

YOUR CARE PLAN

TERMS AND CONDITIONS

NATIONAL 2024 ENERGY EFFICIENCY AWARDS SHORTLISTED

SOUTH EAST ENERGY EFFICIENCY AWARDS 2025 HIGHLY COMMENDED RENEWABLE HEAT INSTALLER AND CONTRACTOR

SOUTH EAST ENERGY EFFICIENCY AWARDS 2025 WINNER BOILER & HEATING INSTALLER AND CONTRACTOR

H&V news AWARDS 2025 DOMESTIC HEATING CONTRACTOR OF THE YEAR WINNER

A REPUTATION BUILT ON TRUST

MCS CERTIFIED · NICEIC · TRUSTMARK Government Endorsed Quality · RECC RENEWABLE ENERGY CONSUMER CODE · CTSI APPROVED CODE TradingStandards.uk · Registered Heating Business OFTEC · CHAS · SC simply certified PAS 2030 certification Retrofit Installation of EEM

GREEN DEAL MYHOUSE Installer · SafeContractor APPROVED · safe REGISTER · GOLD SCHOOL · Regulated by RICS · QAS International · CYBER ESSENTIALS PLUS · octopus Trusted Partner

AURAretrofit

www.AuraRetrofit.co.uk



Tommy Walsh,
TV personality and
Eco-House builder
supports Aura Retrofit.

WELCOME TO AURA RETROFIT

Our **Care Plan Terms and Conditions** outline the benefits of our Service and Maintenance Contracts, what's included, what's not, and how to request a visit, make changes, or cancel your agreement.

We want you to feel confident in your cover, so if you have any questions or need help understanding the details, our team is here to assist.

If you have any questions, call **02392 252 171** or send an email to **hello@auraretrofit.co.uk** – we're happy to help.

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APPLIANCE SERVICING AND CARE PLANS

Peace of mind for your heating

Unexpected boiler or heating issues? With our Aura Retrofit Care Plans, you're covered. Designed to keep your system running smoothly, our affordable plans help you manage maintenance and repair costs without any surprises.

With a monthly Care Plan you'll get benefits like annual servicing, no unexpected repair bills (depending on your plan), and a 24/7 helpline so you can report a fault at any time.

Want to learn more? Get in touch today on **02392 252 171** or email us at **hello@auraretrofit.co.uk**

Please note: This is a heating repair plan, not an insurance policy.



SUMMARY OF COVER

1. Breakdown Cover for your system by our own engineers, Monday to Friday. Our 24/7 helpline is always answered: out of hours we will log your fault, help you make things safe (for example, isolating a water leak) and direct you to the National Gas Emergency Service if you smell gas. Our team will contact you as soon as the office reopens.

2. All Parts and Labour for boiler, heat pumps, central heating system and electrics, based on the level of cover selected.

3. Unlimited call-outs*.

4. Boiler or Heat Pump Replacement Cover

Should the appliance be beyond repair within three years of the initial contract date, Aura Retrofit will, at its discretion, fit a replacement of the same or similar specification.

Where regulatory changes mean that the same or a similar appliance cannot be installed, a contribution towards the upgrade will be required. (Cover commences three months after the date of the initial contract.)

Appliances up to seven years of age will qualify, and it is the responsibility of the customer to provide proof of the actual installation date. Should a boiler be over seven years of age and parts be deemed obsolete by the manufacturer, or the boiler be beyond economical repair, a loyalty discount will be applied. This loyalty discount will be based on the number of years the contract has been running and the number of call-outs on record. Aura Retrofit will be the sole arbiter of the loyalty discount.

5. Definitions – Central heating includes the central heating boiler or heat pump, gas supply from the appliance isolation valve to the boiler, pump, motorised control valves, radiators and valves, cylinder and room thermostats, temperature, time and pressure controls, hot water cylinder, related pipework, feed and expansion tank, water pipes to taps, and electricity supply cables.

**Not applicable for service only contracts. Call outs are chargeable for service only agreements.*



TERMS AND CONDITIONS

1. PRODUCT REQUIREMENTS

Aura Retrofit Limited (Aura Retrofit) will provide breakdown cover for private domestic central heating and hot water systems, subject to the level selected by the customer. This is not insurance; your contract is a service agreement with free repairs, where applicable.

1.1. Service Only: Annual service only. No repairs.

1.2. System Care: Full heating system cover (not the heat engine, as it should be under warranty).

1.3. Boiler Care: Appliance and heating controls.

1.4. Heating Care: Full heating appliance / heating system cover.

1.5. Complete Care: Full heating appliance / heating system cover with plumbing / pipework / internal drainage and home electrics.

2. EXTRAS & SUPPLEMENTS

2.1. Annual Fire Service: this covers the annual service only, no repairs or parts.

2.2. CP12: Gas Safety Certificate issued with service.

2.3. Fuel Type: Natural Gas / LPG / Oil / Heat Pump.

2.4. Plumbing and/or Home Electrics Cover.

2.5. Hybrid: this covers a heat pump when installed with a suitable boiler.

3. RENEWAL, PRICE REVIEW & TERMINATION

3.1. The plan remains valid until terminated by Aura Retrofit or the customer. 28 days' notice in writing is required for any cancellation by either side, except as set out in clauses 3.7 and 3.9.

3.2. In the event of cancellation of the cover plan within 12 months of its inception, Aura Retrofit reserves the right to charge at standard rates for any work carried out, except where you cancel under clause 3.7 or 3.9.

3.3. All cover plans are reviewed annually and we will, if applicable, and subject to your consent and at your cost, upgrade the level of cover of your particular Aura Retrofit Care Plan at the expiry of any manufacturer's guarantee period (if any) to ensure a consistent level of cover.

3.4. Annual price review: We may change the price of your Care Plan, including any extras and supplements, once in any 12-month period. We will normally make any change at our annual review, which takes effect from 1 December each year, but we may choose a different date. Price changes may reflect, for example, changes in the cost of labour, parts, materials, fuel, vehicles, insurance and regulatory compliance; inflation; the age and condition of your appliance(s); and the call-out history of your plan.

3.5. If your plan started less than 12 months before a price change under clause 3.4 is due to take effect, the change will apply to you from the 12-month anniversary of your plan's start date instead.

3.6. We will give you at least 28 days' notice in writing (by email, letter or text message) before any price change takes effect, telling you the new price and the date it applies from. We will also give you any advance notice of a change to your Direct Debit amount required under the Direct Debit Guarantee.

3.7. If you do not wish to accept a price change, you may cancel your plan by telling us at any time before the new price takes effect. Your plan will end on the day before the new price applies, the 28-day notice period in clause 3.1 will not apply, and no charge under clause 3.2 will be made. If you do not cancel, the new price will apply from the date stated in our notice.

3.8. Changes outside the annual review: In addition to clause 3.4, the price of your plan may change:

(a) immediately, to reflect any change in the rate of VAT or other taxes;

(b) where you change, add or remove an appliance, level of cover, extra or supplement; or

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(c) where an introductory or promotional price you joined on comes to an end, as stated when you joined.

We will tell you about any such change in advance wherever we can.

3.9. Other changes to these terms: We may change these terms and conditions to reflect changes in law, regulation or industry guidance, changes to how we provide our services, or the introduction of new plans. We will give you at least 28 days' notice in writing of any change that is to your disadvantage, and you may cancel your plan without charge before the change takes effect.

4. COVER PLAN & PAYMENT

4.1. Payment should be made by a payment method offered by Aura Retrofit, typically by Direct Debit.

4.2. The cover plan remains valid if payment is continued and remains subject to termination by appropriate notice from Aura Retrofit or the customer (see condition 3).

4.3. The acceptance of a central heating system onto an Aura Retrofit cover plan does not imply that the system is installed to the relevant standards, and Aura Retrofit will not accept any responsibility for any inadequacy arising from the original design or installation, and so makes no warranty as to fitness for its purpose or condition. If a system is incorrectly installed or unfit for use, Aura Retrofit reserves the right to terminate your contract.

4.4. When works are completed outside of the cover plan scope, for example a repair/call-out for a 'Service Only' customer, the cost of the work will be collected via your Direct Debit.

4.5. A cover plan is usually specific to the appliances installed in the property at the commencement of the plan. Should the boiler or heat pump be changed during the term of the contract, Aura Retrofit must be informed immediately in writing.

4.6. Aura Retrofit reserves the right to terminate any cover plan, without reimbursement of payments, should a breakdown / repair / service be required on a boiler that has been changed since the commencement of the plan without notification to Aura Retrofit, and reserves the right to charge for any call-outs at Aura Retrofit standard rates.

4.7. Aura Retrofit shall not be liable to fulfil its obligations under your cover plan if subject to industrial dispute or force majeure (including lightning, explosion, frost, flood, storm, tempest, fire, impact or any other extraneous cause beyond the reasonable control of Aura Retrofit).

4.8. Aura Retrofit cannot be held responsible for any delay in the provision of spare parts by suppliers, and no compensation is payable should this occur.

4.9. If ownership of the dwelling changes, the new owner of the dwelling shall retain the benefit of the cover plan so long as payments due are maintained. Refunds will not be available for payments made.

4.10. Where a service is due, or a Care Plan is started with less than 9 months before a service is due, a balancing payment for the missing months must be made before a service is booked. For example, if an installation takes place in January and the Care Plan is set up in June, the plan has started six months late and a balancing payment of 6 months is required.

5. REPLACEMENT PARTS & COMPONENTS

5.1. Replacement parts will only be fitted where old ones are beyond reasonable repair. Aura Retrofit will be the sole arbiter as to the condition of components.

5.2. Aura Retrofit may supply and fit replacement items which may not be the same but will have the same or similar functionality. The customer may pay a supplement towards another part if they have a specific requirement for a part/component.

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6. NOISY APPLIANCES

6.1. As boilers, heat pumps and heating systems become older, for various reasons, they may become noisy. Where age is the reason for noise, Aura Retrofit does not consider this a fault and it is not covered under the care plan.

6.2. Aura Retrofit reserves the right to charge for any call-outs at Aura Retrofit standard rates where this is the reason for the call.

7. ACCESS

Aura Retrofit shall not be responsible for any repairs to which reasonable access cannot be gained, and shall not be responsible for replacing floor coverings, laminate floors, cupboards, carpets and decorations etc. which may require removal for access. The customer should always seek a professional for the initial removal and replacement, and where Aura Retrofit removes floors and/or cupboards etc. we will not be responsible for any damage to the items removed or to the surfaces or the surrounding fabric of the building to which they were attached or placed.

8. SERVICING

8.1. The service will usually be carried out during the period April to August inclusive. Aura Retrofit will not be obliged to carry out a service outside of this period, as breakdown calls will be given priority. For this reason, servicing may be at shorter or longer than 12-month intervals.

8.2. All servicing work is carried out during normal working hours, Monday to Friday. Aura Retrofit reserves the right to charge an additional cost to the standard service rate, including charges for additional consumables such as system inhibitor or batteries.

8.3. Aura Retrofit sends automated reminders of the annual service and/or gas safety inspection, but the owner/occupier is responsible for ensuring that this is subsequently booked.

9. CALL-OUTS & VISITS

9.1. Aura Retrofit prioritises call-outs based on their severity. Our engineers attend during normal working hours, Monday to Friday. If you contact us outside office hours, our 24/7 answering service will log your fault and our team will contact you on the next working day to book a visit, based on the indicative timescales below. Out of hours, we may advise you to contact a third party who has a duty to attend your property, such as the gas network provider (National Gas Emergency Service, 0800 111 999).

Our team may also try to help you to isolate the water supply where a leak is damaging property, but we cannot be held liable for any consequential damage.

9.2. We aim to attend Emergency repairs within 1 working day. An example of an emergency would be a gas escape or uncontainable water leak which is damaging property, or a total loss of power in your property.

9.3. We aim to attend Urgent repairs within 2 working days. Urgent repairs are a total failure of heating or hot water with no other back-up within your property.

9.4. For Standard repairs, such as a partial loss of heating, loss of hot water when you have a back-up, or an intermittent fault, we aim to attend within 10 working days.

9.5. Aura Retrofit reserves the right to charge for any call-outs at Aura Retrofit standard rates where there is no one available to allow access to the property for a planned appointment, or where a fault has been reported incorrectly to expedite the speed of attendance.

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10. BEYOND ECONOMICAL REPAIR (BER)

Where our engineer determines the appliance is 'BER', we will provide a quotation for a replacement and will not repair the current appliance. This will usually include a loyalty discount against the cost of the replacement, based on the length of the contract and the number of previous visits. Aura Retrofit will be the sole arbiter of 'BER' and the loyalty discount.

11. EXCLUSION PERIOD

There is a 28-day exclusion period for any call-outs, starting from the initial sign-up date. If a customer renews before the expiry of the cover plan, the exclusion period does not apply after the first year of cover.

12. STANDARD EXCLUSIONS

12.1. Any inadequacy attributable to the original installation or design of the system.

12.2. Aura Retrofit will only be responsible for any damage or loss occurring as a result of a defect in the central heating system caused directly by its negligence, and not for indirect or consequential damage or loss. If attributable to the negligence of Aura Retrofit, notification must be given in writing with full details within fourteen days of the incident.

12.3. Any damage due to the failure of the water, gas and/or electricity supply.

12.4. Any work, including de-scaling, that may arise due to hard water scale deposits or an aggressive water supply.

12.5. Mechanical breakdowns due to sludge build-up within the system. Removal of products of corrosion from within the system.

12.6. Should the main heat exchanger, compressor or heat bank fail, this will deem the appliance to be beyond economical repair.

12.7. Any damage or defect caused by lightning, explosion, frost, flood, storm, tempest, fire, impact or other extraneous causes. Any defect caused through the negligence, misuse, interference or malicious or wilful actions of any person other than Aura Retrofit.

12.8. The fabric of the building and any pipework, including flues, buried in it.

12.9. Any building work for the investigation of faults and/or following repair.

12.10. Any specialist access equipment for the investigation of faults and/or following repair.

12.11. Any faults present at the inception of the agreement. Any call-outs deemed to have been pre-existing at the commencement date of the cover plan will not be covered and may incur a charge for the call-out and any parts required, at the current Aura Retrofit rates.

12.12. Replacement of flues. The replacement of decorative parts. Consumables (e.g. batteries, filters, seals, gaskets, inhibitor, fuses, oil nozzles and igniters).

12.13. Any adjustment of time/temperature controls, bleeding of radiators, pressurising of sealed systems, resetting of appliances or relighting of pilot lights.

12.14. Heating appliances such as kick space heaters, fan-assisted radiators, towel rails, designer radiators (e.g. column radiators, school radiators), dual fuel kits, immersion heaters, uninsulated cylinders, primatic cylinders, custom-made cylinders, unvented cylinders, thermal stores, underfloor heating systems, solar heating systems and/or specialist heating.

12.15. Cylinders with a volume greater than 46 gallons (210 litres), boilers with a heat input greater than 42 kilowatts, and pipework greater than 28mm in diameter.

12.16. Removing asbestos associated with repairing or maintaining the central heating appliance/system.

12.17. Commencing and/or continuing services where we reasonably consider that there is a health and safety risk, including the presence of hazardous materials, infestations, or harassment of our personnel including verbal or physical abuse.

12.18. Domestic water supply from the hot water cylinder or boiler outlet to and including taps and washers.

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13. PLUMBING / PIPEWORK / ELECTRICAL COVER

This cover is available as an extra with System Care, Boiler Care and Heating Care, and cannot be taken on its own. It is already included in Complete Care (clause 1.5). The cover includes repair or replacement of the hot and cold water pipes, pipes that burst as a result of frost, the gas supply pipes (from the meter to any appliance isolation valve), cold water storage tank, leaking overflow pipes, all water isolation valves and standard ball valves. Electrical cover includes electrical circuits, circuit breakers, standard sockets and standard light fittings.

13.1. Aura Retrofit's standard exclusions 12.1–12.17 apply as listed above, in addition to these specific exclusions.

13.2. Taps and tap washers, showers and shower pumps, specialist toilet ball valves, water filters, softeners, toilets/cisterns, baths, basins/sinks, shower trays, swimming pools and below-ground drainage pipes.

13.3. Electrical appliances, connecting hoses and leads. Portable equipment, specialist fittings, extractor hoods and fans. Solar PV systems, burglar alarms, CCTV systems and electric vehicle charging stations

PRODUCT CANCELLATION FORM

Your Details

Date:

Address:

Postcode:

Cancellation

I/We are writing to notify Aura Retrofit Limited that we wish to cancel our Aura Retrofit Care Plan. I/We therefore provide 28 days' written notice, in line with the terms and conditions of the agreement.

☐ I/We are cancelling because of a price change you have notified me/us of. The 28-day notice period and any cancellation charge do not apply (clause 3.7).

Reason:

Declaration

I/We acknowledge that Aura Retrofit Limited may charge for any work that has been carried out within 12 months of the inception of the Aura Retrofit Care Plan if I/we cancel the contract, unless I/we are cancelling because of a price change (clause 3.7) or a change to these terms (clause 3.9).

Name:

Signature:

If you have any queries, please call **02392 252 171** or email your completed cancellation form to **hello@auraretrofit.co.uk**

Please Note: Do not cancel your direct debit to ensure that your final payment can be collected.

CONTACT INFORMATION

Aura Retrofit Contact Details:	
Report an Emergency:	**02392 252171 (Option 4)**
Report a Non-urgent Fault:	hello@auraretrofit.co.uk 02392 252 171
Book a Boiler Service:	hello@auraretrofit.co.uk 02392 252 171
Moving Home:	hello@auraretrofit.co.uk 02392 252 171
Complaints:	hello@auraretrofit.co.uk 02392 252 171

Useful Contact Details:			
Report a Gas Leak:	**0800 111 999**	Viessmann:	01952 675 000
Worcester Bosch:	0330 123 9559	Ideal:	01482 498 660
Alpha:	0344 871 8760	Vaillant:	0330 100 3150
Glow Worm:	0330 100 3150	Samsung:	0330 726 1022
Vokera:	01274 866 100	Mitsubishi:	0161 866 6089

IMPORTANT

If you can smell gas or suspect that there is an escape of carbon monoxide, call 0800 111 999.

If you are vulnerable or have any special needs, please advise us when you call.

Our helpline is answered 24/7, 365 days a year. Outside office hours, we will take your details and our team will contact you on the next working day.

AURAretrofit

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