

Gas equipment maintenance service terms and conditions

Valid from 14.10.2026, No. 1-7/19-25-2

1. What do we do?

If you have a gas boiler or gas water heater manufactured by Viessmann, Bosch, Junkers, Wolf, Buderus, Vaillant, BAXI, Neva or Electrolux, we can help by providing high-quality maintenance, which is one of the prerequisites for the long service-life of the appliance.

A detailed description of gas appliance maintenance is provided in section 10.

If, during maintenance, it becomes apparent that your appliance also requires repair, you may order the repair from us in one of two ways. If we have the necessary materials and spare parts with us and can complete the repair within the time agreed for the maintenance visit, we can agree the repair with you on site. In that case, we will ask you to approve the cost of the additional materials and spare parts, but no separate labour charge will apply. If the repair cannot be completed during the maintenance visit, we will record what is required and send you a separate quotation for the repair work, on the basis of which you can make your decision.

2. When and where do we provide the service?

We provide maintenance services within Harju County on business days. We can visit you between 08:00 and 19:00. We do not provide services on weekends or public holidays.

3. How much does maintenance cost?

The price is the same regardless of the time for which you book the maintenance visit. The maintenance service price depends on the appliance to be maintained:

Service	Price
Gas water heater maintenance (all models). Price for non-customers.	64€
Gas water heater maintenance (all models) Price for customers with a gas supply contract.	49€
Gas boiler maintenance (<50 kW). Price for non-customers.	99€
Gas boiler maintenance (<50 kW). Price for customers with a gas supply contract.	79€

4. How can you pay?

If you are already Elenger's natural gas customer, you do not need to take any additional steps to pay for gas appliance maintenance and repairs. The charges for these services will be added to your monthly invoice in either the following month or the month after that. If you are not yet our customer, you can pay on the basis of a separate invoice sent to your email address. If payment for the service is not made on time, we may charge late-payment interest at 0.06% of the outstanding amount for each day of delay.

5. How do we arrange the maintenance appointment?

Contact us by telephone on +372 6362 555 or by email at klienditugi@elenger.ee. Once you have contacted us, or we have called you, we will arrange a suitable appointment with you by telephone. After the call, we will send you a confirmation email setting out the key details. We will also send you an email reminder on the day before the maintenance visit.

6. How can you reschedule or cancel maintenance?

If you wish to change the maintenance appointment or cancel the service, call us on +372 6362 555 or email us at klienditugi@elenger.ee.

If you notify us of a change to the maintenance appointment or cancellation **no later than 10:00 on the business day preceding the maintenance visit**, we will not charge you. If you notify us later, we will generally no longer be able to rearrange the following day's work schedule or offer the vacant appointment to another customer. We are therefore entitled to charge compensation equal to 50% of the maintenance service price.

If you have recently ordered the maintenance service, you have the right, where provided by law, to withdraw from the contract within 14 calendar days after entering into it without giving us any reason. To do so, send us an email at klienditugi@elenger.ee. You may use the model withdrawal form included in section 11, but this is not mandatory.

7. How is the completed work documented?

After the maintenance or other work has been completed, you and our technician will sign a work completion certificate. The certificate will list all work performed, goods sold and their prices. By signing the certificate, you confirm your acceptance of these items.

8. What happens if the work was defective?

If you are not satisfied with the service we have provided, please notify us by email at klienditugi@elenger.ee. We will seek an appropriate remedy. For example, where provided by law, we will remedy a defect in our work within two years after completion of the work, compensate for any resulting damage, reduce the price, or apply another appropriate remedy. If you are not satisfied with the solution we offer, you may refer the matter to the Consumer Disputes Committee or a court. Information about the Consumer Disputes

Committee operating at the Consumer Protection and Technical Regulatory Authority and the conditions for submitting an application is available at: <https://ttja.ee/tarbijavidluste-komisjon>.

If it becomes apparent that we have materially breached the contract between us, you have the right to withdraw from the contract.

9. What else do we do?

If you use the AS Gaasivõrk distribution network, we will visually assess the condition of your gas meter and, under authorisation from AS Gaasivõrk, record the meter reading in the work completion certificate.

10. Maintenance service descriptions

GAS BOILER TECHNICAL MAINTENANCE

Item	Scope of work
Gas boiler	Checking the operating mode. Determining the level of contamination of the heating heat exchanger on the flue-gas side and cleaning it if necessary. Servicing the burner. Checking the ignition and ionisation electrodes. Cleaning the siphon and checking the expansion vessel. Servicing the heat exchanger. Checking domestic hot water production. Measuring combustion parameters. The results are recorded in the maintenance report.
Circulation pumps	Checking the operation and switching of the pumps, electrical connections, cables, water-system connections and relays. The results are recorded in the maintenance log.
Filters	Cleaning the dirt filter. Checking the gas filter and cleaning it if necessary.
Regulating, measuring and control equipment	Checking the power supply system, cables and connections. The results are recorded in the maintenance log.
Gas supply	Visual inspection; checking alarm devices; checking for gas leaks; checking the condition of gas appliances and measuring instruments. The results are recorded in the maintenance log.

GAS WATER HEATER TECHNICAL MAINTENANCE

Item	Scope of work
Gas water heater	Checking the operation of the appliance.
Heat exchanger	Checking the heat exchanger and cleaning it if necessary.
Burner	Checking the burner and cleaning it if necessary.
Water filter	Checking the water filter.
Burner and pilot flame nozzle	Cleaning the burner and pilot flame nozzle.

Flue draught safety device	Servicing the flue draught safety device if it indicates a fault.
Gas supply	Visual inspection; checking for gas leaks; checking the condition of gas appliances and measuring instruments.

11. Model withdrawal form for the maintenance service contract

To: AS Elenger Grupp (registry code 10178905)

I hereby withdraw from the maintenance service contract under which I ordered, on ____202.... maintenance service for _____ (type of appliance) at the address _____

Your name

Your contact details (telephone number and email address)

Your name

Your contact details (telephone number and email address)

/Digitally signed/