



COMPLETE BOILER CARE WARRANTY AGREEMENT

This is an important document which we recommend you read. The policy summary only provides an outline of the cover provided. It does not detail all the limits, terms, conditions or exclusions. For full details refer to a copy of the policy wording. You can view a copy of the policy wording at www.newmoonboilerinsurance.com or you can request a copy by calling Tincknell Fuels Ltd on 0845 2300987.

New Moon Insurance Services Limited administers this insurance on behalf of IGI Insurance Company Limited.

Complete Boiler Care Cover Options

Your agreement is based upon the level of cover selected by you. All agreements run for one calendar year. This document will outline what you can anticipate from each option. All claims are subject to an excess of £25 payable by you to Tincknell Fuels Ltd. Please refer to the full policy document for full details relating to the coverage, exclusions and conditions applicable to this agreement.

Complete Boiler Care **BRONZE** - Boiler components including the water jacket or heat exchanger, Water circulating pump (or warm air fans), Motorised valve, Time clock/programmer, Fire safety valve. The maximum limit payable under this policy is £2,000 any one claim (including Parts and associated Labour Charges, inclusive of VAT where applicable)

Complete Boiler Care **SILVER** - Boiler components including the water jacket or heat exchanger, Water circulating pump (or warm air fans), Motorised valve, Time clock/programmer, Fire safety valve, Whole central heating system including Radiators & Pipework. Cover limit up to £20,000 total during annual policy period.

Complete Boiler Care **GOLD** - Boiler components including the water jacket or heat exchanger, Water circulating pump (or warm air fans), Motorised valve, Time clock/programmer, Fire safety valve, Whole central heating system including Radiators & Pipework, associated plumbing, external works, loss of oil-tank contents or contamination of oil-tank contents at point of supply plus emergency overnight accommodation as defined. Cover limit up to £25,000 total during annual policy period.

General Conditions- The following general conditions apply to the agreement:

- Your equipment must have been serviced (decommissioned and re-commissioned) within 180-days of agreement inception unless agreed in advance by Underwriters
- The maximum permitted output of domestic boilers is 60 Kw/Hr (unless agreed in advance by Underwriters)
- Cover conventional, combination & condensing oil-fired boilers under 200,000 BTU/hr
- All boiler servicing and subsequent work to be conducted by an OFTEC Registered Tincknell's Engineer)
- This policy is available to customers located in England, Scotland & Wales only
- Attempted fraud or giving false information will result in cover being void.
- For new customers only, a 28-day waiting period applies before claims can be reported

General Exclusions- The following general exclusions apply to the agreement:

- The cold water supply tank, its feed and outlet
- Any loss or damage as a result of the property being unoccupied for more than 60 consecutive days
- Damage solely due to wear and tear or wilful neglect
- Removal of hard water scale or sludge from your system
- Third-party liability or accidental damage caused by you or somebody else
- Any costs incurred as a result of you not being able to use your system/equipment normally
- The cost of any service (decommissioning and re-commissioning) as a condition of this agreement

How do I make a claim under this policy?

You can notify a claim by calling TINCKNELL FUELS LTD between 8.30am and 5pm Monday to Friday and Saturday 9am to 1pm on 0845 2300987.

Statement of Demands and Needs

This cover meets the needs of homeowners who require insurance and expert assistance, dependent upon the level of cover selected, in the event of a boiler &/or controls &/or heating breakdown together with such cover as also detailed in the wording applicable to this agreement. The Insurer backing this agreement is:

IGI Insurance Company Ltd
Market Square House, St James's Street
Nottingham NG1 6FG Reg No. 1229676
tel: 0115 941 1022 fax: 0115 941 1316 email: nottingham@igi.co.uk

This Insurer has been selected as a result of their ability to offer this cover at the right price whilst maintaining the highest level of customer service. This Home Boiler Care Agreement meets the demands and needs of a person/s requiring a warranty on their oil fired heating system primarily to protect against financial loss resulting in the system or part of the system breaking down. Please read the Home Boiler Care Agreement terms and conditions for full cover details and to ensure this policy meets your requirements. In the unlikely event that INSURER is unable to pay a claim under this agreement, you may be entitled to compensation from the Financial Services Compensation Scheme. Details of the scheme are available upon request.

Complaints

Complaints Procedure: Sales

If you purchased your policy through Tincknell Fuels Ltd and you have a complaint regarding the way in which the policy was sold, please contact Tincknell Fuels Ltd, quoting your policy number. If you purchased your policy directly from New Moon Insurance Services Limited and you have a complaint regarding the way in which the policy was sold, please contact us at the address given below:

Customer Service Manager, New Moon Insurance Services Limited, Warren Court, Unit 5 and 6 Park Road, Crowborough, East Sussex, TN6 2QX Telephone: 0845 072 8535

Complaints Procedure: Non Sales

If we make a mistake we will try to put it right promptly. We will always confirm to you the receipt of your complaint within five working days and do our best to resolve the problem within four weeks. If we cannot we will let you know when an answer may be expected. If we have not sorted out the situation within eight weeks we will provide you with information about the Financial Ombudsman Service:

Please contact us at:

Managing Director, IGI Insurance Company Limited, Market Square House, St James's Street
Nottingham, NG1 6FG Telephone: 0115 941 1022 Fax: 0115 941 1316

Using our complaints procedure or referral to the Financial Ombudsman Services does not affect your legal rights.

Compensation Scheme Entitlement

The Financial Services Compensation Scheme may provide compensation if we are unable to meet our liabilities under the insurance.

Scheme Administrators

In all instances, any questions or complaints relating to your agreement should be made to:

Newmoon Insurance Services Ltd
Units 5/6 Warren Court, Park Road
Crowborough, East Sussex TN6 2QX
Tel: 0845 072 xxxx

Email: Tinkells@newmooninsurance.com