

"Award Winning Heating"



Celebrating over 30 years of Award Winning Service A.C. Wilgar are the most awarded central heating company in the UK.

- WINNER WORCESTER BOSCH ENVIRONMENTAL INSTALLER OF THE YEAR
- WINNER H&V NEWS DOMESTIC INSTALLER OF THE YEAR (5 TIMES!)
- WINNER FOR H&V SMART INSTALLER



Did you know that A.C. Wilgar are the first Plumbing & Heating company in the UK to be approved by the "National Trading Standards Approved" scheme. This is in recognition of the business working to "Government Endorsed Standards" since 2007.



We are also a Which? Trusted Trader partner, gaining accreditation in 2014.

And also proud members of



Established since 1985 A.C. Wilgar are service partners for Worcester Bosch and approved installers for all the major boiler manufacturers.



Email sales@acwilgar.co.uk

"After 27 years excellent service from our old boiler (which AC Wilgar fitted and maintained), it eventually gave up. They turned up on time, gave a competitive quote and again delivered excellent service and customer care. First class from start to finish!"

"Thorough and professional - very helpful in explaining ongoing maintenance."

"A boiler service and gas safety check for a house sale, engineer very helpful and polite, only matched by the professional service from personnel in the office."

"Work was carried out to a very high standard. Engineer was prompt, friendly and explained everything in great detail. Will use company again in the future."



To apply for the [Service Club](#) or if you require further information please call us on **01689 891011** or visit our website acwilgar.co.uk

A.C. Wilgar
Plumbing & Heating

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www.acwilgar.co.uk

A.C. Wilgar

Plumbing & Heating Specialists

SERVICE CLUB

PLATINUM

GOLD

SILVER



"Award Winning Heating"
acwilgar.co.uk

Give yourself peace of mind with the A.C. Wilgar Service Club.

Repairs to heating systems can be pricey, so join the A.C. Wilgar Service Club and say goodbye to those unexpected repairs bills.

Whatever your budget or cover you desire, A.C. Wilgar have an affordable service plan for you. As a member of our Service Club you can enjoy our highly qualified and experienced engineers *24/7, along with the reassurance of a yearly boiler service and inspection of your central heating system.


All for as little as £8.50 per month.

As Service Club members you will enjoy the following benefits from A.C. Wilgar:

- No sub-contractors
- Established over 30 years
- All areas covered in South East London and North West Kent
- Engineer tracking service
- Government endorsed standards
- 10 year guarantee
- 4 times voted Installer of the Year
- *24/7 emergency response
- Financed offered to suit your needs
- Landlord services available

**Phone lines are open 24 hours a day, 7 days a week for emergency calls and engineers are available until 11pm every night.*

A.C. Wilgar

	 PLATINUM	 GOLD	 SILVER
Full system check	●	●	●
Annual boiler service	●	●	●
Central heating boiler	●	●	●
Same day service	●	●	●
Boiler replacement cover (under 7 years old)	●		
£400 off of a new boiler (if unrepairable)	●	●	●
Radiators & valves	●	●	
Heating controls	●	●	
Hot water cylinder	●	●	
Pump & valves	●	●	
System pipework	●		
Emergency callout	●	●	
No unexpected repair bills	●	●	
Contract period (12 months)	●	●	●
Parts cost included	●	●	
Unlimited call outs	●	●	
Cost per month	£18.00	£14.00	£8.50

For more information please visit our website or call us on 01689 891011.



Terms & Conditions of the A.C. Wilgar Service Club

Period of Agreement

If you pay monthly by direct debit, your agreement is on-going until you tell us you would like to cancel or if we cancel the agreement. (see Cancellation Policy). You may cancel the agreement at any time. For all other payment methods your agreement runs for a period of 12 months from the start date/renewal date.

We will notify in writing any changes to pricing or terms and conditions.

Start Date

The date in which we process your application

Initial Safety Inspection

If you wish to join AC Wilgar Service Club, an AC Wilgar Service Engineer will fill in an 'Initial Safety Inspection Check List' so both parties are aware what has been checked.

Yearly Inspection

An AC Wilgar Engineer will carry out the safety and performance inspection once a year.

We will inform you in writing when your service check is due.

Cancellation Policy

We will cancel your agreement if:

- You have given false information.
- It is not possible to find parts to keep your system working safely.
- You do not make an agreed payment.
- Circumstances arise which make it inappropriate for the contract to continue.

If WE cancel your agreement, we will

- Give you a refund pro-rata to the length of time left of your 12-month agreement term

If YOU cancel the agreement with us, we will not normally give a refund.

We require a notification in writing to cancel.

However you are entitled to a full refund if you cancel within 7 working days of acceptance, as long as AC Wilgar have not carried out any work.

If you cancel your agreement after AC Wilgar has commenced work, we may charge you an amount that brings your total payments up to £40.00 if we have also carried out an initial safety inspection (or £25.00 if not).

Spare Parts

If we do not carry the spare parts your repair requires on the day, we will endeavour to find parts from our suppliers. We may use an approved alternative or reconditioned parts by the original manufacturer.

Labour

The work will always be carried out by one of our engineers.

Using Personal Information

Information you provide may be used by us to:

- Identify you when you contact us.
- To assist us with accounts, services and products we have provided before, now & in the future.
- Through CIFAS system (the UK's fraud prevention scheme), we and other organisations may also access information about you:
- To help make decisions about credit and credit related services for you and other members of your household.
- To check your identity to prevent money laundering, unless you give us other satisfactory proof of identity.

We may monitor and record communications with you (including telephone conversations and emails) for quality assurance, legal, regulatory and training purposes.

Our Responsibilities

We will meet our responsibilities under this agreement within a reasonable time unless it is impossible for us to do so because of circumstances beyond our control. In particular, we will not be responsible for delays caused by our suppliers and/or their agents.

Exclusions to the A.C. Wilgar Service Club

1. Adjustments to time and temperature controls.
2. Replacement of decorative parts.
3. Any domestic water supply from the hot water cylinder or appliances including taps and showers.
4. Any cold water storage cistern, mains water supply, cold water supply pipework.
5. Inherent defects or inadequacy to the original design of the system / appliance(s) and consequential damage or loss arising from defects.
6. Pipework, wiring or flues buried in the fabric of the building including underfloor heating.
7. Any defects or damage caused through malicious or wilful action, negligence, or third party interference.
8. Any defect or damage caused by fire, lightning, explosion, flood, storm, tempest, frost, impact or other extraneous cause.
9. Any defect or damage occurring from a failure of the public electricity, gas or water supplies.
10. Any work arising from hard water scale deposit, system contamination or damage from aggressive water.
11. Removing asbestos associated with repairing the appliance system.
12. Replacement or repair of unvented hot water cylinders, thermal stores, immersion heaters or the repair of fan convectors.
13. Replacement of towel rails, LST and designer radiators, including any associated valves.
14. Replenishment of chemical treatments.
15. Complete appliance replacement for any reason.
16. Replacement of internal gas supply pipework.
17. Any increased cost of utilities, loss of water services, loss of earnings, any retrospective cost for items not relating to the repair of the heating components.
18. The cost of any improvements to the heating or hot water services.
19. Powerflushing, removal of sludge, limescale, magnetite sludge and other debris in the system.