



Fair Usage Policy

Clear guidance on reasonable use of the SJM Heating service plan.

SJM Heating

Company Reg: 10947654

Phone: 07826848858

Email: info@sjmheating.co.uk

1. Purpose of this Policy

This Fair Usage Policy is designed to keep the service plan practical, sustainable and fair for all customers.

- The service plan is intended for normal domestic residential use.
- It is not designed to cover misuse, neglect or repeated avoidable failures.

2. Reasonable Use

Reasonable use includes the kind of routine support expected for a domestic heating plan.

- One annual service within the plan period.
- Reasonable breakdown attendance where the fault falls within the scope of cover.
- Normal customer contact about appointments, faults or servicing.

3. Examples of Unfair or Excessive Use

The following may fall outside fair usage and could lead to extra charges, restrictions or review of the account.

- Repeated call-outs for the same issue where recommended remedial works have been declined.
- Problems caused by sludge, scale, poor water quality, frozen condensate or lack of maintenance outside the scope of the plan.
- Damage caused by misuse, accidental damage, third parties or unauthorised repairs.
- Commercial or non-domestic use of a domestic plan.

4. System Condition and Access

Cover depends on the system being in a reasonable and serviceable condition at the point cover begins.

- Major pre-existing faults, unsafe conditions or installation defects may require corrective works before full ongoing cover can continue.
- Safe and reasonable access to the property and appliance must be provided for service visits.

5. Review of Usage

If SJM Heating believes usage has become excessive or falls outside reasonable domestic expectations, we reserve the right to review the account and apply reasonable restrictions or changes in line with the service plan terms.

This document forms part of the SJM Heating service plan pack and should be retained for your records.