



PlusHeat

Plan Summary



Thank you for choosing PlusHeat.

Our property maintenance and boiler cover plans are designed to offer homeowners and landlords flexibility around the type of cover you have, and to provide you with the protection and emergency assistance you require when you need it.




This document is not a statement of the full terms and conditions of your plan but a summary of the main features, benefits and exclusions. We recommend that you read the full terms and conditions in conjunction with this summary.

What's included in your plan:

- ... The choice to pay monthly or annually
- ... The choice of including or excluding excess charges
- ... 30-day rolling contracts*
- ... Unlimited repairs with parts and labour included
- ... 24/7 UK emergency helpline
- ... A dedicated claims handler
- ... Rapid response times (we aim to attend emergency call-outs in under 4 hours)
- ... Trusted, vetted, qualified and insured engineers guaranteed

* Subject to works carried out at the property.

Plans at a glance

	 Standard	 Custom	 Premium
Boiler & Controls	●	●	●
Central Heating	●	○	●
Boiler Replacement*	●	○	●
Plumbing	●	○	●
Electrics	●	○	●
Drainage	●	○	●
Add-ons			
Gas Fire	○	○	○
Cooker	○	○	○
White Goods	○	○	○
Annual Boiler Service	○	○	○
Gas Fire Service	○	○	○

- Optional
- Included
- Not included

* If the cost of your Custom Plan is £25.90 or more boiler replacement will be included

Glossary

Boiler & Controls*

- ... Gas fired central heating boiler and controls
- ... Thermostats, heating controls, frost stats
- ... Clocks, timers and programmers
- ... Hot water, feeds and expansion tanks

Boiler Replacement

- ... Supply and installation of a new replacement for boilers deemed beyond economical repair
- ... For boilers under 7 years old, we will also cover the cost of installation

Central Heating

- ... Pumps, motorised valves & radiator valves
- ... Hot water feed and expansion tank
- ... Pipes and fittings

Drainage

- ... Blocked or leaking internal drains and waste pipes
- ... Blocked or leaking external drains within your property boundary
- ... Excavation of underground drains

Plumbing

Hot and cold plumbing system

- ... Hot & Cold water pipes
- ... Cold water tanks and overflow

Taps and toilets

- ... Leaking taps and running toilets
- ... Ball cocks, siphons and valves
- ... Replacement of non-ceramic tap washers

Water supply

- ... Hot & cold water pipes
- ... Cold water tanks and overflows

Electrics

- ... Internal mains electric wiring
- ... Fuse boards & circuit breakers
- ... Sockets & switches

White Goods Cover

- ... Repairs to any of the kitchen appliances listed under our white goods cover glossary
- ... All parts & labour
- ... Unlimited claims and nothing to pay per claim (unless you have chosen an excess)

* Electric and Oil boilers included if additional charge has been applied



Plan Exclusions

- ... Faults caused by you or someone else you used for repairs
- ... Pre-existing faults, inaccessible components or system design faults or upgrades
- ... Any faults caused by sludge, hard water scale or blockages
- ... Underfloor heating, towel rails and non-standard parts
- ... Repairs to burglar alarms, smoke detectors, electrical garage door systems, electrical gates, showers and replacement taps
- ... Pre-existing faults at the time of purchasing your home cover
- ... Any repairs during the first 28-days of the start date of your home appliance cover



Useful Contacts

Address

Plus Heat Ltd
27 Old Gloucester Street
London, WC1N 3AX

Phone Numbers

Sales/Customer Service
0808 164 2892

24/7 Emergency Breakdown
0808 164 2893

Website

www.plusheat.co.uk

Queries

info@plusheat.co.uk

Customer Service

support@plusheat.co.uk

Complaints

complaints@plusheat.co.uk

Cancellations

cancellation@plusheat.co.uk

Engineers

engineers@plusheat.co.uk