



Protekt Customer Pack

Boiler Service Plan — key information, contract terms and customer forms.

PROVIDER

Thermatek Ltd

EFFECTIVE

4 September 2026

What's in this pack

01	Key Information	Read before you join
02	Terms and Conditions	Your contract
03	Plan Schedule	Your own record
04	Cancellation Form	Optional to use
05	Privacy Notice	How we use your data

Please keep this pack

It contains the information supplied to you before contract, the terms that apply to the Plan, your Plan Schedule, a cancellation form and the Privacy Notice.

Protekt Boiler Service Plan

Key information to read before you join.

In one sentence

Protekt spreads the cost of one planned annual gas-boiler service across 12 monthly Direct Debit payments; it is a **service plan, not boiler-breakdown insurance** or a repair contract.

Plan options

OPTION	MONTHLY	PLAN-YEAR TOTAL	STANDALONE REFERENCE VALUE
Boiler Service Plan	£11.50	£138.00	Boiler service £126.00
Boiler + Cylinder Add-on	£18.00	£216.00	Boiler £126.00 · Cylinder £78.00

All prices include VAT at the rate applicable on the effective date. The cylinder add-on is available only with the Boiler Service Plan and must be completed at the same property and appointment.

What is included

- One planned annual service of one domestic natural-gas boiler rated up to 45 kW at an eligible property in Edinburgh or the Lothians.
- A service reminder and booking support, followed by a service record when the visit is complete.
- With the £6.50 monthly add-on: one service of one domestic unvented hot-water cylinder up to 300 litres, at the same property and appointment as the boiler service.
- The service checks, tests and records that our engineer reasonably considers appropriate for the appliance and applicable safety requirements.

What is not included

- Breakdown cover, emergency or priority attendance, fault diagnosis outside the planned service, repairs, replacement parts or labour for remedial work.
- System cleaning, powerflushing, draining, descaling, chemical treatment, consumables, upgrades or alterations unless separately quoted and accepted.
- Commercial or communal plant, more than one boiler or cylinder, or equipment outside the limits shown, unless we agree in writing.
- Any work that cannot safely or legally be completed because access, isolation points, appliance condition or site conditions are unsuitable.

Your most important commitments

Initial term	12 months from the plan start date. The annual price is paid in 12 monthly instalments by GoCardless Direct Debit.
Cooling-off period	14 days from the day after you receive your contract confirmation. You may arrange a provisional appointment during that time, but the included service will not be performed until the period has expired.
Before service	Your first payment must have cleared and your account must not be overdue.
After service	If you cancel during that Plan Year, a fair service-value settlement may be due. It is capped at the lower of the remaining plan instalments and the approved standalone value of the service actually supplied, less plan payments received.
After the initial term	The plan continues monthly until cancelled. We will send a reminder before the initial term ends, showing the price and how to cancel.

If you cancel after an early service

WORKED EXAMPLE

A boiler-only customer pays the first £11.50 instalment, receives the boiler service after the cooling-off period and then cancels.

Remaining plan instalments	£126.50
Standalone service balance (£126.00 less £11.50 paid)	£114.50
Maximum settlement — the lower amount	£114.50

The settlement is a proportionate payment for a service you have received, not a cancellation penalty. We always send the calculation before collecting or invoicing it.

Cancellation route

EMAIL

cancellations@thermatekheating.co.uk
or reply to any Protekt email

PHONE OR POST

0131 235 1236
807 Ferry Road, Edinburgh EH4 5AJ

Cancelling the Direct Debit instruction alone may not tell us that you wish to cancel the plan, so please contact us as well.

Before you join

- Read the full Terms and Conditions and Privacy Notice supplied with this document.
- Check that your boiler and, if selected, cylinder meet the eligibility limits.
- Keep your GoCardless payment details and contact information up to date.
- Tell us about access restrictions, known faults or safety concerns before the appointment.

Terms and Conditions

These terms form the contract between you and Thermatek Ltd trading as Thermatek Heating. Please keep them with your Plan Schedule and contract-confirmation email.

1 Who we are and how to contact us

Protekt is supplied by Thermatek Ltd trading as Thermatek Heating, company number SC796690, VAT number 487711260, registered office 807 Ferry Road, Edinburgh EH4 5AJ. General enquiries: protekt@thermatekheating.co.uk or 0131 235 1236. Cancellations: cancellations@thermatekheating.co.uk. You may also cancel by replying to any Protekt email.

2 Meaning of key terms

Plan	The Protekt Boiler Service Plan described in these terms and your Plan Schedule.
Plan Year	Each 12-month period beginning on your Plan Start Date or an anniversary of it.
Included Service	The planned boiler service and, if selected, the planned unvented-cylinder service described in clause 8.
Property	The domestic property shown in your Plan Schedule.
You / customer	The individual entering this contract mainly for purposes outside their trade or profession.

3 Eligibility

The Plan is for an occupied domestic property within Edinburgh or the Lothians. The boiler must be a natural-gas boiler rated up to 45 kW. The cylinder add-on covers one domestic unvented hot-water cylinder up to 300 litres at the same property and appointment. We may ask for appliance details or carry out reasonable checks before confirming eligibility.

If equipment is outside these limits or the property is not suitable, we may decline the application and refund any Plan payment already taken for a service not supplied.

4 How the contract starts

Your application is an offer to buy the Plan. The contract starts when we send your contract-confirmation email. That email and the Plan Schedule identify the Plan Start Date, price, selected option and Property. Please tell us promptly if any detail is wrong.

5 Cooling-off period

You may cancel for any reason during the 14 days beginning on the day after you receive the contract confirmation. We will refund Plan payments received within 14 days after we are told of the cancellation, using the original payment method unless agreed otherwise.

You may arrange a provisional appointment during the cooling-off period, but we will not perform the Included Service until the period has expired. This avoids any charge for service supplied during the cooling-off period.

6 Term and continuation

The initial term is 12 months from the Plan Start Date. The annual price is payable as 12 monthly instalments. After the initial term, the Plan continues on a monthly rolling basis until you or we cancel it under these terms. A new Plan Year begins on each anniversary and provides the next annual Included Service, subject to payments and eligibility.

Before the initial term ends, we will remind you that the Plan will continue, show the price then applying and explain how to cancel.

7 Price and Direct Debit

The price is shown in your Plan Schedule. At this version it is £11.50 per month for the Boiler Service Plan, or £18.00 per month when the £6.50 cylinder add-on is selected. Prices include VAT at the applicable rate.

Payments are collected monthly in advance by GoCardless Direct Debit. GoCardless will provide advance notice of collections and the Direct Debit Guarantee applies. The first payment must clear before the Included Service takes place. Cancelling a Direct Debit instruction does not by itself settle any amount already properly due under the contract.

We may change the monthly price after the initial term by giving at least 30 days' notice. You may cancel before the new price takes effect. We will not change the price during the initial term unless required by a change in VAT or law and permitted by law.

8 Included Service

8.1 Boiler

One planned annual service of one eligible domestic natural-gas boiler at the Property. The engineer will carry out the service checks, tests and records reasonably appropriate to the appliance and applicable safety requirements. The visit is preventive maintenance; it does not guarantee that the boiler will not later fail.

8.2 Optional unvented cylinder

If the add-on is shown in your Plan Schedule, one planned annual service of one domestic unvented hot-water cylinder up to 300 litres is included. It must be at the same Property and completed during the same appointment as the boiler service.

8.3 Service record and safety

We will provide or make available a service record. If we find a safety concern, we may stop work, isolate equipment where authorised and necessary, and explain recommended action. Any repair or replacement is outside the Plan unless separately agreed.

9 Booking and timing

We will send a reminder and offer booking support around the annual service-due period. Appointment dates are subject to engineer availability and reasonable access. You remain responsible for responding and arranging access. If you do not book or provide access during a Plan Year, the unused service does not convert to cash, roll over or create a refund, except where our breach prevented delivery.

We may rearrange an appointment for operational, weather, safety or engineer-availability reasons. We will give as much notice as reasonably possible and offer another date.

10 What the Plan does not cover

- Breakdowns, emergency or priority call-outs, fault-finding outside the planned service, or any guarantee of response time.
- Repairs, replacement parts, remedial labour, upgrades or alterations.
- Powerflushing, system cleaning, draining, descaling, chemical treatment or consumables.
- More than one boiler or cylinder, commercial or communal plant, or equipment outside clause 3 unless agreed in writing.
- Loss, damage or extra work caused by pre-existing defects, unsafe installation, contamination, inaccessible components, interrupted utilities or another person's work.

11 Your responsibilities

- Provide complete and accurate contact, Property and appliance information and keep it updated.
- Ensure an adult is present, with safe access to the Property, appliance, controls and isolation points.
- Tell us before the visit about known faults, warning notices, vulnerable occupants, parking or access restrictions and relevant hazards.
- Keep payments up to date and do not ask us to work where it would be unsafe or unlawful.

If we cannot complete the visit because these responsibilities are not met, we may treat the appointment as missed and charge a reasonable, previously disclosed revisit fee. No revisit fee will be charged unless we tell you the amount before you agree to the new appointment.

12 Extra work

If work outside the Plan is recommended, we will normally provide a separate quotation. You are free to accept or decline it. No additional work will be charged without your authorisation, except urgent safety steps permitted by law.

13 Your right to cancel after cooling off

You may cancel at any time by emailing cancellations@thermatekheating.co.uk, replying to any Protekt email, calling 0131 235 1236, or writing to 807 Ferry Road, Edinburgh EH4 5AJ. We will confirm cancellation in writing. Please include the account holder's name, Property address and, if known, plan reference.

13.1 If no Included Service has been supplied in the current Plan Year

The Plan ends at the end of the period already paid for. No further Plan instalments are due. This does not affect any payment already due for a period that has begun.

13.2 If an Included Service has been supplied in the current Plan Year

A service-value settlement is due because the annual service benefit has already been supplied. The settlement is the lower of:

- the unpaid Plan instalments remaining in that Plan Year; and
- the standalone reference value of each Included Service actually supplied in that Plan Year, less Plan payments already received for that Plan Year.

The approved standalone reference values are £126.00 for the boiler service and £78.00 for the unvented-cylinder service. The settlement is a proportionate payment for services received, not a cancellation penalty. We will give you the calculation before collecting or invoicing it, and we will take account of any amount already paid.

13.3 Refunds

If cancellation leaves a genuine credit after all sums properly due have been accounted for, we will refund it within 14 days using the original payment method unless agreed otherwise.

REFERENCE VALUES

£126.00

Boiler service

£78.00

Unvented-cylinder service

14 Missed or failed payments

If a payment fails, GoCardless or we may retry it and contact you. We may suspend an Included Service while a payment remains overdue. If payment remains overdue for 30 days after we contact you, we may cancel the Plan. We will not charge a failed-payment administration fee under this version. Cancellation does not remove any service-value settlement or other amount already properly due.

15 Cancellation by us

We may cancel immediately for fraud, abuse, threats, unsafe conditions or a serious breach that cannot be remedied. For another remediable breach, we will normally give you a reasonable opportunity to put it right. We may also withdraw the Plan on at least 30 days' notice. If we withdraw it without your breach, we will refund any payment for a future period or service we will not provide.

16 Nature of the Plan

Protekt is a maintenance service plan. It is **not an insurance policy**, breakdown policy, emergency-assistance product, warranty or guarantee that equipment will remain fault-free. You remain free to buy repairs or other services from another provider.

17 Our responsibility

We must provide the service with reasonable care and skill. Nothing in these terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud, or your statutory consumer rights. We are not responsible for loss that was not reasonably foreseeable when the contract was made, or business loss where you are acting as a consumer.

18 Changes and transfer

We may make a change needed to comply with law, improve security or administration, or clarify the Plan without reducing your core service. We will explain any material change in advance. If a material change disadvantages you, you may cancel before it takes effect without a cancellation fee; a fair amount may still be due for a service already supplied.

We may transfer the contract to another company only if this does not reduce your rights. We will give you written notice identifying the new provider and explaining what happens to payments and personal data. Where a new agreement or Direct Debit mandate is legally or operationally required, we will ask you to complete it before the transfer.

19 Complaints

Please contact protekt@thermatekheating.co.uk, call 0131 235 1236, or write to 807 Ferry Road, Edinburgh EH4 5AJ. We aim to acknowledge a complaint within five working days and provide a final response within 20 working days, or explain why more time is needed. If a complaint remains unresolved, we will provide information about any suitable certified alternative dispute resolution body that we are required or willing to use. This does not affect your right to use the courts.

20 Personal data

We use personal data as explained in the Protekt Privacy Notice supplied with these terms. Service and payment messages are part of administering the contract. Marketing messages are separate; you may opt out of marketing at any time without affecting your Plan.

21 Other legal terms

If one provision is unenforceable, the remaining provisions continue. A delay in enforcing a right does not waive it. No person other than you and us has a right to enforce this contract, except a lawful successor following a transfer under clause 18.

The contract is governed by Scots law. If you live in Scotland, the Scottish courts may deal with disputes. If consumer law gives you the right to bring proceedings elsewhere in the United Kingdom, that right is not affected.

Your statutory rights

These terms do not replace or reduce rights you have under consumer law. For independent guidance, contact Citizens Advice Scotland or Advice Direct Scotland.

Protekt Plan Schedule

The customer-specific record that sits alongside the Terms and Conditions. Complete the fields, tick one plan option and send a copy with the contract-confirmation email. The contract starts only when Thermatek sends that confirmation.

Customer and property

ACCOUNT HOLDER'S FULL NAME

PROPERTY ADDRESS COVERED BY THE PLAN

CORRESPONDENCE ADDRESS, IF DIFFERENT

EMAIL ADDRESS

TELEPHONE NUMBER

Plan details

PLAN REFERENCE

PLAN START DATE

FIRST COLLECTION DATE

ANNUAL SERVICE DUE PERIOD

Select one option

Boiler Service Plan £11.50 per month · £138.00 over the 12-month Plan Year	☐
Boiler Service Plan + unvented-cylinder add-on £18.00 per month · £216.00 over the 12-month Plan Year	☐

Payments are monthly in advance by GoCardless Direct Debit. The first payment must clear before the Included Service. Standalone reference values used only for an after-service cancellation settlement are £126.00 for the boiler service and £78.00 for the cylinder service.

Covered equipment

BOILER MAKE AND MODEL

BOILER LOCATION AND APPROXIMATE RATING

CYLINDER MAKE, MODEL AND CAPACITY — ADD-ON ONLY

ACCESS, PARKING OR SAFETY NOTES

Contract confirmation

By sending the contract-confirmation email, Thermatek confirms the selected Plan and the customer receives the Key Information, Terms and Conditions, this Plan Schedule, Cancellation Form and Privacy Notice in a form they can keep.

CONFIRMED BY

Thermatek Ltd trading as Thermatek Heating

CONFIRMATION DATE

EFFECTIVE TERMS

Version 1.0, effective 4 September 2026

Protekt Cancellation Form

You may use this form, but you do not have to. The fastest route is to email cancellations@thermatekheating.co.uk or reply to any Protekt email. You can also call 0131 235 1236 or post this form to 807 Ferry Road, Edinburgh EH4 5AJ.

To: Thermatek Ltd trading as Thermatek Heating. I give notice that I wish to cancel my Protekt Boiler Service Plan.

NAME OF ACCOUNT HOLDER

PLAN REFERENCE, IF KNOWN

EMAIL ADDRESS OR TELEPHONE NUMBER

PROPERTY ADDRESS

PREFERRED CANCELLATION DATE, IF AFTER THE COOLING-OFF PERIOD

SIGNATURE — PAPER SUBMISSIONS ONLY

DATE

What happens next

- We will confirm receipt and the effective cancellation date in writing.
- During the 14-day cooling-off period, we will refund Plan payments received; the Included Service will not have been performed.
- After cooling off, a Plan with no service supplied ends after the paid period. If a service was supplied, we will first send the settlement calculation under clause 13.

Cancelling the GoCardless Direct Debit instruction alone may not notify us that you wish to cancel the Plan. Please contact Thermatek as well. Your rights under the Direct Debit Guarantee are unaffected.

Protekt Privacy Notice

How Thermatek uses information about plan customers and prospects.

1 Who controls your information

Thermatek Ltd trading as Thermatek Heating is the controller of personal data used for Protekt. Company number SC796690; registered office 807 Ferry Road, Edinburgh EH4 5AJ. Privacy enquiries may be sent to protekt@thermatekheating.co.uk or made by calling 0131 235 1236.

2 Information we use

- Identity and contact details, including name, address, email address and telephone number.
- Property, appliance, appointment, engineer-note and service-record information.
- Plan, payment, Direct Debit mandate status, invoices, credits and cancellation information. GoCardless processes bank details; Thermatek normally receives mandate and payment-status information rather than full bank-account details.
- Messages, complaints, preferences, marketing choices and website or form information you provide.

3 Why we use it and our lawful basis

PURPOSE	LAWFUL BASIS
Set up and administer the Plan	Contract — to take steps at your request and perform the contract.
Collect and reconcile payments	Contract, legal obligation and our legitimate interest in keeping accurate accounts.
Arrange and record services	Contract and our legitimate interest in safe, consistent service delivery.
Safety, fraud prevention and legal claims	Legal obligation and legitimate interests in protecting customers, staff and the business.
Customer service and improvement	Contract and legitimate interests, balanced against your rights.
Email or text marketing	Consent or the electronic-marketing soft opt-in where its legal conditions are met. Every marketing message will offer an easy opt-out.

Operational messages about your Plan, payment, appointment, service, safety or contract are not marketing and may still be sent after you opt out of marketing.

4 Who receives it

We share data only where reasonably necessary with service engineers and authorised staff; GoCardless and banking partners; email, hosting, scheduling, accounting and IT providers; professional advisers, insurers, regulators, law-enforcement bodies or courts; and a successor provider if the Plan business is transferred lawfully. Each recipient receives only the information needed for its role.

5 International transfers

Some service providers may process data outside the United Kingdom. Where required, we use an approved transfer mechanism and appropriate safeguards. You may contact us for further information about safeguards relevant to your data.

6 How long we keep it

Plan, payment and service records	Normally seven years after the Plan ends, unless a longer or shorter period is required for tax, safety, complaint or legal-claim reasons.
Unsuccessful enquiries	Normally up to 24 months after the last meaningful contact.
Marketing contact record	Until you opt out or we stop the campaign; we may then retain a minimal suppression record so we can respect your opt-out.
Complaints and claims	For as long as reasonably needed to resolve the matter and meet legal or insurance requirements.

7 Your choices and rights

Depending on the circumstances, you may ask for access, correction, deletion, restriction, portability or objection, or withdraw consent. Some rights are limited where we must keep or use information by law or to perform the contract. You will not be charged for a normal request. We may need to verify your identity.

To exercise a right or opt out of marketing, email protekt@thermatekheating.co.uk, reply to the message, use its unsubscribe link, call 0131 235 1236, or write to 807 Ferry Road, Edinburgh EH4 5AJ. Marketing opt-out does not cancel your Plan; use cancellations@thermatekheating.co.uk if you also wish to cancel the Plan.

8 Complaints to the ICO

Please contact us first so we can try to resolve the issue. You may also complain to the Information Commissioner's Office at ico.org.uk or by calling 0303 123 1113.

9 Whether you must provide information

We need core identity, contact, Property, appliance and payment information to enter into and perform the Plan. If it is not provided, we may be unable to offer or continue the Plan. Marketing information and optional preferences are not required for the Plan.

10 Automated decisions and changes

We do not use solely automated decisions that produce legal or similarly significant effects for Protekt customers. We may update this notice when our processing or the law changes. We will tell current customers about a material change through an appropriate service message.