

Blue Flame Memberships

- Basic Membership
- Plus Membership
- Prime Membership
- Installation Membership

Basic Membership

What is included?

- Blue Flame Home Emergency Cover
 - Guaranteed call out within 24 hours
 - Emergency Response, 365 days a year
 - Contactable by phone, 24 hours a day, 7 days a week
 - Priority Appointments
 - Unlimited Call-outs
 - Access to expert advice from our technical team
- 10% discount on any parts and labour*
- 10% discount on any additional services we provide**

*10% discount given on our 'non-member' call-out and labour rates

**10% discount on any other works conducted by us that is not covered under any membership. This discount is capped at £200

Plus Membership

What is included?

- Everything included in the **Basic Membership**
- Plus
- An annual service to your primary heating/hot water appliance

Prime Membership

What is included?

- Everything included in the Basic & Plus Membership

Also includes

- Full parts and labour cover on the equipment covered on a Prime membership*

*Some Age and model restrictions apply. Acceptance on the Prime Membership is subject to an engineers visit carried out prior to plan starting.

Installation Membership

What is included?

- Everything included in the Basic & Plus Membership
- We'll manage the warranty with your manufacturer for you meaning you only need to deal with us and not multiple companies.

Also includes

- Full parts and labour cover on the equipment covered by the membership

Appliance options available on Prime & and Installation Memberships

- Gas boiler
- Oil Boiler
- Air/Ground Source Heat pump

Membership Terms

Gas Boiler

What's Covered?	What's not covered?
<ul style="list-style-type: none"> • Repairs <u>only</u> to: <ul style="list-style-type: none"> ○ A single natural gas, or LPG boiler, with a heat output of up to a maximum of 70KW • Repairs, <u>or replacement</u> to: <ul style="list-style-type: none"> ○ Boiler controls – programmers (not internet based), thermostats, motorised valves and pumps. ○ Boiler flue and/or flue terminal, up to one metre in length maximum. ○ Repair or replacement of Feed and expansion tanks 	<ul style="list-style-type: none"> • Replacement of (if we cannot make a repair): <ul style="list-style-type: none"> ○ The boiler ○ The boiler flue or flue terminal if it is over one metre in length. ○ The gas supply pipework • Works associated to: <ul style="list-style-type: none"> ○ The central heating system, or hot water cylinder, or secondary hot water circulation pumps, or Buffer vessels, low loss headers, or system filters. ○ The hot, cold or central heating system pipework

<ul style="list-style-type: none"> ○ Central heating pressure kit – expansion vessel, filling kit, pressure gauge. • A first service or an annual service on the appliance 	<ul style="list-style-type: none"> ○ The plumbing – waste pipes, drainage system, toilets ○ Sanitary ware, showers, shower pumps, or taps. ○ The electrical supply to the boiler upstream of point of isolation ○ The gas supply to the property and the internal gas pipework ○ The gas equipment at the property – gas meter, gas meter box, LPG changeover valves, regulators, bulk storage tanks.) <p><u>General cover exclusions</u></p> <ul style="list-style-type: none"> • Faults caused from running out of gas • Damage caused by sludge, or other system debris • Replacing or topping up inhibitor, glycol or biocide unless we have removed it • SMART/internet-based controls, other than ones we have installed • Replacing batteries in wireless programmers/thermostats • Resetting your controls • Flueless fires • Repairs, or replacement, to anything else other than the boiler and controls • Gas AGA's or Rayburns • Warm air units • Swimming pool boilers
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Oil Boiler

What's Covered?	What's not covered?
<ul style="list-style-type: none"> • Repairs <u>only</u> to: <ul style="list-style-type: none"> ○ A single oil boiler, with a heat output of up to a maximum of 70KW • Repairs, <u>or replacement</u> to: <ul style="list-style-type: none"> ○ Boiler controls – programmer, thermostats, motorised valves and pumps. ○ Boiler flue and/or flue terminal, up to one metre in length. ○ Repair or replacement of Feed and expansion tanks 	<ul style="list-style-type: none"> • Replacement of (if we cannot make a repair): <ul style="list-style-type: none"> ○ The oil boiler ○ The boiler flue or flue terminal if it is over one metre in length. • Works associated to: <ul style="list-style-type: none"> ○ The oil supply pipework ○ Oil fire valve, internal or external tiger loop, tank master, Watchman ○ Oil lifter (if installed) ○ The oil tank ○ The central heating system, or hot water cylinder, or secondary hot water

<ul style="list-style-type: none"> ○ Central heating pressure kit – expansion vessel, filling kit, pressure gauge. • A first service or an annual service on the appliance • De-soot the boiler if it has sooted up (not on first service inspection) 	<ul style="list-style-type: none"> ○ circulation pumps, or Buffer vessels, low loss headers, or system filters. ○ The hot, cold or central heating system pipework ○ The plumbing – waste pipes, drainage system, toilets ○ Sanitary ware, showers, shower pumps, or taps. ○ The electrical supply to the boiler upstream of point of isolation <p><u>General cover exclusions</u></p> <ul style="list-style-type: none"> • Faults caused from running out of oil, using the wrong fuel, or from contaminated oil. • Replacement of oil for any reason. • Damage caused by sludge, or other system debris • Replacing or topping up inhibitor, glycol or biocide unless we have removed it • SMART/internet-based controls, other than ones we have installed • Replacing batteries in wireless programmers/thermostats • Resetting your controls • Oil vaporising appliances - AGA's, Rayburns, etc. • Repairs, or replacement, to anything else other than the boiler and controls
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Air/Ground Source Heat Pump

What's Covered?	What's not covered?
<ul style="list-style-type: none"> • Repairs <u>only</u> to: <ul style="list-style-type: none"> ○ A Single, air source heat pump or ground source heat pump with a heat output of up to a maximum of 20KW ○ Ground array manifold • Repairs, <u>or replacement</u> to: <ul style="list-style-type: none"> ○ Heat pump controls – programmer, thermostats, motorised valves and pumps. ○ Repair or replacement of Feed and expansion tanks ○ Central heating pressure kit – expansion vessel, filling kit, pressure gauge. 	<ul style="list-style-type: none"> • Replacement of (if we cannot make a repair): <ul style="list-style-type: none"> ○ The heat pump itself ○ The ground arrays and manifold ○ Glycol in the ground array ○ The bracket or support base for the heat pump ○ Refrigeration pipework ○ Refrigeration gas if has been lost to atmosphere • Works associated to: <ul style="list-style-type: none"> ○ High temperature systems, Non heat pump part of a bi-valent system, Hybrid systems ○ The Ground arrays

<ul style="list-style-type: none"> • A first service or an annual service on the appliance 	<ul style="list-style-type: none"> ○ The central heating system, or hot water cylinder, or secondary hot water circulation pumps, or Buffer vessels, low loss headers, or system filters. ○ The hot, cold or central heating system pipework ○ The plumbing – waste pipes, drainage system, toilets) ○ Sanitary ware, showers, shower pumps, or taps. ○ The electrical supply to the heat pump upstream of point of isolation <p><u>General cover exclusions</u></p> <ul style="list-style-type: none"> • Damage caused by sludge, or other system debris • Damage caused by permafrost • Replacing or topping up inhibitor, glycol or biocide unless we have removed it • SMART/internet-based controls, other than ones we have installed • Replacing batteries in wireless programmers/thermostats • Resetting your controls • Repairs, or replacement, to anything else other than the heat pump and controls
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To create a bespoke cover for your property, Blue Flame offer a range of **Membership Enhancements** that you can add to your package. These can be added alongside a primary heating appliance.

Central heating system

What's Covered?	What's not covered?
<ul style="list-style-type: none"> • Works associated to a domestic: <ul style="list-style-type: none"> ○ Radiator heating system up to a maximum of 10 radiators ○ Underfloor heating system up to a maximum of 8 zones • Repairs, <u>or replacement</u> to a: 	<ul style="list-style-type: none"> • Replacement of (if we cannot make a repair): <ul style="list-style-type: none"> ○ Curved, column or designer radiators ○ Designer radiator valves ○ Electric elements in towel rails ○ Underfloor heating pipework ○ Underfloor heating manifold • Works associated to:

<ul style="list-style-type: none"> ○ Radiator/s if leaking, pin holed, or is showing <u>severe</u> rust ○ Curved, column or designer radiators - <u>will only be replaced with a standard radiator and standard valves</u> ○ Thermostatic radiator valves and radiator isolation valves, if leaking or not working ○ Any valve or air vent on the heating system - including system bypass valve, isolation valves and air vents. ○ Heating system filter, an air or dirt separator ○ Feed and expansion tank ○ Central heating pressure kit – expansion vessel, filling kit, pressure gauge, etc. <ul style="list-style-type: none"> • Repairs only to: <ul style="list-style-type: none"> ○ Any copper, plastic, multi-layered heating pipework. ○ Underfloor heating controls, manifold and actuators. <ul style="list-style-type: none"> • A heating system check at each annual service visit on the primary appliance 	<ul style="list-style-type: none"> ○ The hot or cold pipework ○ To the plumbing within the property – waste pipes, drainage system, toilets) ○ Sanitary ware, showers, shower pumps, or taps. ○ The electrical supplies upstream of point of isolation ○ To your hot water cylinder, or secondary hot water circulation pumps, or Buffer vessels, or low loss headers. <p><u>General cover exclusions</u></p> <ul style="list-style-type: none"> • Underfloor heating pipe work • Damage caused by sludge, or other system debris • Damage caused if we have previously recommended to you that the system should be power flushed, or the system should be replaced. • Replacing or topping up inhibitor, glycol or biocide unless we have removed it • Replacing batteries in wireless programmers/thermostats • Resetting you controls • Repair or replacement to iron pipe work • Power flushing • Repairs, or replacement, to anything else other than the heating system
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Hot water cylinder

What's Covered?	What's not covered?
<ul style="list-style-type: none"> • Repairs <u>only</u> to a: <ul style="list-style-type: none"> ○ Vented hot water cylinder up to a maximum of 300 litres ○ Unvented hot water cylinder up to a maximum of 300 litres • Repairs, <u>or replacement</u> to a: <ul style="list-style-type: none"> ○ Immersion element, thermostat/s, timer and ball valve. ○ Cold water storage tank • Replacement of a vented, or unvented cylinder (if we cannot make a repair): <ul style="list-style-type: none"> ○ We will give a 10 % discount off the price of a replacement cylinder up to 	<ul style="list-style-type: none"> • Replacement of (if we cannot make a repair): <ul style="list-style-type: none"> ○ Secondary hot water circulation pump • Works associated to: <ul style="list-style-type: none"> ○ To the hot, or cold pipework ○ To the plumbing within the property – waste pipes, drainage system, toilets) ○ Sanitary ware, showers, shower pumps, or taps. ○ The electrical supplies upstream of point of isolation ○ To your Buffer vessels, or low loss headers. ○ To showers, shower pumps, or any mains pressure booster pumps

<p>the maximum value of £200, providing we carry out the replacement.</p> <ul style="list-style-type: none"> • A first service or annual inspection on the cylinder 	<p><u>General cover exclusions</u></p> <ul style="list-style-type: none"> • Damage caused by contaminated water, or other system debris • Resetting your controls • Repair or replacement to iron pipe work • Repairs, or replacement, to anything else other than the hot water cylinder.
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Plumbing and Drains

What's Covered?	What's not covered?
<ul style="list-style-type: none"> • Repairs <u>only</u> to: <ul style="list-style-type: none"> ○ The hot and cold pipes from the internal stop tap within the main building ○ The waste pipes within the property ○ Cold water storage tanks • Repairs, or Replacement of (if we cannot make a repair): <ul style="list-style-type: none"> ○ Flexible tap connectors ○ The toilet syphon/s ○ Basin, sink and bath traps ○ Ball valves ○ Water storage tanks • Drain unblocking – Minor blockages that can be cleared by us are covered. Any blockages that require specialist contractors are not covered under this agreement. 	<ul style="list-style-type: none"> • Replacement of (if we cannot make a repair): <ul style="list-style-type: none"> ○ The hot, cold, or waste pipes within the property. ○ Taps & Designer taps. ○ Shower traps ○ Sanitary ware of any sort • Works associated to: <ul style="list-style-type: none"> ○ Blockages in waste traps such as hair or sand are not covered. The customer expected to clear these sorts of blockages. ○ Showers, shower parts, shower cubicles, shower trays and shower traps. ○ Shower pumps, or any mains pressure booster pumps ○ Tiling, seals or grouting ○ Water softeners, water filters and waste disposal units ○ Macerators ○ External drains, sewer systems, cesspits, septic tanks, and manhole covers. ○ Shared drains ○ Boiling Water Taps ○ Cool water taps ○ Cleaning and descaling drains ○ The cost of External Contractors to clear drain systems <p><u>General Exclusions</u></p> <ul style="list-style-type: none"> • No first service or annual service on any plumbing components • Damage caused by contaminated water, or other system debris. • Plumbing of any sort, in out buildings, swimming pools, ponds, etc.

	<ul style="list-style-type: none"> • Repair or replacement to iron pipe work • Rainwater pipes and guttering • Water supply pipe from the boundary to the internal stop tap of the property • Repairs or replacement to your hot water cylinder, secondary hot water circulation pumps, or Buffer vessels.
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Home Electrics

What's Covered?	What's not covered?
<ul style="list-style-type: none"> • Repairs to mains electrical system, Including: <ul style="list-style-type: none"> ○ Consumer unit ○ Fixed wiring to fixtures and fittings • Repairs or Replacement of (if we can't repair), including: <ul style="list-style-type: none"> ○ Light fittings - <u>will only be replaced with a basic pendant and bulb</u> ○ Light switches – <u>will only be replaced with a basic switch</u> ○ Isolation switches – <u>will only be replaced with a basic switch</u> ○ Extractor fans up to 15cm in diameter - <u>will only be replaced with a basic fitting</u> ○ Outside lighting that is attached to the building - <u>will only be replaced with a basic fitting</u> 	<ul style="list-style-type: none"> • Replacement of (if we cannot make a repair): <ul style="list-style-type: none"> ○ Wiring ○ System re-wire ○ Consumer unit • Work associated to: <ul style="list-style-type: none"> ○ Lamps and bulbs ○ Outside light fittings – Not fixed to the building ○ Electrical Appliances ○ Kitchen extractor hood ○ Smoke, heat and CO alarms ○ Showers and their parts ○ Camera systems ○ Solar panels and their components ○ Burglar alarms ○ Pumps of any sort ○ Storage and panel heaters ○ Underfloor heating ○ Timers, programmers, controls, or SMART controls ○ The electricity supply to the fuse board - including rubber or lead coated cables. ○ Cables, supplies, to any outbuildings, or outdoor fittings/appliances. ○ Any work to out buildings with their own electric meter ○ Electric vehicle charging units ○ Swimming pool plant rooms ○ SMART lighting and SMART sockets ○ SMART controls • Upgrades/improvements if components are obsolete

Oil tank and oil pipework

What's Covered?	What's not covered?
<ul style="list-style-type: none"> • Repairs, <u>or replacement</u> (if we cannot make a repair) to a: <ul style="list-style-type: none"> ○ Domestic oil supply pipe work ○ Fire valve ○ Oil filter ○ Flexible oil Lines to boiler <p>Replacement of oil supply pipe:</p>	<ul style="list-style-type: none"> • Repair or replacement of (if we cannot make a repair): <ul style="list-style-type: none"> ○ Oil tank - we will not replace the oil tank, nor contribute to the replacement of. ○ Internal or external tiger loop ○ Tank master, or oil Watchman ○ Oil lifter if installed

<ul style="list-style-type: none"> ○ We will give a 10 % discount off the price of a replacement oil tank or pipework up to the maximum value of £200, providing we carry out the replacement. • <u>Oil tank disaster recovery</u> – if the oil tank splits and is spilling oil, we will send an emergency team to transfer the oil into a second tank to prevent further oil leaking and potentially causing an environmental disaster. • A first inspection or an annual inspection on the appliance 	<ul style="list-style-type: none"> ○ Oil tank base, bund or supports <p><u>General cover exclusions</u></p> <ul style="list-style-type: none"> • The cost, or any associated costs of an environmental or property damage caused by an oil leak • Cleaning the oil tank • Removal of water from Oil tank • Upgrades to do with the oil tank and oil pipework supply • Faults caused from running out of oil, using the wrong fuel or from contaminated oil. • Replacement of oil for any reason.
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Solar Thermal

What's Covered?	What's not covered?
<ul style="list-style-type: none"> • Repairs <u>only</u> to a domestic solar thermal system: <ul style="list-style-type: none"> ○ Solar thermal panel/s ○ Solar pipe work • Repairs, <u>or replacement</u> to: <ul style="list-style-type: none"> ○ Solar thermal controls – programmer, pump, sensors, vents. ○ Solar pipework insulation • A first service or an annual service on the equipment • Topping up of Glycol if required (not included in first service) 	<ul style="list-style-type: none"> • Replacement of (if we cannot make a repair): <ul style="list-style-type: none"> ○ The solar panels ○ The solar pipework ○ The bracket or support base for the solar panels • Works associated to: <ul style="list-style-type: none"> ○ The central heating system, or hot water cylinder, or secondary hot water circulation pumps, or Buffer vessels, low loss headers, or system filters. ○ The hot, cold or central heating system pipework ○ The plumbing – waste pipes, drainage system, toilets) ○ The electrical supply to the heat pump upstream of point of isolation <p><u>General cover exclusions</u></p> <ul style="list-style-type: none"> • Access equipment to inspect or work on the solar panels if on the roof. • Damage caused by sludge, or other system debris • Damage caused to property by failure of solar panels or any components of the solar thermal system • SMART/internet-based controls, other than ones we have installed • Resetting your controls • Repairs, or replacement, to anything else other than the solar thermal system and controls

Some common exclusions from all the cover options above:

- Appliance Flue or Chimney sweeping – unless specifically purchased.
- A Landlord safety report (CP12) - Must be purchased separately
- An EICR - Must be purchased separately
- Damage caused if we have previously recommended that you do something and haven't.
- Power flushing, or system cleansing
- Any non-domestic work (commercial)
- Kitchen appliances/ white goods
- Multiple appliances – each membership only covers one main appliance. If you want multiple appliances covering, these must be purchased additionally.

General exclusions

Pre-existing or design faults

Whilst we will accept most boilers and systems on to a Membership, we are not responsible for any faults that:

- Were already there when your boiler, or system was installed
- Existed when you first took out the cover with us
- We could not have reasonably known about before.
- Faults that were not picked up on the first visit but already existed
- We have told you about before and you haven't fixed
- Is to do with work being completed by a third party
- Is caused by poor system design (unless we designed it)
- Is caused from poor installation.

Accidental and deliberate damage

We will not cover costs of any accidental or deliberate damage caused by you, or someone else. Our contract agreement is between us and you – We cannot, and will not, be held responsible for damage caused other than damage caused by ourselves.

Third-party damage

If anyone else carries out work on your boiler, appliance or system and damages it, or the work is not completed properly, we will not be held responsible for putting it right.

Consequential loss



Unless we are responsible for it, we will not cover any loss or damage to property (including any cleaning needed), caused by the boiler, appliance or system breaking down or leaking (for example damage caused by water leaks).

Normal Insured Risks

We will not cover the cost of repairing faults or damage caused by freezing weather conditions, subsidence, structural repairs, accident, fire, lightning, explosion, flood or storm. Also not covered, is the cost of repairing damage or breakdowns caused by changes to, or problems with, the gas, oil, electricity or water services or its supply. You should check your household, letting or business insurance to make sure you have enough cover for these risks.

Improvements

We are only responsible for repairing your covered equipment when it has a **fault**. We are not responsible for upgrading, replacing, or making any improvements to the covered equipment.

We will not repair/replace items that are in working condition.

We will not repair/replace items for cosmetic reasons - For example, a radiator that is working but looks slightly rusty in places

Where we have told you an improvement is necessary, we may choose to stop your cover until that work is completed.

Supply pipework and services

As part of your cover we won't repair, or replace, the following:

- Water supply pipe from the property boundary to your home
- Gas supply pipe from your boundary to your gas meter
- Electrical supply from your boundary to your fuse board
- Any steel pipe work pipework within your property

Fabric of the building and access

At times we may need to access the fabric of the building to make a repair to the covered equipment. Whilst the equipment may be covered for repair work, accessing the equipment to make the repair, is not covered as part of the agreement.

For example:

1. If pipework or equipment is behind a plasterboard wall that needs repairing, the time taken to access the pipe work or equipment in the fabric of the building is not covered under the agreement, nor is the making good afterwards. The actual repair of the pipework is covered under the agreement.
2. If pipework is buried in a concrete floor and is leaking, both the time taken to access the pipe work in the floor is not covered under the agreement, nor is the making good afterwards. The actual repair of the pipework is covered under the agreement.



We are not responsible for repairing any pre-existing damage, nor will we replace, or restore the original surface or coverings.

The cost of any redecoration caused by ourselves, is not our responsibility unless we have been proven to be negligent.

Access to make repairs that require special equipment are not covered as part of the agreement. These include:

- Scaffolding
- Tower scaffolding
- Lifting equipment
- Mobile elevated working platforms

Period of agreement

The monthly membership prices are based on a minimum 12-month contract term.

Cancellation

If the membership is cancelled during the period of agreement, the outstanding amount due for the remainder of the agreement, or for additional works completed, will be invoiced to you for immediate payment.