GAS WORX

YOUR BOILER CARE PLAN



WWW.GAS-WORX.CO.UK

02381 550139

Team@gas-worx.co.uk

Google Reviews ★★★★★

facebook Reviews ★★★★★

Trustpilot ★★★★★

WHY CHOOSE GAS WORX

At Gas Worx Southampton Ltd, we're proud to offer trusted, expert heating and hot water solutions to homes across the South Coast. From energy-efficient gas boilers to cutting-edge heat pumps and solar systems, we help homeowners choose the right technology for comfort, cost-saving, and sustainability. Our team doesn't just install systems – we listen to your concerns, tailor the solution, and provide ongoing care to keep everything running smoothly. Above all, safety is our highest priority; that's why we're fully insured, and all our Heating Engineers are Gas Safe certified, giving you peace of mind every step of the way.

We're an owner-managed business, rated Excellent on Trustpilot, combining a personal touch with the scale to deliver reliable service. Whether you're in Southampton, Portsmouth, Bournemouth or beyond, our care plans are designed to protect your heating investment, reduce unexpected repair costs, and extend the life of your system. With Gas Worx, you're not just a customer – you're part of the family.. Boiler service and maintenance plans from Gas Worx. are affordable ways to spread the cost throughout the year and help you avoid the unexpected costs of a boiler breakdown. Your boiler will be serviced by an engineer familiar with its workings, and you won't have to wait weeks for an appointment



CUSTOMER REVIEWS

Smooth Installation

"From consultation to installation, everything was seamless. Ryan and his team handled the Thermaskirt install perfectly and were quick to answer follow-up queries. Very happy with the service—highly recommended."

★★★★★

S.A.

Smooth Installation

"Highly recommend—my 85-year-old father-in-law's boiler issue was handled swiftly and professionally. The part was ordered, delivered, and fitted within 2 days. Excellent service, would use again."

★★★★★

Mr Marris

Fast, Friendly & Tidy Service

"Gas Worx Southampton replaced my broken boiler quickly. The engineer was friendly, polite, and left everything clean. Very happy with the service."

★★★★★

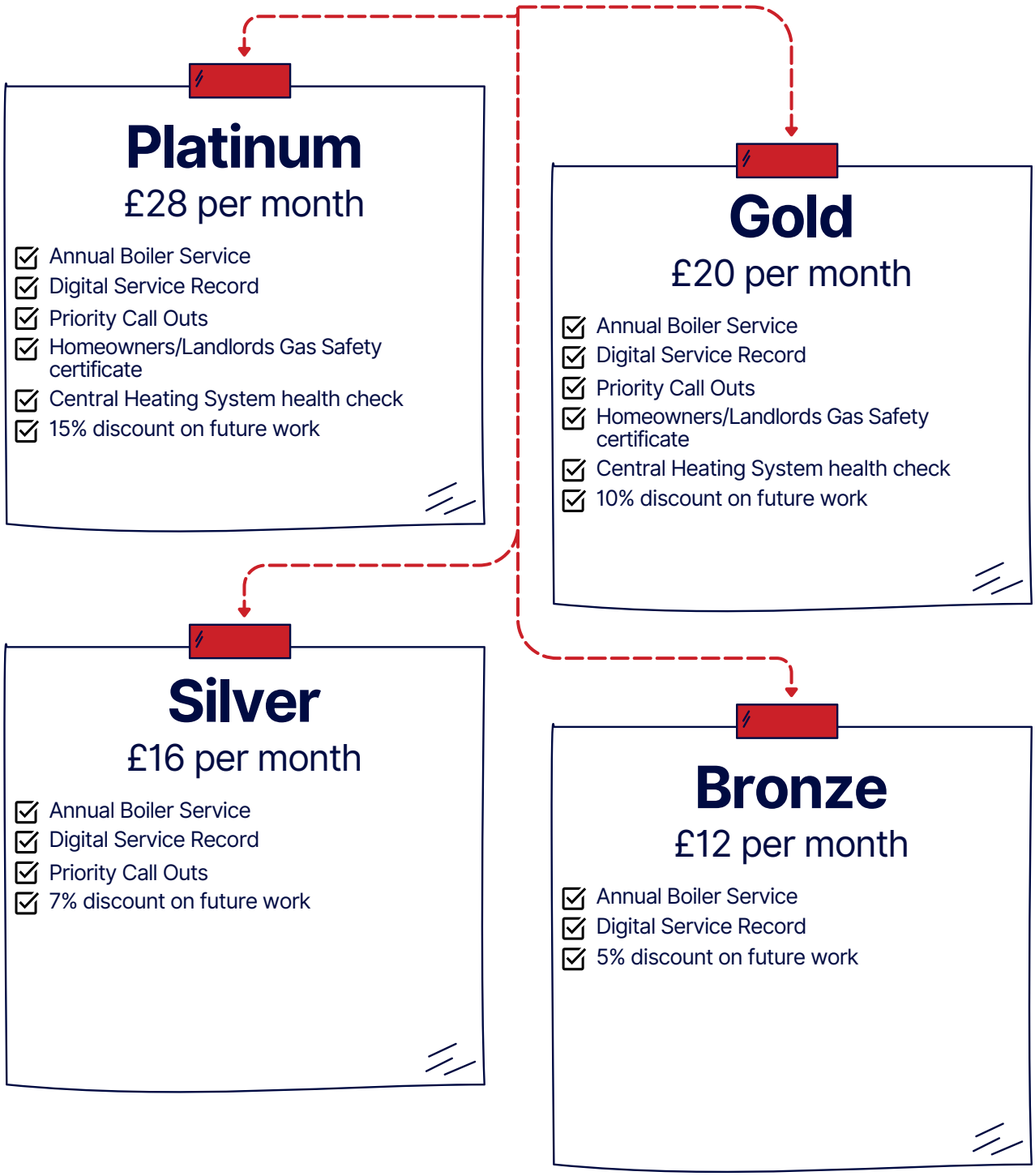
R Vincent

Scan the QR code to read more of our previous reviews.

Trustpilot

Boiler Care Plans

A boiler care plan provides homeowners with peace of mind through regular maintenance, ensuring your boiler runs efficiently, reduces energy bills, and prevents costly breakdowns. It extends your boiler's lifespan, provides reliable heating year-round, and offers priority service with discounts on repairs—making it a wise investment for long-term home comfort.



Care Plan Process

We aim to make the process of obtaining the right care plan for your home as easy as possible. We encourage homeowners to consider this process in spring or early summer. This will mean that any additional requirements can be actioned before the winter months starts.



Survey for care plan

Our gas engineer will visit your property to inspect your boiler and heating system.



Additional works required

We may instruct you that chargeable work is required on your boiler or heating system before the care plan can commence.



Agreement

Once we have prepared your agreement, we will send it to you for signing. The agreement will include instructions for a GoCardless/Direct Debit to ensure you do not miss any payments. After the initial 12-month term, the agreement will continue to run on a rolling basis until you tell us you would like to cancel or if we cancel the agreement.



Annual boiler service

Our office will contact you to arrange a convenient time for your boiler service.

The purpose of a boiler survey is to provide our engineer with a list of vital information on the current health & condition of your boiler & heating system.

The boiler survey must meet our minimum criteria for our care plans. If not, we will report this back to you and offer solutions to rectify the issue.

NEVER MISS A BOILER SERVICE EVER AGAIN

WHY WE NEED TO PERFORM A BOILER SURVEY

According to research, over 70% of homeowners forget when their boiler is due for a service. We understand that people can have busy lifestyles, and it's easy to forget.

There are numerous drawbacks to not having your boiler serviced annually, and we are here to prevent this from happening again. We will contact you every year to remind you that your boiler is due for its annual service. Helping you maintain your boiler's guarantee and allowing us to identify potential problems early.

Our Plans

Bronze - £12 per month*

Included in your plan:

Essential annual servicing - Annual boiler service

- Boiler efficiency check
- Digital service record & reminders
- 5% loyalty discount on future works
- Callouts included Monday to Friday in normal working hours

Not included in your plan:

- Boilers with an age of over 12 years and or beyond economical repair (in exceptional circumstances, some cover may be provided; this is at the discretion of Gas Worx)
- Removing sludge or hard water scale from the boiler or heating system
- Damage caused by you or other persons
- Cosmetic damage that affects the appearance but not the function
- Consequential loss & normal insured risks
- The cost of repairs caused by freezing, subsidence, structural repairs, explosion, fire, lightning, accident, flood or storm
- The cost of damage caused by any utility companies (gas, electricity & water)
- Improvement works needed to bring the boiler or system to current standards
- Re-setting of controls, including clock, thermostats and wireless devices (unless done at the time of annual service)
- Any central heating works
- Any repairs to the boiler
- Any plumbing works
- Any below ground drainage



About this plan

Our Bronze Boiler Care Plan is the simple, affordable way to keep your heating system running efficiently all year round. It covers your essential annual boiler service, a full efficiency check, and provides you with a digital service record and reminders so you'll never miss a visit.

As a thank-you for your loyalty, you'll also receive 5% off any future works. It's a straightforward plan that gives you the reassurance your boiler is cared for properly, and your home stays warm when it matters most.

*VAT included

Our Plans

Silver - £16 per month*

Included in your plan:

Extra convenience - Everything in Bronze, plus:

- Priority call-out (working hours)
- Assistance with boiler controls during service
- Remote support (phone/video troubleshooting)
- 7% loyalty discount on future works

Not included in your plan:

- Boilers with an age of over 12 years and or beyond economical repair
- Damage caused by you or other persons
- Cosmetic damage that affects the appearance but not the function
- Consequential loss & normal insured risks
- Re-setting of controls, including clock, thermostats and wireless devices (unless done at the time of annual service)
- Any below ground drainage



About this plan

Our Silver Boiler Care Plan offers added convenience, in addition to your essential annual service and efficiency check. You'll benefit from priority call-outs during working hours, along with expert assistance on your boiler controls during each visit.

For added reassurance, remote support is available by phone or video whenever you need quick troubleshooting advice. Additionally, as a valued customer, you'll receive a 7% loyalty discount on all future work.

It's the ideal plan if you want reliable servicing with the added comfort of fast response and ongoing support.

*VAT included

Our Plans

Gold - £20 per month*

Included in your plan:

Ideal for landlords & families - Everything in Silver, plus:

- Homeowners/Landlords Gas Safety Certificate
- Central Heating System health check
- 10% loyalty discount on future works

Not included in your plan:

- Boilers with an age of over 12 years and or beyond economical repair
- Damage caused by you or other persons
- Cosmetic damage that affects the appearance but not the function
- Consequential loss & normal insured risks
- Re-setting of controls, including clock, thermostats and wireless devices (unless done at the time of annual service)
- Any below ground drainage



About this plan

Our Gold Boiler Care Plan is designed for homeowners and landlords who want complete peace of mind. Alongside your annual boiler service and efficiency check, it includes a comprehensive health check of your central heating system to ensure everything runs safely and efficiently.

You'll also receive a Gas Safety Certificate as standard, plus all the benefits of our Silver Plan, including priority call-outs, remote support, and expert assistance with your boiler controls. On top of that, you'll enjoy a 10% loyalty discount on any future works not covered.

It's the wise choice for families and landlords seeking reliable, all-in-one protection for their heating systems.

*VAT included

Our Plans

Platinum - £28 per month*

Included in your plan:

Premium service & support - Everything in Gold, plus:

- Priority call-out (including evenings & weekends, subject to availability)
- Annual "system efficiency review" (heating controls, energy efficiency advice, system filter clean if fitted)
- 15% loyalty discount on future works

Not included in your plan:

- Boilers with an age of over 12 years and or beyond economical repair
- Damage caused by you or other persons
- Cosmetic damage that affects the appearance but not the function
- Consequential loss & normal insured risks
- Re-setting of controls, including clock, thermostats and wireless devices (unless done at the time of annual service)
- Any below ground drainage



About this plan

Our Platinum Boiler Care Plan is the ultimate choice for homeowners and landlords seeking the best protection. It includes everything in our Gold Plan, plus extended priority call-outs that cover evenings and weekends (subject to availability).

Each year, you'll also benefit from a full system efficiency review, where our experts check your heating controls, provide tailored energy-saving advice, and clean your system filter if fitted. With Platinum, you'll enjoy a 15% loyalty discount on any future works and complete peace of mind knowing your heating system is cared for to the highest standard.

*VAT included

Annual Boiler Service

Your care plan incorporates a provision for an annual gas boiler service by Gas Worx. The service will be completed in accordance with the current gas safety (Installation & Use) regulations and the manufacturer's instructions for your boiler.

Please ensure the manufacturer's instructions are available for the engineer when he/she attend. We will need clear access to your boiler, so please remove any obstacles or items that may obstruct our engineer's view of it and the surrounding pipework.

WHAT IS INCLUDED IN YOUR BOILER SERVICE WITH GAS WORX

- ✓ A visual inspection of the flue
- ✓ Inspection and, where necessary, cleaning of the burner, combustion chamber, any injectors and heat exchanger
- ✓ Inspection of ignition devices i.e. pilot lights and/ or spark and flame sensing electrodes
- ✓ Checking the integrity of all seals and gaskets
- ✓ Ensure that any condensate traps and drains are free from debris
- ✓ Testing the appliance in accordance with the manufacturer's instruction to ensure:
  - The heat input and/or operating pressure are correct
  - The effectiveness of the flue
  - That all ventilation requirements are to current standards
  - The correct operation of all safety devices and that the boiler is safe for continuous use
- ✓ A final combustion analysis and measurement against tolerances set by the manufacturer's instructions
- ✓ A test of all disturbed gas connections
- ✓ Carry out functional testing of heating and hot water
- ✓ A visual inspection of any other encountered gas appliances
- ✓ Written notification of any gas safety defects which may affect the safe operation of your appliances
- ✓ An assessment of your current heating controls and best practice advice regarding energy efficiency
- ✓ Heating controls and best practice advice regarding energy efficiency
- ✓ The servicing of a system filter (if there is already one in place). We will however not repair or replace a system filter.

WHAT IS NOT INCLUDED IN YOUR BOILER SERVICE WITH GAS WORX

- ✗ Any maintenance or remedial work that is not part of the boiler service
- ✗ A test of the gas installation pipe work, unless there is a known or suspected escape of gas

FLUSHING OPTIONS

We offer 3 different types of flushing to keep your system clean and running smoothly.

MINIMUM REQUIREMENT

CHEMICAL FLUSH

Gently removes debris and residue by circulating chemicals around your central heating system.

RECOMMENDED

MAGNA CLEANSE

Cleans your entire system of unwanted materials with the help of a magnetic filter.

RECOMMENDED

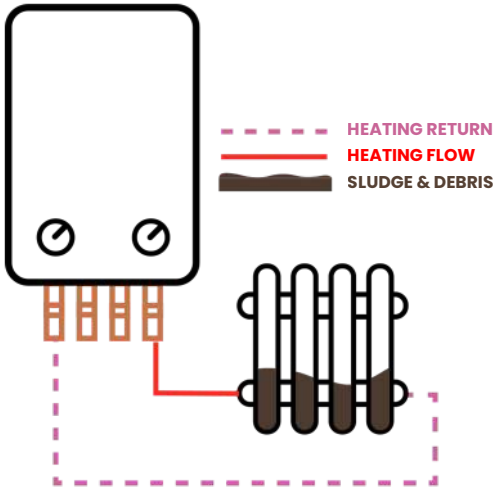
POWERFLUSH

Thoroughly cleans your entire system of unwanted materials to protect your boiler and pipes.

MAGNETIC BOILER FILTER

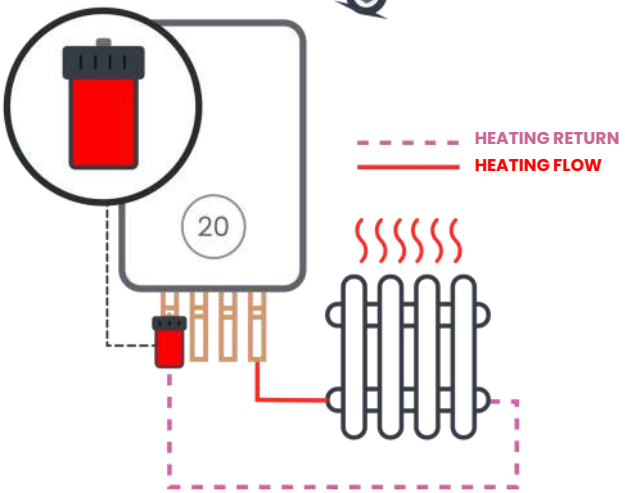
Protect your system, increase the life span of your boiler and keep your warranty valid with a magnetic filter. Without a filter, debris and sludge accumulate, putting your boiler at risk of breakdown. Magnetic boiler filters attract corroded metals so your system can run efficiently.

WITHOUT A FILTER



WITH A FILTER

FITTED AS STANDARD



Terms & Conditions

What's not included:

- Removing sludge or hard-water scale from the boiler or system (see Powerflushing section under Customer information).
- Replacing your boiler cylinder.
- Repairing or replacing vertical flue or appliance flues that aren't part of your boiler.
- Un-freezing of condensate pipes on condensing boilers
- Re-setting programmer/timers after power cuts or changeover to/from British Summer Time
- Topping up pressure on combination or system boilers
- Tracing water leaks under solid floors
- Lifting and replacing any laminate, wood, carpet or any other fixed floor covering.
- Please also see 'General exclusions.

General exclusions

Your Gas Worx boiler care plan agreement does not include the following.

Design or existing faults. The cost of repairs needed because of design faults (unless we are responsible), or faults which existed before you entered into the agreement, and which could not be identified on initial inspection using reasonable care and skill.

Third-party or accidental damage. The cost of repairs relating to damage caused by you or someone else.

Consequential loss. Unless we are responsible for it, loss or damage to property caused by the appliance, boiler or system breaking down (for example, damage to furniture caused by water leaks). If we have to dig on your property, we
will fill in any holes and leave the surface level, but we will not necessarily replace the original surface or construction.
Any redecoration that may be needed following our work is your responsibility unless we have been negligent.

Normal insured risks. The cost of repairing faults or damage caused by freezing weather conditions, subsidence, structural repairs, accident, fire, lightning, explosion, flood or storm. The cost of repairing damage caused by changes to, or problems with, the gas, electricity or water services. You should check your household insurance to make sure you have enough cover for these risks

Under all Gas Worx Boiler care plans

Replacing appliances, bathroom fixtures, showers and sanitary ware

- Improvements include work that is needed to bring your system up to current standards. Examples of improvements include system upgrades, such as adding thermostatic radiator valves, replacing parts such as flues which do not meet current standards, and replacing working radiators with improved models. These are examples, not a complete list.
- Replacing or repairing decorative or other parts which do not affect how the system or appliance works
- Resetting controls (for example, thermostats and programmers following wintertime or summertime changes)
- Repairing faults or clearing physical blockages (blockages such as rubble, sludge and scale, but not airlocks) if we have told you permanent repairs or improvements are needed to make sure your appliance or system works properly. We will only tell you this if, in our expert opinion, it is necessary.
- Removing asbestos associated with repairing the appliance or system
- Repairing any damage caused by our work or redecorating, unless our agents or we have been negligent
- Replacing (where a repair is not possible) lead or steel pipes (other than for internal-gas supply customers, where the gas-supply pipe from your meter to the appliance is included), including lead or steel pipes in taps.

Terms & Conditions

About your boiler care plan agreement

Domestic use. Gas Worx care plans are only available for appliances in domestic use inside your home.

Period of agreement. Your initial agreement is for a minimum 12-month term. The agreement will continue to run on a rolling monthly basis until you tell us that you would like to cancel or if we cancel the agreement.(see 'Cancellation'). We will notify you of any changes to the terms and conditions or prices. We may cancel the agreement at any time, provided we give you reasonable notice. For example, if you pay each year in advance (by cash or cheque) instead of by monthly direct debit and cancel the agreement during that year, we will provide a refund based on the remaining duration of the 12-month advance payment. There will be a minimum payment for the year of £90.00 if we have done work or an inspection.

Start date. Your agreement begins when we process your application.

Initial safety inspection. If you choose our gold or silver care plans, we will inspect your system or appliance (or both) to ensure they are safe and in good working order. Your Gas Worx gas service engineer will fill in an Initial Safety Inspection checklist to show you what they have checked. We will typically conduct this inspection within 28 days of the agreement's commencement, where possible. However, as we prioritise breakdowns, it may be later if we are busy. If the inspection reveals a problem, we may:

- tell you what work is needed and what it will cost you for that work to be done
- offer you an agreement from the section 'Our Plans which will not include the parts causing the problem, or
- cancel the agreement and refund your money.

Service and inspection. We will typically carry out the service and safety inspection simultaneously as the initial inspection. After that, we will generally conduct a service and safety inspection once every 12 months. After that, we will aim to carry out the safety and maintenance inspection around the same time each year, depending on our workload and your appointment preferences. As long as we can get into your home, we will always ensure that your system is safe. You can also call us anytime to arrange or rearrange your safety and maintenance inspection, 48 hours' notice required.

Call out (all plans)

All call-outs will be conducted during our standard operating hours. It will be our discretion, company goodwill, and availability of our engineer should we be able to attend out of hours.

Ways to pay for your boiler care plan

Your boiler care plan payments will be taken via Gocardless / direct debit.

Terms & Conditions

Important customer contact number

Useful telephone numbers. In the event of a breakdown, call 02381 550139

For all other questions or if you are moving home, please contact us on 02381 550139. (We do not automatically transfer this agreement to your new home, so you need to contact us to discuss your options.)

Cancellation

All cancellations must be in writing and emailed to us at Team@gas-worx.co.uk. Do not cancel your monthly Direct Debit payment until you have received confirmation from us of the cancellation. If you stop your Direct Debit without notifying us, we'll attempt to contact you to collect the outstanding amount. If we don't hear from you and you don't pay, we'll cancel your agreement no less than 30 days after the date we first found your payment had failed.
We will cancel your agreement if:

- you have given false information
- you do not make an agreed payment
- we find something wrong at the initial safety inspection;
- we are not reasonably able to find parts to keep your system or appliance working safely; or
- circumstances arise (including health and safety issues) which make it inappropriate for the contract to continue.

We will give you two months' notice of any changes to the price of your plan or any changes to our terms and conditions.

Cancellation During The Minimum Agreement Period

If you cancel within 14 days of your Care Plan starting, we'll give you a full refund unless we have done any work for you and then cancellation charges may apply. If no work has been completed then any payments already taken will be refunded.

During the minimum agreement period (12 months), a minimum payment of £90.00 will be due if we have carried out an inspection. The charge for any other additional work will be no more than the monthly payments due for the remainder of your initial term.

Cancellation During The Rolling Period

Cancellation
If your plan runs on a rolling basis, you can cancel at any time by giving us two months' written notice. The notice period starts from the day we receive your written request.
If you cancel, you'll need to make sure that the payments you've made cover the cost of any work we've already carried out in the last 12 months.

- Annual Service Inspection – If you cancel after we've completed your annual service, you must have paid at least £120 towards your plan. If you've paid less than that, we'll ask you to pay the difference. For example, if you've only paid £60 when you cancel, you'll be charged an extra £60 to reach £120.
- Other Work Completed – For any other jobs we've done in the last 12 months, you'll be charged £115 per job, minus any monthly payments you've already made since the work was done. The total cancellation charge will never be more than 12 months of plan payments.

Spare Parts
If the parts needed for your repair aren't available on the day, we'll do everything we can to source them quickly. We can't be held responsible for supplier delays, but we'll keep you updated and fit approved alternatives or reconditioned parts (from the original manufacturer) where suitable.

Labour
At present, all work is carried out by our own Gas Worx engineers. In future, if necessary, we may authorise a suitably qualified contractor to complete the work.

Terms & Conditions

Our Service

Gaining access to your property. It is your responsibility to allow us access to your property. If we cannot gain access to your property to carry out the necessary work, we will tell you and arrange another appointment. If, after several attempts, we still cannot gain access, we may cancel your agreement. We will tell you in writing if this is the case.

Our responsibilities. We will meet our responsibilities under this agreement within a reasonable time unless it is impossible for us to do this because of circumstances outside our reasonable control.

Central Heating Improvements

Replacing your boiler. The Energy Savings Trust recommends that gas central-heating boilers be replaced every 15 years. While boilers older than this can often still work properly, their effectiveness and efficiency are reduced. Technological advances mean that if regularly serviced, today's boilers have significantly improved efficiency, performance, reliability and safety features. Every new boiler we sell is at least 76% efficient ('A' rated condensing boilers over 90%) - this compares with boilers over 15 years old, which have an average efficiency of around 65%.

Upgrading the system and energy-efficiency improvements. If you ask us to improve your system (for example, by adding new controls, we will give you a 5% discount and a one-year guarantee.

Failure to follow our recommendations means that we cannot be held responsible for any future water quality-related issues.

When a repair is needed due to sludge causing damage to parts such as pumps, radiators or valves, we will complete this job at no extra cost. Unless we previously advised that a power flush or similar procedure is required due to sludge build-up in your system. Our engineer will be able to advise what work is needed to avoid further problems or sludge build-up, or offer you a different Gas Worx boiler care plan.

Whilst there is a charge for our power flush service, if you have our gold care plan, if our engineer recommends any further power flushing work, this will be covered by your plan. Please note that this is subject to the care plan being continuous and that any work to correct design faults has been carried out.

Guarantees. Any guarantees do not affect your legal rights under the Sale of Goods Act 1979 and Supply of Goods and Services Act 1982. You can get advice about your rights from a citizen's advice bureau or trading standards department.

If you smell gas. Phone the free Transco emergency service immediately on 0800 111 999.

Finance Options

Finance options are available to cover the cost of your new boiler installation or other plumbing work.

At Gas Worx Southampton Ltd, we make it easier to invest in energy-efficient upgrades with flexible finance options tailored to your budget. Choose from 12 months interest-free on selected jobs and packages, long-term retail finance over 3–10 years at 12.9% APR, or a personal loan option starting from just 6.2% APR. Whether it's a new heat pump, boiler, or solar system, our finance plans give you the freedom to spread the cost while enjoying the benefits of lower energy bills and a more sustainable home.

36 MONTHS

Representative Example | 12.9% APR interest bearing credit	
Cash price	**£2,500**
Deposit	**£250**
Total amount of credit	**£2,250**
Term	**36 Months**
24 Monthly payments	**£75.70**
APR	**12.9%**
Fixed rate of Interest	**12.9%**
Total amount payable	**£2,725.31**
Total cost (inc deposit)	**£2,975.31**

120 MONTHS

Representative Example | 12.9% APR interest bearing credit	
Cash price	**£2,500**
Deposit	**£250**
Total amount of credit	**£2,250**
Term	**120 months**
120 Monthly payments	**£33.46**
APR	**12.9%**
Fixed rate of Interest	**12.9%**
Total amount payable	**£4,015.48**
Total cost (inc deposit)	**£4,265.48**

iDeal 4 Finance

GasWorx Southampton Limited is an introducer appointed representative of Ideal Sales Solutions Ltd t/a Ideal4Finance. Ideal Sales Solutions Ltd is a licensed credit broker and not a lender. Please note that all loans are subject to lender's assessment and approval. All loans are subject to status. The rate offered is always provisional and will depend upon personal circumstances, loan amount and term. Terms and Conditions apply. All finance enquiries must be addressed to Ideal4Finance directly. Ideal Sales Solutions Ltd is authorised and regulated by the Financial Conduct Authority, Firm Reference Number: 703401.
Registered in England with Companies House, Company Registration Number: 06724294. Data Protection Number: Z1790314. There are risks involved in taking out a loan and you should ensure you can make all payments on time and in full; failure to do so can lead to financial difficulties and have a negative impact on your credit score.
Ideal4Finance may receive a commission from our lenders upon completion of a loan. The amount of this commission will vary depending on the amount borrowed, the lender and product offered. Further information available on request.

Customer Focused

Across Gas Worx, we collectively embrace a customer-centric approach to providing our services and products.

Excellent customer satisfaction is key to our business. We respond quickly to emergency plumbing and heating issues and are here to install bathroom and kitchen plumbing, boilers, and water heaters in the home.

For commercial customers, we have a thorough understanding of the requirements for school buildings, leisure centres, and medical establishments. We are highly trained and insured to work in businesses of all sizes for plumbing, mechanical ventilation systems, and heating.

Our Gas Safe registered engineers handle all work, issue safety certificates for landlords and commercial properties, and are approved to work in vulnerable settings.



Your Confirmation

By agreeing to the terms and conditions, you confirm that you have read, understood, and accepted all terms outlined; if you have any questions, we are always here to help.

ACCEPTANCE OF OUR TERMS AND CONDITIONS

I agree to and accept the above terms and conditions and would like to start my plan;

Plan type:

Name:

Signature:

Date:



WORCESTER
Accredited Installer

BOSCH

Trustpilot
FIVE STAR REVIEWS

facebook
Reviews

Google
Reviews

GAS safe REGISTER



Our Services:

- Heat pumps
- Air con
- Solar
- Battery
- Pool and hot tub heat pumps
- Underfloor heating
- Car changers
- Full re-wiring
- Plumbing and heating
- Therma Skirting

WEB	www.gas-worx.co.uk
CALL	02381 550139
EMAIL	team@gasworx.co.uk
AREAS COVERED	South

SCAN ME!