.co.uk/breakdown">britishgas.co.uk/breakdown</a>
To buy and book an annual service	0330 100 0079	<a href="http://britishgas.co.uk/ASV">britishgas.co.uk/ASV</a>
A gas escape	0800 111 999	
A general enquiry, to complain or if you're moving home	0333 200 8899	<a href="http://britishgas.co.uk/contactus">britishgas.co.uk/contactus</a> <a href="http://britishgas.co.uk/complaints">britishgas.co.uk/complaints</a> <a href="http://britishgas.co.uk/homemove">britishgas.co.uk/homemove</a>
Alternative formats Braille/large print/audio tape	0800 072 8625	

If you're in years two to year five of your warranty and you've had your annual service completed by someone else, please make sure you have the paperwork to hand when the engineer arrives, because they'll ask for it before starting work.

If you'd like a security password or have any special needs, please let us know when you call.

Our breakdown line is open 24/7.

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