

complaint

Mr and Mrs L complain that British Gas Insurance Limited failed to install a magnabooster and carry out a powerflush when installing their boiler and this has caused sludge in their central heating system.

background

Mr and Mrs L had a new boiler installed by British Gas in 2006. At the time a powerflush wasn't carried out and a magnabooster wasn't installed. The central heating system started showing signs of sludge eight years after the boiler was installed.

British Gas said it would only have recommended these if they were required at the time and they weren't. It did, however, offer to do them at a reduced rate and it offered to pay the sum of £50 compensation for delays in providing Mr and Mrs L with a written response to their complaint.

Our adjudicator didn't think that British Gas was obliged to recommend these when it installed the boiler and didn't think the complaint should be upheld.

Mr and Mrs L disagreed with the adjudicator's conclusions. They say that if the magnabooster had been fitted (which apparently would cost £500) in 2006, the powerflush wouldn't now be necessary. Also British Gas only said the powerflush was needed after it misdiagnosed the problem with the boiler on two occasions - it replaced the pump after which the heating didn't work at all, and then replaced another part.

my findings

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

I've decided not to uphold Mr and Mrs L's complaint and I will explain why.

Mr and Mrs L say 'We consider it reasonable to be charged for the filters only as this is what we would have paid for originally. The need for a powerflush is purely down to British Gas omitting to fit filters.'

The installation of the new boiler appears to have been carried out privately, and not under the insurance cover. I can't therefore make a finding about what British Gas should or shouldn't have advised while doing that work in 2006, as such private work isn't within our jurisdiction.

I can, however, consider whether this work would be covered under the policy now it has been identified as necessary.

Mr and Mrs L's policy excludes '*Removing sludge or hard-water scale*' and it says '*You can buy system filters and scale reducers*'. This means British Gas isn't responsible for carrying out a powerflush or installing a magnabooster free of charge.

I think British Gas' offer to carry out this work at a reduced cost to Mr and Mrs L is reasonable.

Mr and Mrs L have also said that British Gas also initially misdiagnosed the problem but there's no convincing evidence that replacement of the pump and the other work carried out wasn't necessary.

For these reasons I don't uphold Mr and Mrs L's complaint against British Gas Insurance Limited.

my final decision

I don't uphold Mr and Mrs L's complaint against British Gas Insurance Limited.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr and Mrs L to accept or reject my decision before 14 October 2015.

Robert Collinson
ombudsman