



Hilton

• HEATING •

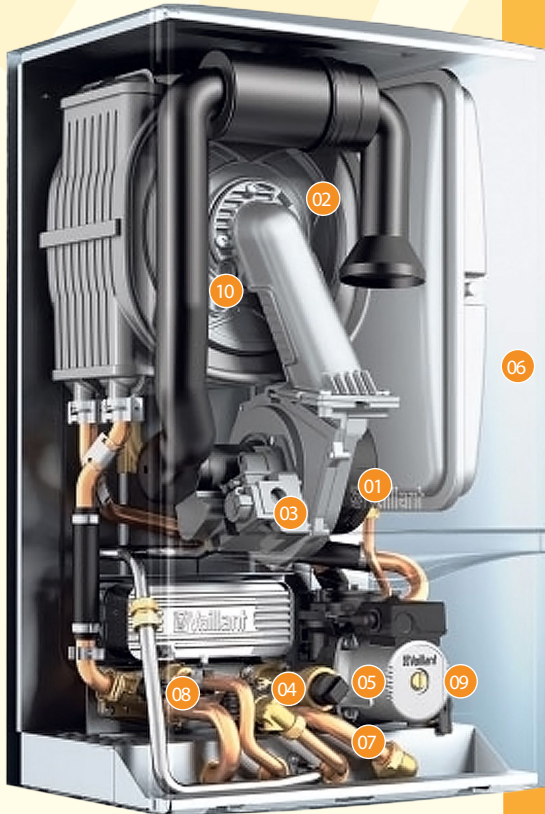
Premier Care Plan

YOU CARE ABOUT YOUR HOME. SO DO WE.



Hilton

Premier Cover Plan



IDENTIFY YOUR BOILER COMPONENTS:

- 01 Combustion Fan
- 02 Heat Exchanger
- 03 Gas Valve
- 04 Diverter Valve
- 05 Control Knobs
- 06 Case
- 07 Printed Circuit Board (PCB)
- 08 Safety Valve
- 09 Pump (Circulator)
- 10 Burner

YOU CARE ABOUT YOUR HOME. SO DO WE.

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CARE PLAN EXCLUSIONS

Turning off or restraining of, or adjusting the appliance where no fault is evident (e.g. relighting of pilots, adjusting time controls, empty fuel tank)

DESCALING

Work that is required to electricity or gas supplies before the application isolation controls

Work to the building, fixtures, decorations, furniture & fittings unless we are responsible for the damage

Any work involved in overhauling pumps or ventilation fans

The replacement of the appliance itself

Draining down of the system or the appliance

WHAT WORK IS REQUIRED AS A RESULT OF:

- The customer not carrying out or the manufacturer's recommendations or instructions
- The customer failing to protect or minimise damage to the appliance or system when it breaks down
- Wilful damage or vandalism
- The customer's negligence
- The failure of any public or building gas, electricity or water supply
- Fire, food, lightning, explosion, storm,

tempest, frost, other natural hazards, acts of terrorism, war or civil disorder

- Inherent (existing) design fault or installation faults on the appliance or system no matter when the fault is found
- Hard water deposits or aggressive water
- Other cause other than fair wear and tear or our neglect or fault

THE REPAIR OR REPLACEMENT OF:

- Secondary circulation (bronze) pumps
- Mechanical flues
- Heat exchangers (appliance, plate to water)
- Fan convector heaters
- Pipework within the building fabric (e.g. in walls or floors)
- Immersion heater
- Decorative parts, trims or cases
- Water supply tanks, unless solely a central heating expansion tank)
- Fan convector units
- Compensators, optimisers, micro-processor based control system controls or time clocks with battery backup failure



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Cover Plan Inclusions

The cover diagram highlights the boiler components that are included in the cover plan.

— = Items NOT covered
 — = Items covered



| No. | KEYBOARDS | OTHER DESCRIPTIVE WORDS & PHRASES |
|-----|---|--|
| 1 | Feed & Expansion Cistern/ Tank | F & E, water, system, expansion, header tank/ Cistern |
| 2 | Ball Valve | Ball/ Float Valve |
| 3 | Mains Cold Water Supply | CWMS Mains |
| 4 | Hot Water Storage Cistern/Tank | Domestic Hot Water Storage HWSC |
| 5 | Ball Valve | Ball/Float Valve |
| 6 | Fan/Mechanical Ventilation | Ventilation, Inlet/Extract Ventilation |
| 7 | Cold Feed Pipe (Boiler) | Cold Feed |
| 8 | Expansion | Open Vent |
| 9 | Cold Feed (Pipe) | Cold Feed |
| 10 | Expansion/Vent Pipe (Cylinder) | Open Vent (Domestic/HWS) |
| 11 | Mains Cold Water Supply | CWMS/Mains |
| 12 | Flue Terminal | Cowl/ Terminal |
| 13 | Flue | Stack, Chimney, Flue Pipe |
| 14 | Fan Convector Heater | Myson, Environheat, Kickspace Heater |
| 15 | Automatic Air Vent | AAV, Vent, Air Bleed |
| 16 | Tap | Hot, Cold, Draw-Off Point |
| 17 | Flue Exhaust Fan | Mechanical Flue, Flueboost, Dilution, Airflow GBD |
| 18 | Thermostatic Radiator Valve | TRV, Thermostatic Red Valve |
| 19 | Radiator Valve | RAD Valve, Locksheild |
| 20 | Down Draught Diverter | DDD, Flue Break |
| 21 | Thermostatic Mixing Valve | TMV, Hot Water Blending Valve |
| 22 | Safety Valve | Pressure, Blow-Off, Nabic |
| 23 | Zone Valve (Heating) | Motor, Synchron |
| 24 | Flow/ Return Pipework | System, Copper, Plastic, Flow/ Return Pipe |
| 25 | Immersion Heater | Immersion, electric Water Heater |
| 26 | Programmer | Clock, Time Clock |
| 27 | Room Thermostat | Room Stat |
| 28 | Boiler | Combination / Combi, System, Boiler, Appliance |
| 29 | Isolation Valve | Water, Isolation 3-Way Vent Cock |
| 30 | Pump | Heating Pump, Circulator, System Pump |
| 31 | Diverter Valve | 3-Way Valve, Y-Plan Valve |
| 32 | Zone Valve (Hot Water) | Motor, Synchron, HWS Zone Valve |
| 33 | Cylinder / Calorifier | Thermal Store, Domestic Hot Water |
| 34 | Optimiser, Weather Compensating Control | Compensator, Building Management System, BMS |
| 35 | Frost Thermostat | Frost Stat |
| 36 | Bypass Valve | Automatic Bypass |
| 37 | Pump | Secondary Return Pump, Secondary Circulator, Bronze Pump |
| 38 | Gas Installation Pipework | Carcass, Gas Installation |
| 39 | Safety Shut Off Valve | SSOV, Solenoid, Fire Safety Valve |
| 40 | Appliance Gas Isolation Valve | Gas Cock |
| 41 | Pressurisation Unit | Pressure Set, Armstrong |
| 42 | Expansion Vessel | Pressure Vessel |
| 43 | Gas Emergency Control Valve | ECV, Emergency Valve, Isolation Valve, Service Valve |
| 44 | Gas Meter | |

The Hilton Promise

YOU CARE ABOUT YOUR HOME. SO DO WE.

With a Hilton Premier Care Plan, you can trust us to keep your gas equipment, and your home running smoothly. Our highly trained and skilled engineers will discuss your situation with you, make sure they fully understand your needs, and if need be, suggest ways to make your gas installation work more efficiently. We'll go through the following four stages:

OUR PREMIER CARE PLAN TO SUIT YOUR NEEDS

Different homes have different requirements and different gas appliances, but they all have one thing in common- valued customers. Together we'll find the Premier Care Plan most suitable for your home- the one that gives you the level of cover you need, one you can rely upon to keep your home running and your family comfortable at all times.

Whats Covered?

- ✓ Annual Appliance Service
- ✓ Appliance Safety Check
- ✓ Appliance Labour Cover
- ✓ Appliance Parts Cover
- ✓ System Labour Cover
- ✓ System Parts Cover



Appliance Service

1- ASK, UNDERSTAND, ADVISE,

Your engineer will:

- find out what the situation is
- identify your future needs
- explain your obligations under gas safety regulations
- look at the efficiency of your appliances

2- CLOSER TO YOUR NEEDS

We'll inspect and check the condition of:

- appliance construction and fittings
- burner ignition
- flame picture
- gas controls
- safety devices and valves
- flues, if applicable
- combustion chamber/ heat exchanger/ heating body
- mains cable and isolator
- associated electrical equipment
- ventilation
- gas pressure

3- COMPREHENSIVE SERVICE

Our service involves:

- checking, cleaning, lubricating or adjusting, as appropriate, the:
- burners and pilots
- ignition system
- combustion chamber/ heat exchanger
- flues and flue ways, if applicable
- safety devices and valves
- manual and automatic controls
- integral electrical controls

4- PERFORMANCE AT ITS BEST

Our performance check includes:

- checking the appliance(s) and associated pipework for soundness
- relighting all other appliances
- checking the earth connections
- restoring the mains electrical supply
- checking (and adjusting where necessary) the:
 - pilots and gas burners gas rate, aeration etc
 - flame picture
 - ignition devices
 - manual and automatic controls
- location of the thermocouple, pilot, weep jet and electrodes
- operation of all ancillary controls
- checking the appliance is level and stable
- carrying out a combustion analysis if appropriate, and noting the results on the service report
- wiping down the appliance
- cleaning and clearing the area that we have been working in



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