



24/7 HOME
RESCUE

One-off Boiler Repair

Terms & Conditions

July 2026

Terms & Conditions



Thank you for choosing 24|7 Home Rescue. We believe in affordable products, easy to understand language and great customer service

This product is suitable for mainland UK (mainland England, Scotland and Wales) homeowners and landlords who require a one-off **repair** to their natural gas boiler of no more than 70kw output, which is used for domestic purposes.

These terms and conditions are the legal **agreement** between you and us.

Some words or phrases used in this document have a specific meaning explained in the definitions section of this document. Each time we use them in bold, they'll have the same meaning.

Please take some time to read this document so you know what's included in your one-off repair **agreement** and what you're paying for. If having read this document, you do not believe this product is right for your needs please contact us.

All documents and communication with you will be in English.

Gas Leaks

If you think you have a gas leak you must immediately call the National Gas Emergency Service on 0800 111 999. The National Gas Emergency Service will come to your property and isolate the leak.

Gas Safety

There may be situations when, because of the potential risk to life or **property**, we are required by law to declare your boiler 'At Risk' or 'Immediately Dangerous'.

'At Risk' is a potentially dangerous boiler where one or more faults exist and which, as a result, may be a danger to life or **property**. An example of this is poor ventilation. In these circumstances, we have a legal duty to switch the boiler off and advise you not to use it.

'Immediately Dangerous' is a dangerous boiler or installation, which, if left connected to a gas supply is an immediate danger to life or **property**. Examples of this are combustion products entering the room, and gas escaping. In these circumstances, we have a legal duty to disconnect the appliance from the gas supply.

You are responsible for the cost of any work undertaken to address either an 'At Risk' or 'Immediately Dangerous' appliance.

Our Contact Details

24|7 Home Rescue, Parkhill Business Centre, Padiham Road, Burnley, BB12 6TG

General enquiries: customerservice@247homerescue.co.uk

To make a complaint: complaints@247homerescue.co.uk

Personal information & privacy enquiries: privacy@247homerescue.co.uk

Customer helpline & complaints: 0345 3192 247

For **repairs** & boiler services: 0345 0774 177

To arrange a boiler service: 0345 0774 177

To make a complaint: 0345 3192 247

Calls may be recorded to improve our service.

Our Website

<https://247homerescue.co.uk>

Or use your 24|7 Home Rescue App to contact us. The App is available in iOS and Android and can be downloaded to your smartphone from its App Store.

If you require these terms & conditions in an alternative format, for example large print or braille, please contact us.

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ONE-OFF BOILER REPAIR

Your one-off boiler **repair** is a non-insurance **repair** to your boiler and/or its controls, including all parts & labour. It is a fixed price **repair** with no follow-on insurance cover unless you have selected a “My Boiler Repair & Cover” combo.

If your boiler has broken down an **engineer** will attend your **property** and aim to **repair** it.

What is Included?

Your one-off **repair** only includes **repairs** to your boiler and its controls, already agreed with us prior to the **engineer's** visit.

What is not Included?

Issues unrelated to the boiler fault(s) are not covered, for example a leaking radiator, cylinder or broken radiator valve.

If additional work is required above & beyond getting the boiler working again (for example, a preventative powerflush, adding central heating inhibitor, or other maintenance and improvement work), we may be able to assist but this will come at an additional cost.

If our **engineer** refers your boiler to our technical team and it is declared **beyond economic repair**, then we will not attempt a **repair**. In this instance we will refund any upfront payment you've made and cancel your **agreement**.

We can't offer a one-off **repair** if you have any of the following boilers or systems.

- Any non-natural gas system. For example, solid fuel, oil or LPG.
- These boiler manufacturers:
 - Ferroli,
 - ATAG,
 - Ravenheat
 - Keston (manufactured before July 2019).
- These types of boilers:
 - Potterton Powermax,
 - Range Powermax,
 - Dual-purpose boilers / range cookers (AGA, Rayburn),
 - Boilers with integrated storage vessels.
- Specialist heating systems such as:
 - Warm air units,
 - Underfloor heating and controls,
 - Ground/air/water source heat pumps,
 - Combined heat/power systems,
 - Thermal store systems/cylinders,
 - Elson tanks,
 - Single or multi-point water heaters.

Payment for your One-Off Repair

If you have chosen a one-off **repair** with a one-off payment or an upfront payment, then this should be paid before we schedule an **engineer** visit.

If we cannot get your boiler working again, you will receive a refund of your one-off payment or upfront payment (less any administration fee or call-out fee) and we will cancel your **agreement**, including any ongoing direct debit.

HOW TO DISCUSS OR CANCEL YOUR AGREEMENT

To discuss any part of your **agreement**, please contact us.

Cancelling your One-Off Repair Agreement

Only you or your **authorised contact** can cancel your **agreement**. Please contact us if you wish to cancel.

Your cooling-off period begins on the day that your **agreement** is sent to you. Your cooling-off period ends 14 days later or when our **engineer** visits your **property** to **repair** your boiler, if that is sooner.

If you cancel your **agreement** before the end of your cooling-off period, we will give you a refund of anything you've paid towards your **agreement**, less any call-out fee.

Cancellation Fees

After the end of your cooling-off period, you may cancel your **agreement** but may be required to pay a cancellation fee.

SUMMARY OF CALL-OUT, CANCELLATION AND ADMINISTRATION FEES

	One-Off Repair Option Selected		
	One-off Payment	No Up-Front Payment	Up-Front Payment
Call out Fee Before the end of your cooling-off period	£95	Nil	Nil
Cancellation Fee After your cooling-off period has ended	Nil	Cost of one-off repair as shown on your schedule	Cost of one-off repair as shown on your schedule
Administration Fee If our engineer is unable to safely park near your home	£30	£30	£30
Administration Fee If the visit has not commenced or is rearranged within 24hrs of the scheduled visit	£30	£30	£30

WHEN WE MAY CANCEL YOUR AGREEMENT

We may cancel your **agreement** immediately if:

- you give us false, misleading, or inaccurate information,
- we find your boiler is on our list of exclusions
- you put our people's health and safety at risk, for example, physical or verbal abuse
- your **property** is unfit or unsafe to work in,
- you don't let us in to your **property** to work, despite several attempts, or
- you don't make your payments.

HOW TO MAKE A COMPLAINT

We aim to give you the best possible service. If you have questions or concerns about your **agreement** or the handling of a **repair**, please contact us. For our full complaints procedure please visit: <https://www.247homerescue.co.uk/complaints-procedure/>

The complaints procedure is in addition to your statutory rights as a consumer.

GENERAL CONDITIONS

Consequential losses

Consequential losses are not covered by your **agreement** so you may need to contact your home insurer to deal with this type of damage.

Damage caused by us

We'll take reasonable steps to avoid damaging your **property** during a **repair**. Occasionally there may be some unavoidable damage. We'll only compensate you for damage caused by negligence.

If you experience any faults to your hot water and central heating system which developed after we have carried our one-off **repair**, we will not be responsible for the costs of **repairing** any faults you develop unless the faults are a result of negligence.

Delayed or rearranged engineer visits

There may be circumstances such as extreme weather, government restrictions or the need to prioritise emergency repairs, when we reschedule your appointment. We'll inform you of this as soon as we can.

We're not responsible for any losses caused by delayed, rearranged or cancelled **engineer** visits.

Existing warranty or guarantee

If your boiler is covered by an installer's guarantee, manufacturer's warranty, or supplier warranty, we will ask you to contact the relevant provider in the first instance. This helps ensure that any **repair** is carried out without affecting your existing cover.

Health & safety

We will not attend your **property**, or we may leave your **property** if we believe there is a health and safety risk. For example, hazardous chemicals, risk of verbal or physical abuse or harassment, or unsafe working conditions.

If asbestos is present, you must arrange for a specialist to remove it and provide evidence of its removal before we can attend your **property**.

Making safe

After each **engineer** visit, we will leave your **property** in a safe condition. We may have taken necessary steps to complete a **repair**, for example, removing kitchen cupboard doors, working under stairs, making holes in walls for thermostats, etc. Other than making safe, your **agreement** does not cover the work or costs of returning such situations to their original condition.

You should contact your home insurer if the necessary steps we've taken to complete a **repair** have caused other damage.

Parking

When requesting your one-off **repair** you will be asked if there are parking facilities or restrictions (such as "residents only" or "red routes") at or near your **home**. Our **engineer** must be able to legally park their vehicle at or near your **home** to begin their visit. You should arrange a parking permit if it is required.

In the unusual situation when we have been unable to complete your **engineer** visit because you have not followed the above parking guidance, we may charge an administration fee to cover our additional costs.

Reasonable access

You must give reasonable access to enable appropriate work to be carried out. Reasonable access includes moving furniture or other items, emptying cupboards, clearing worktops, clearing floorspace etc.

Our guarantee

If a part we have supplied is confirmed as being faulty by the manufacturer or its approved supplier within 12 months of our **engineer** installing it, we'll replace it without charge.

Rescheduling an engineer visit

Please provide at least 24 hours' notice if you need to reschedule our **engineer's** visit.

MY BOILER REPAIR & COVER

If you have chosen a "My Boiler Repair & Cover" combo, please see the separate insurance product information document (IPID) and the more detailed terms & conditions document which provides full information including details of the insurance cover and the non-insurance boiler service if you have selected that product feature.

If our **engineer** has worked on your boiler (rather than just the separate wall controls, for example) then we will conduct your first boiler service at the same time as working on your boiler. Your next boiler service would therefore be after the first renewal of your "My Boiler Repair & Cover" combo product.

LEGAL INFORMATION

UK Law

Your **agreement** is bound by the laws of whichever country the **property** included in your **agreement** is located in – England and Wales, or Scotland.

Your contract with 24|7 Home Rescue

Your contract for a one-off boiler **repair** is with us.

Fraud

If a **repair** requested by you or anyone acting on your behalf is fraudulent or intended to mislead, we may:

- Refuse your carry out a **repair**;
- Recover from you any costs we have incurred in respect of that **repair**;
- Cancel your **agreement** from the time of the fraudulent act; and
- Inform the police of the fraudulent act.

Your personal information

We gather and process personal information (also known as personal data) in line with the Data Protection Act 2018, the UK General Data Protection Regulation and any relevant data protection legislation. Personal information may be used by us to administer your **agreement**. We will ensure that personal information is kept secure, is used only for the purpose for which it was supplied and is retained only for as long as necessary.

We are registered with the Information Commission as a data controller and are listed on the Register of Data Controllers under registration number ZA146295. Our Privacy Policy sets out how and why we collect, store, process and share your personal information and can be viewed online at: <https://247homerescue.co.uk/privacy-policy/>

If you have any questions, please contact us.

Your Statutory Rights

Information about your statutory rights can be obtained from your local authority Trading Standards Service or Citizens Advice Bureau.

Direct Debit Guarantee

This guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits. If there are changes to the amount, date or frequency of your Direct Debit, VP Collections t/a 247 Home Rescue will notify you 10 working days in advance of your account being debited or otherwise agreed.

If you request VP Collections t/a 247 Home Rescue to collect a payment, confirmation of the amount and date will be given to you at the time of the request. If an error is made in the payment of your Direct Debit by us or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society. If you receive a refund you are not entitled to, you must pay it back when we ask you.

You can cancel a Direct Debit by contacting your bank or building society. Written confirmation may be required. Please also notify us.

DEFINITIONS

Authorised Contact

You may authorise us to talk to someone else (for example, spouse, partner, carer, tenant, etc.) about your **agreement**. Please contact us if you would like to arrange this.

Agreement

This document and your **schedule**.

Beyond Economic Repair (BER)

The efficiency, reliability and value of a boiler reduces over time. Older inefficient boilers can mean more breakdowns, complicated **repairs**, difficult to find parts and more inconvenience and disruption for you.

It can also mean more expensive energy bills.

Just like in car insurance we will “write-off” your boiler if **repair** costs are estimated by our **engineers** to be more than your **BER Limit** or if parts are no longer available. If we decide that your boiler is **BER** we will refund anything that you have paid for your one-off **repair** and cancel your **agreement**.

BER Limit

We will calculate your boiler’s current value from its original price depreciated by 10% a year. We may ask for proof of the original price and purchase date. If this is not available, then our **engineer** will estimate the original price and purchase date.

We recognise that simple repairs could get your boiler working again by always valuing it at £250 or more.

Engineer(s)

A qualified person approved and instructed by us to undertake your one-off **repair**. All of our boiler and heating work is performed by gas-safe qualified **engineers**.

Home

A building designed and used for residential or domestic purposes that you own and either live in or rent out for someone else to live in, including any attached garage or conservatory but not any detached outbuildings or communal areas.

Internet and related faults

Any emergency or breakdown related to your internet or its connection to or from any boiler, device or system.

We will not **repair** any internet connection, network hub, system hub, smart speaker, voice-controlled equipment or smart functionality (for example, the connection between any mobile device and your thermostat or radiator valves).

Property

A **home** and all the land up to your boundary including detached outbuildings.

Repair

Reasonable efforts to get your boiler working again by sending an **engineer** to your **property**.

Schedule

The document confirming your **agreement**, home address, personal details and product details.

Software and related faults

Will not **repair** your boiler if the problem has been caused by malicious, inappropriate or unintentional interference with the software, internet communications or radio signals of your boiler.

We, us, our

24|7 Home Rescue, its authorised representatives and **engineers**, unless otherwise stated.

You, your

The person named on your **agreement** or an authorised contact.