Provida Services

Cozy Care terms

Company name update - 17 November 2026

The registered name of Bucks Boilers Ltd changed to Provida Services Ltd on 13 November 2026. The company number remains 13992566. Provida Services is the customer-facing brand.

Provida Services Ltd. Registered in England and Wales, company number 13992566. Registered office: 28 Hillary Close, Aylesbury, Buckinghamshire, HP21 9TN.

References to Bucks Boilers Ltd in the original terms identify this same company under its previous registered name. This cover records the company-name change only; it does not change the original prices, cover or other terms. The original document is reproduced on the following pages without alteration.

Contact: info@providaservices.co.uk | 01296 914461

Original document: /bucks-boilers/media/2025/09/Bucks_Boilers_Cozy_Care_Terms_Conditions_Rev_Sep_2025.pdf

Bucks Boilers Cozy Care Plan – Terms and Conditions (Revised September 2025)

Bucks Boilers Cozy Care Plan – Terms and Conditions (Revised September 2025)

We understand that terms and conditions are often difficult to understand due to how they are written.

We've kept these as clear as possible so you know exactly what is and isn't covered.

1. Scope of Contract

1.1 Bucks Boilers Ltd ("we", "us") will provide the level of cover described within the 'Plan Summary' below,

subject to an initial chargeable service and inspection.

1.2 There is an initial 30■day period from the plan start date during which you cannot make a claim.

This helps prevent claims on pre■existing problems and keeps premiums competitive.

1.3 This contract is a maintenance agreement and not an insurance policy. Bucks Boilers Ltd is not regulated by the FCA.

1.4 This plan is intended for domestic properties only. It covers gas boilers (Cozy Care), unvented cylinders and

plumbing (Cozy Care Aqua), and renewable heating systems for servicing only (Cozy Care Eco).

1.5 All plans are subject to a first visit inspection/service to confirm suitability (see section 16 – Limitations).

1.6 For Cozy Care Eco plans specifically: repairs to heat pump units (including, without limitation, compressors, fans,

PCB/inverter modules, refrigerant circuit and related components) are excluded. Cozy Care Eco provides servicing of

the heat pump and (depending on plan level) repair cover for the connected central heating system and unvented cylinder only.

2. Our Plans

2.1 Cozy Care 1

Includes: Annual Boiler Service; Priority service over non■contract customers; Loyalty discount on other services.

2.2 Cozy Care 2

Includes: Annual Boiler Service; Priority service over non■contract customers; 24■hour emergency call■outs;

1 call■out included per year; Boiler and heating controls covered; Loyalty discount on other services.

2.3 Cozy Care 3

Includes: Annual Boiler Service; Priority service over non■contract customers; 24■hour emergency call■outs;

Boiler and heating controls covered; Central heating cover; 2 call■outs included per year; Loyalty discount on other services.

2.4 Cozy Care Complete

Includes: Annual Boiler Service; Priority service over non■contract customers; 24■hour emergency call■outs;

Boiler and heating controls covered; Central heating cover; Plumbing cover; Unlimited call■outs; Parts and labour included;

Loyalty discount on other services.

2.5 Cozy Care Aqua

Cozy Care Aqua plans are designed for properties without a gas supply and include annual servicing of an unvented hot water cylinder

and plumbing support. Plans range from cylinder■only service to full plumbing cover with unlimited call■outs.

2.6 Cozy Care Aqua 1 – Service only of your unvented hot water cylinder.

2.7 Cozy Care Aqua 2 – Service of your unvented hot water cylinder and 1 plumbing call■out included.

2.8 Cozy Care Aqua 3 – Service of your unvented hot water cylinder and 2 plumbing call■outs included.

2.9 Cozy Care Aqua Complete – Service of your unvented hot water cylinder and unlimited plumbing call■outs included.

2.10 Cozy Care Eco (Renewable Heating – Heat Pump Households)

Cozy Care Eco plans are designed for properties with renewable heating systems such as air■source or ground■source heat pumps.

These plans include annual servicing of the heat pump and, depending on plan level, cover for the central heating system and

unvented cylinder.

IMPORTANT: Cozy Care Eco does NOT include repairs to the heat pump unit itself. Repairs are limited to the connected central

heating system and unvented cylinder.

2.11 Cozy Care Eco 1

Includes: Annual service of your heat pump only; Priority service over non■contract customers; Loyalty discount on other services.

2.12 Cozy Care Eco 2

Includes: Annual service of your heat pump; Annual service of your unvented hot water cylinder; Labour■only cover for unvented

cylinder repairs; One plumbing call■out per year; Loyalty discount on other services.

2.13 Cozy Care Eco 3

Includes: Everything in Eco 2; Repairs to central heating system components (radiators, valves, pumps, pipework, programmer/timer);

Two call■outs per year; Loyalty discount on other services.

2.14 Cozy Care Eco Complete

Includes: Everything in Eco 3; Unlimited call■outs (fair use applies); Plumbing cover included; Annual service of both heat pump

and unvented cylinder; Priority service; Loyalty discount on other services.

3. Components of the System (What We Cover by Plan)

3.1 Your heating system is made up of a number of components. The components covered within each plan are as follows.

3.2 Cozy Care 2

Boiler internals and controls (excluding smart), timer, programmer, room and cylinder thermostat.

3.3 Cozy Care 3

• Boiler internals

• Circulation pump

• Thermostatic radiator valves

• Timer/thermostat

• Pressure controls

• Radiators

• Heating pipework

• Hot water cylinder

• Motorised valves

3.4 Cozy Care Complete

• Boiler and all internals

• Circulation pump

• Thermostatic radiator valves

• Timer/thermostat

• Pressure controls

• Radiators

• Heating pipework

• Hot water cylinder

• Motorised valves

• Plumbing pipework (from your internal stop■cock into your property)

3.5 Cozy Care Eco (applicable to Eco 3 and Eco Complete where repairs apply)

Covered: Central heating distribution system (radiators, valves including TRVs, zone/motorised valves, circulation pump, header/expansion vessel

where part of the wet system), programmer/timer/standard thermostat, heating pipework, and unvented cylinder (plus service where included).

Not covered: Heat pump unit itself (indoor/outdoor), refrigerant circuit, PCB/inverter modules, compressor, fan(s), reversing valve, coils/evaporator/condenser,

defrost board/sensors, external isolation switches, condensate pumps dedicated to ASHP, mounting brackets, anti■vibration feet, plinths, ducting, attenuation,

weather hoods, and any fabric/building works to access or mount equipment.

4. Annual Service

4.1 Gas boilers: one of our Gas Safe registered engineers will perform the service and safety check in line with manufacturer instructions.

4.2 Heat pumps (Cozy Care Eco): service is performed in line with manufacturer guidance and industry best practice (visual inspection, electrical and control checks,

condensate/drain inspection, filter/strainer clean where accessible, coil clean where appropriate, performance check and reporting).

Note: refrigerant circuit works (including pressure checks, leak finding and re■gassing) are excluded unless separately quoted.

4.3 As a minimum we will:

• For boilers: check emissions using a calibrated flue gas analyser; check inlet/working gas pressure; clean condensate trap; inspect/clean inside of boiler case;

perform gas rate if required; test safety devices and undertake Gas Safe checks.

• For heat pumps: inspect filters/strain gauges where fitted; check condensate/drainage; check electrical connections and terminations; inspect coil/fins

(clean if safe and accessible); check control settings and operating parameters; check and record flow/return/ambient; inspect mounts/brackets; check

condensate/frost protection.

4.4 We will also visually inspect radiators, hot water cylinder and other components for leaks or defects.

4.5 A gas tightness test will be performed in certain circumstances to ensure the property is free from gas leaks.

4.6 The annual service will be arranged at a time and date convenient to you but generally between March and September unless otherwise agreed.

4.7 Services are carried out Monday to Friday between 8am and 4pm unless otherwise agreed.

5. Annual Carbon Monoxide Test

5.1 We will test carbon monoxide detectors once per year where present.

5.2 If no carbon monoxide detectors are present, we can supply and fit at cost price.

6. Priority Call■outs

6.1 We endeavour to attend breakdowns within the timeframes below (subject to workload and availability):

Cozy Care, Aqua and Eco 1: within 48 hours for issues reported before 4pm.

Cozy Care, Aqua and Eco 2: within 24 hours for issues reported before 4pm.

Cozy Care, Aqua and Eco 3: within 24 hours for issues reported before 4pm.

Cozy Care, Aqua and Eco Complete: within 24 hours for issues reported before 4pm.

6.2 For breakdowns reported on Saturdays, Sundays, Bank Holidays or after 4pm, attendance targets apply from the next working period.

7. Emergency Call■outs

7.1 We will endeavour to attend as follows (subject to workload and availability):

Cozy Care, Aqua and Eco 1: within 48 hours irrespective of time of day.

Cozy Care, Aqua and Eco 2: within 24 hours irrespective of time of day.

Cozy Care, Aqua and Eco 3: within 24 hours irrespective of time of day.

Cozy Care, Aqua and Eco Complete: within 24 hours irrespective of time of day.

8. Service Plan Call■outs

8.1 Included call■outs per year:

Cozy Care, Aqua and Eco 2: 1 call■out per year.

Cozy Care, Aqua and Eco 3: 2 call■outs per year.

Cozy Care, Aqua and Eco Complete: Unlimited call■outs per year.

8.2 “Unlimited” is subject to fair use and adequate severity.

8.3 If we advise an issue is not a fault or is not covered and you still request attendance, we reserve the right to charge at our standard rates.

8.4 Replacement parts may be adequate equivalents and not identical like■for■like.

8.5 New parts will be fitted only where the old are beyond reasonable repair; we are the sole arbiters of part condition.

9. Loyalty Discount on Other Services

9.1 As a Cozy Care, Cozy Care Aqua or Cozy Care Eco customer you receive the following labour discounts on other services:

Plan level 1: 5% • Level 2: 10% • Level 3: 15% • Complete: 20%

10. Exclusions (apply to all plans unless stated)

10.1 Sludge, scale or system deposits (confirmed by water quality test if required – chargeable if it fails).

10.2 Failures due to water mains, electrical grid, gas main/meter, or lack of credit on a meter.

10.3 Pre■existing faults and design/installation defects.

10.4 Blocked drains backing up into the boiler or heat pump.

10.5 Cosmetic parts (casings, covers) and noises due solely to age/wear.

10.6 Damage due to the fabric of the building (e.g., hidden pipes bursting due to subsidence).

10.7 Malicious damage, misuse or third■party interference.

10.8 Fire, flood, lightning, explosion, storm, frost, terrorism or other external causes.

10.9 Delays from suppliers or delivery firms.

10.10 Designer radiators/towel rails not covered for replacement (we will fit a standard white radiator where replacement is agreed).

10.11 Reasonable access required; making good is excluded unless due to our negligence. We may require you to arrange access/clear obstructions.

10.12 Consequential loss or damage to property caused by system failure (e.g., ceiling damage from a leak) is excluded.

10.13 System cleansing/desludging and inhibitor dosing are excluded unless separately quoted.

10.14 Removal of dangerous materials (e.g., asbestos) is excluded.

10.15 Any part of a flue concealed within the building fabric.

10.16 Adjustments to time controls unless we are already on site.

10.17 Replacement of showers or taps.

10.18 Below■ground drainage and incoming mains supply pipe.

10.19 Replacement baths, shower cubicles, basins or toilets.

10.20 Gas supply pipe between meter and appliances.

10.21 Replacement unvented cylinders (repairs covered where your plan includes cylinder cover).

10.22 Liability: where we are in breach or cannot honour the agreement, liability is limited to the cost of your current year's service plan fees paid.

We are not liable for loss of earnings, profit, goods or business. Nothing limits liability for death/personal injury due to our negligence.

10.23 Beyond Economic Repair (BER): if a single repair is estimated to exceed £600 on any plan, the appliance/system components may be deemed BER.

(For Cozy Care Eco, this applies to covered system/cylinder components only; the heat pump unit is excluded from repair cover).

10.24 Boiler BER/depreciation table (as previously shown) applies to boilers under Cozy Care plans. Heat pump units are excluded from repair cover under Eco.

10.25 Heat pump■specific exclusions (Cozy Care Eco):

• Refrigerant circuit works (including leaks, re■gassing, pressure testing) and F■Gas activities.

• PCB/inverter modules, compressor, fan(s), reversing valve, coils/heat exchangers, defrost boards/sensors.

• Performance complaints arising from design/sizing, extreme ambient temperatures, or user settings.

• External mounting brackets, plinths, anti■vibration feet, acoustic hoods, weather shields and associated building works.

• Access equipment (e.g., scaffold, MEWP) beyond reasonable step■ladder access unless separately quoted.

• Smart controls not supplied/installed by us or not explicitly listed as covered.

• EV chargers, solar PV, batteries and non■heating electrical works.

11. Missed / Cancellation of Appointments

11.1 A 4■hour slot will be provided for breakdown call■outs or annual service.

11.2 Please give at least 24 hours' notice to change an appointment. Missed appointments may be chargeable.

12. Use of Subcontractors

12.1 We may use vetted subcontractors. Gas work is undertaken by Gas Safe registered engineers. F■Gas work (if separately quoted) by suitably certified personnel.

13. Period, Renewal and Payment

13.1 The contract runs for 12 months from the date the first Direct Debit is collected.

13.2 It then renews onto a monthly rolling contract unless cancelled by you at least 14 days before renewal.

13.3 We may decline renewal at our discretion.

13.4 In the event of non■payment, cover is suspended until your account is brought up to date.

13.5 If you miss 3 consecutive payments after the initial 12■month period, the contract may be cancelled. Any arrears remain payable.

13.6 We may cancel a policy at any time if you breach these terms.

13.7 Early cancellation within the first 12 months: the remaining balance for the 12■month term becomes payable.

14. Certificates

14.1 Certificates are held electronically by Bucks Boilers Ltd.

14.2 You may request copies by email free of charge.

14.3 Printed copies can be posted for £5 to cover printing and postage.

15. Cooling■off Period

15.1 You may cancel within 14 days of signing for a full refund. Any breakdown attendance within this period is chargeable at full rates if you subsequently cancel.

16. Limitations (First Visit / Onboarding)

16.1 Where your plan includes boiler/system care, during the first service/inspection if your boiler/system is not safe or in good working order,

we will quote to bring it up to standard. You are not obliged to proceed; however, if you choose not to, we will cancel your Plan and invoice for the visit

and any works carried out (less any Plan payments made).

16.2 For Cozy Care Eco, we may require evidence that your heat pump was commissioned in line with manufacturer guidance and relevant standards.

We may decline cover where installation/design/commissioning issues are apparent (e.g., undersized emitters, inadequate flow rates, incorrect controls).