

Annual Sweep & Service Plans



ABOUT THIS BOOKLET

✓ Cover plans run from 2nd January until 31st August

OUR COVER PLANS

	Cover Plan 1 £60.00 a year	Cover Plan 2 £96.00 a year	Cover Plan 3 £114.00 a year	Cover Plan 4 £108.00 a year	Cover Plan 5 £144.00 a year	Cover Plan 6 £162.00 a year
First Annual Sweep	✓	✓	✓	✓	✓	✓
Annual Freestanding Service		✓			✓	
Annual Cylindrical Service			✓			✓
Second Annual Sweep				✓	✓	✓

Cover Plan 1

What is covered

- ✓ **First Service or Annual Sweep** - In accordance with the Manufacturer's Warranty your installation is required to be maintained correctly by a qualified competent person and maintenance records kept updated for both appliance and chimney/chimney liner.
- ✓ A first service or annual sweep
- ✓ Annual Visit to remove ash, soot and creosote deposits from stove and flue to make sure it is running safely and efficiently.
- ✓ Smoke test to check stove and flue seals
- ✓ Carbon Monoxide safety test
- ✓ Checking condition of Pots/Cowl
- ✓ Checking condition of chimney

What isn't covered

- ✗ Removing deposits within a blocked flue due to user error (Additional Cost, Power Sweep Required, POA)
- ✗ Faults caused by someone else
- ✗ General wear and tear
- ✗ Internal parts such as firebricks, glass, rope seal, baffle plate etc

Cover Plan 2

What is covered

- ✓ **First Service or Annual Sweep** - In accordance with the Manufacturer's Warranty your installation is required to be maintained correctly by a qualified competent person and maintenance records kept updated for both appliance and chimney/chimney liner.
- ✓ A first service or annual service
- ✓ Annual Visit to remove ash, soot and creosote deposits from stove and flue to make sure it is running safely and efficiently.
- ✓ Smoke test to check stove and flue seals
- ✓ Carbon Monoxide safety test
- ✓ Checking condition of Pots/Cowl
- ✓ Checking condition of chimney
- ✓ **Annual Freestanding Service** - To refresh the exterior appearance of your stove, aerosol paint is used to improve its aesthetical appearance.
- ✓ Replacement of fire cement
- ✓ Fitting of internal parts purchased by customer
- ✓ Recondition of stove with aerosol paint or cleaned with specialist cleaning fluid
- ✓ Reseal hearth where appropriate

What isn't covered

- ✗ Removing deposits within a blocked flue due to user error (Additional Cost, Power Sweep Required, POA)
- ✗ Faults caused by someone else
- ✗ General wear and tear
- ✗ Internal parts such as firebricks, glass, rope seal, baffle plate etc

Cover Plan 3

What is covered

- ✓ **First Service or Annual Sweep** - In accordance with the Manufacturer's Warranty your installation is required to be maintained correctly by a qualified competent person and maintenance records kept updated for both appliance and chimney/chimney liner.
- ✓ A first service or annual service
- ✓ Two Annual Visits to remove ash, soot and creosote deposits from stove and flue to make sure it is running safely and efficiently.
- ✓ Smoke test to check stove and flue seals
- ✓ Carbon Monoxide safety test
- ✓ Checking condition of Pots/Cowl
- ✓ Checking condition of chimney
- ✓ **Annual Cylindrical Service** - To refresh the exterior appearance of your stove, aerosol paint is used to improve its aesthetical appearance.
- ✓ Replacement of fire cement
- ✓ Fitting of internal parts purchased by customer
- ✓ Recondition of stove with aerosol paint or cleaned with specialist cleaning fluid
- ✓ Reseal hearth where appropriate

What isn't covered

- ✗ Removing deposits within a blocked flue due to user error (Additional Cost, Power Sweep Required, POA)
- ✗ Faults caused by someone else
- ✗ General wear and tear
- ✗ Internal parts such as firebricks, glass, rope seal, baffle plate etc

Cover Plan 4

What is covered

- ✓ **First Service or Annual Sweep** - In accordance with the Manufacturer's Warranty your installation is required to be maintained correctly by a qualified competent person and maintenance records kept updated for both appliance and chimney/chimney liner.
- ✓ A first service or annual sweep
- ✓ Annual Visit to remove ash, soot and creosote deposits from stove and flue to make sure it is running safely and efficiently.
- ✓ Smoke test to check stove and flue seals
- ✓ Carbon Monoxide safety test
- ✓ Checking condition of Pots/Cowl
- ✓ Checking condition of chimney
- ✓ **Second Annual Sweep** - If the appliance is used continuously through the year, or it is used solely to burn wood, more frequent sweeping is recommended.
- ✓ Same applies as First Annual Sweep

What isn't covered

- ✗ Removing deposits within a blocked flue due to user error (Additional Cost, Power Sweep Required, POA)
- ✗ Faults caused by someone else
- ✗ General wear and tear
- ✗ Internal parts such as firebricks, glass, rope seal, baffle plate etc

Cover Plan 5

What is covered

- ✓ **First Service or Annual Sweep** - In accordance with the Manufacturer's Warranty your installation is required to be maintained correctly by a qualified competent person and maintenance records kept updated for both appliance and chimney/chimney liner.
- ✓ A first service or annual service
- ✓ Annual Visit to remove ash, soot and creosote deposits from stove and flue to make sure it is running safely and efficiently.
- ✓ Smoke test to check stove and flue seals
- ✓ Carbon Monoxide safety test
- ✓ Checking condition of Pots/Cowl
- ✓ Checking condition of chimney
- ✓ **Annual Freestanding Service** - To refresh the exterior appearance of your stove, aerosol paint is used to improve its aesthetical appearance. Covered by first Annual visit only.
- ✓ Replacement of fire cement
- ✓ Fitting of internal parts purchased by customer
- ✓ Recondition of stove with aerosol paint or cleaned with specialist cleaning fluid
- ✓ Reseal hearth where appropriate

What isn't covered

- ✗ Removing deposits within a blocked flue due to user error (Additional Cost, Power Sweep Required, POA)
- ✗ Faults caused by someone else
- ✗ General wear and tear
- ✗ Internal parts such as firebricks, glass, rope seal, baffle plate etc

Cover Plan 6

What is covered

- ✓ **First Service or Annual Sweep** - In accordance with the Manufacturer's Warranty your installation is required to be maintained correctly by a qualified competent person and maintenance records kept updated for both appliance and chimney/chimney liner.
- ✓ A first service or annual service
- ✓ Two Annual Visits to remove ash, soot and creosote deposits from stove and flue to make sure it is running safely and efficiently.
- ✓ Smoke test to check stove and flue seals
- ✓ Carbon Monoxide safety test
- ✓ Checking condition of Pots/Cowl
- ✓ Checking condition of chimney
- ✓ **Annual Cylindrical Service** - To refresh the exterior appearance of your stove, aerosol paint is used to improve its aesthetical appearance. Covered by first Annual visit only.
- ✓ Replacement of fire cement
- ✓ Fitting of internal parts purchased by customer
- ✓ Recondition of stove with aerosol paint or cleaned with specialist cleaning fluid
- ✓ Reseal hearth where appropriate

What isn't covered

- ✗ Removing deposits within a blocked flue due to user error (Additional Cost, Power Sweep Required, POA)
- ✗ Faults caused by someone else
- ✗ General wear and tear
- ✗ Internal parts such as firebricks, glass, rope seal, baffle plate etc

YOUR RESPONSIBILITIES

Changing your address

If you move to a new home, you need to tell us as soon as possible. We will need to be made aware of the policy needing to be cancelled.

Keeping us up to date

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

Missing payments under your agreement

Before we book your visit, we may ask you to pay any missing payments due.

Getting into your property

It is your responsibility to provide access to your property. If we are unable to gain access, and are unable to carry out the work, it is your responsibility to arrange another appointment. If you do not re-arrange the appointment, your agreement will still continue. After two failed attempts to gain access to your property, and if we don't hear back from you following the second attempt, we will not try again, and no refund will be made for the missed annual service. In this event, you can still contact us to book in an appointment, but this would incur an additional cost to your fixed annual cover plan. Your annual service may then be more than 12 months after your last service visit.

Authority to carry out work

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.

VISITING YOU

Annual sweep and service

We will contact you via email, send a letter or call you to arrange your annual service. We'll try to contact you up to five times. If we don't hear back from you after the fifth time, we won't try again and won't refund the cost of the missed annual service. You can still contact us at any time to book it which will be subject to availability and our sweep and servicing period. Your annual service may be more than 12 months after your last service visit.

In periods of high demand for our services (such as cold weather), we prioritise breakdowns and may need to rearrange your annual service.

During the visit, our engineer will fill in a sweep and service commissioning sheet. If we find a problem or fault that needs to be fixed, we'll tell you about it.

Your product:

- Is service only, if replacement parts are required our engineer may give you a quote to have the work done, this may include and is not limited to the replacement of rope, fire bricks, glass, baffle plates and grates. These components are not included under warranty. For those who have chosen to have their stove serviced, requiring the stove to be resprayed, whilst we make every attempt to avoid overspray onto the surrounding areas, we cannot guarantee this will be 100% successful and you may have to touch up areas that have been affected at no cost to Opulence. Please also note that respraying the stove does not guarantee the same manufactured finish.

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.

Safety advice

From time to time, we may tell you that your wood burner, appliance may need permanent repairs or improvements that aren't covered by your agreement to keep working safely. For example, if your ventilation doesn't meet current HETAS safety regulations. If you don't follow this advice, it'll affect certain parts of your cover – but your agreement will keep running until you or we change or cancel it.

GENERAL EXCLUSIONS

Who can benefit from this agreement?

Nobody other than you can benefit from your agreement.

Deliberate damage or misuse

In some instances, your flue may take longer to sweep than usual due to the fuel that you burning, this maybe due to the fuel that you

are burning, issues such as moisture content or consistent slumbering can lead to a significant build up of soot/tar. In these instances, additional costs maybe applicable with sweeping the flue and we cannot guarantee that your flue will be successfully swept during a single visit and an additional appointment will need to be arranged which is subject to our engineer's availability. Our engineer will use their expert judgement to determine how your appliance has been operated and will give additional guidance to prevent the same thing happening again in the future.

COMPLAINTS

To make a complaint:

- Call us on **01284 768542**
- Email us at **sales@opulcestoves.co.uk**
- Or write to us at:

**Opulence Stoves
Out Risbygate
Bury St Edmunds
Suffolk
IP33 3RJ**

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.

CANCELLING YOUR AGREEMENT

Cancellation rights: If this cover no longer meets your needs and you'd like to cancel, give us a call on 01284 768542 within 28 days of your sweep and/or service taking place or within your 14-day statutory cancellation period, and we'll cancel it for you. Alternatively, please put it in writing to sales@opulcestoves.co.uk or send a letter to:

**Opulence Stoves
Out Risbygate
Bury St Edmunds
Suffolk
IP33 3RJ**

As long as we haven't already serviced your stove for the period of cover/payment you'll receive a refund of any premium paid. Opulence Stoves reserves the right to cancel this policy by giving you at least 7 days' notice in writing to the last address you provided. Examples of cancellation may include but are not limited to a failure to make a payment despite contact from us, harassment or abusive behaviour.