



## **Powerflush Terms & Conditions**

### **Definition**

A Powerflush is a method of restoring heating performance to a heating system by connecting a high-performance pump into the heating circuit and pumping several chemicals at a high velocity around the system. This process breaks down any limescale and sludge deposits within the system. We then pump the deposits out of the system into a drain until the system water runs relatively clear. Finally, we add chemical inhibitor to help prevent any future build-up of sludge.

### **General terms**

These terms & conditions are in addition to AOS Service Cover Ltd & AOS Energy Efficient Heating Systems Ltd (AOS) standard terms and therefore should be read in conjunction with our standard terms & conditions.

These Terms and Conditions constitute the entire agreement between us and you for the Powerflush of your heating system. When requesting or confirming a booking for a power flush to be carried out you are confirming that you have read, understood, and agree to the conditions set out within these terms and conditions along with AOS's standard terms & conditions.

### **The Powerflush**

Although a Powerflush is the best way to restore and clean a system older heating systems may already have existing corrosion and scale internal damage. Depending on how extreme this damage is, leaks or pin holes on pipework, radiators and heat exchangers may occur during or after the power flush. To confirm the flush does not cause the leaks but instead uncovers leaks that have been sealed up by the existing sludge or limescale within the system which has then been removed during the power flushing process. Unfortunately, as there is no way of checking this prior to carrying out the flush we cannot know whether such leaks or pin holes may occur.

On rare occasions blockages can be so severe in certain sections of pipework that these sections may need cutting out and replacing.

Leaks or pin holes that may occur on existing radiators will require the radiator to be replaced and such works would be chargeable. We strongly recommend that you consider upgrading radiators that are over 15 years of age as these are deemed to be at the end of their life expectancy.

AOS cannot be held responsible for any leaks or blockages that may occur or for the costs of any rectification works that they be required. If any of the above remedial work is necessary, an extra charge will be made for the labour and materials required. This cost will be confirmed with you on site or if a follow up visit is required then the costs will be confirmed prior to that visit.

### **Magnetic Filter**

It is essential when carrying out the powerflush that we also install a magnetic filter on completion of the works if one is not already fitted to comply with BS 7593;2019 building regulations. A magnetic filter is a device that collects magnetic debris within a heating system. The filter will attract any corroded metals and delay any future build-up of sludge. The filter allows water to continue flowing through the system as normal and can keep a system as cost-efficient as possible for longer and prolong the effects of the Power flush.



### ***Specific Terms & Conditions & Limitations of Powerflush***

1. AOS will not accept responsibility for any leaks or damage to decorations, furnishings, carpets, fittings, existing pipework, radiators, cylinders, or tanks caused while carrying out the powerflush. However, this may be covered under your house insurance. Whilst the chance of a leak occurring during the power flushing is rare leaks generally occur while we are on site so we can deal with them straight away.
2. It is generally accepted that your heating system is sound and tight with no leaks. If a leak becomes apparent during the flushing process, repairs and rectification will be charged as extra cost.
3. We will flush open vented systems but strongly recommend that the system is converted to a sealed system.
4. Certain types of systems we do not recommend power flushing, for example, under floor heating, heat stores, one pipe systems, microbore and pragmatic cylinders.
5. In certain circumstances we may not be able to use a power flushing machine, for instances if there is no accessible pipework to connect the machine to. In this instance we can revert to carrying out a mains pressure clean and flush however this may not achieve the same outcome as a power flush. Therefore, this would be at your own discretion to confirm if you wish to proceed. Due to the extra chemicals and time required the costs for such works would remain the same. Please note that we cannot offer warranty of a main pressure clean and flush.

### ***Terms and Conditions for Warranty of the Powerflush***

AOS offer a two-year warranty on a full power flush carried out providing the following criteria has been met:

1. Any remedial works required to rectify any blockages or leaks found after the power flush has been completed have been carried out.
2. During the power flush we have been able to obtain full flow rate through the complete heating system.
3. That you have maintained a continuous Service & Maintenance Contract with AOS Service Cover Limited.
4. That your system has a magnetic filter fitted.

If you have fulfilled all of the above criteria, then should the systems require a further power flush this will be carried out free of charge if within the two-year warranty.