



PlusHeat

Maintenance Plans

Maintenance Plans from PlusHeat

At PlusHeat we understand how important it is that your boiler, central heating, plumbing, electrics and drains remain in good working order all year round.

Our range of service plans were designed to protect you, so you can concentrate on the more important things in life. With an annual service as standard your boiler will be well maintained, reducing your risk of a breakdown. This will keep your appliance safe and efficient, keeping your energy bills low and reducing your impact on the planet.

When a breakdown is unavoidable, our phone operators will be on hand 24/7 to take your call and our same day response time will ensure a speedy recovery. As a valued customer of PlusHeat, you will also benefit from our lower tariff rate for repairs that do not fall under your plan.

We recommend you keep this brochure filed somewhere safe as it contains lots of useful information, and to make a note of our contact number near the telephone in case of emergencies.



Step 1

Call our free 24hr emergency contact line on **0808 164 2893** or report your issue online.



Step 2

One of our Gas Safe™ engineers/tradesmen will visit to assess and repair your fault.



Step 3

Sit back and relax as you're covered by our same or next day response guarantee.

Useful Contacts

Customer Care Team

0808 164 2892

support@plusheat.co.uk

24-hr Emergency Hotline

0808 164 2893

Website

www.plusheat.co.uk

Emergencies

There's no need to worry if you're faced with a broken down boiler or maintenance issue when you have a maintenance plan with PlusHeat. Just follow these three simple steps so we can get you back to normal in no time at all.

Maintenance Plans from PlusHeat

Your subscription with PlusHeat includes all of the features within your chosen plan. For all of your maintenance needs PlusHeat has you covered. Choose from one of our plans; if you are having trouble deciding or would like to upgrade, call our team for free friendly advice on **0808 162 2892**.

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PlusHeat Custom Plan

Boiler and Controls and any additional upgrades/Bolt-ons you opt to include

Annual boiler service
24hr emergency line
Same or next day response guarantee
Lower tariff for out of plan repairs

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PlusHeat Standard Plan

Boiler and Controls, Central Heating

Annual service
Central heating & radiator check
24hr emergency line
Same day response time
Lower tariff for out of plan repairs

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PlusHeat Premium Plan

Boiler and Controls, Central Heating, Plumbing, Electrics and Drainage and any additional Bolt-ons you opt to include.

24hr emergency line
Same or next day response guarantee
Lower rate tariff for out of plan repairs

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PlusHeat Upgrade/Bolt-ons

**Central Heating, Plumbing
Electrics, Drainage, Gas Fire
White Goods and Cooker
(Includes oven and hob)**

24hr emergency line
Same or next day response guarantee
Lower rate tariff for out of plan repairs

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PlusHeat Landlord Plan

You can choose any of our homeowner plans with the the included features. Our landlord plan gives you the option to include the required gas safe certificate. (Yes, tenants can contact us directly)

0808 164 2892
www.plusheat.co.uk

Your Service Package

Annual Service

One of our Gas Safe™ engineers will visit your property to inspect your boiler once every 12 months. The engineer will put the boiler through industry standard testing, making sure it is safe to use and running efficiently, so you will have one less thing to worry about. This can save you money on your energy bill not to mention reduced your risk of a breakdown! Please note: Your boiler is required to be serviced every 12 months for your plan to be valid. We do not have to carry out your boiler service for you but if you choose not to include the boiler service with your plan, you will be required to produce a valid boiler service record before we can instruct works.



Call to book your annual service on **0808 164 2893** Or log your request online via our "Report Breakdown" button on our website.

24hr Emergency Line

Customers who subscribe to our maintenance plans also get exclusive access to our 24hr emergency line. This means no matter what time of the day you've notice your fault, you can report it to our maintenance team who will be on hand to give you immediate advice on what you should do. We always advise you to report all issues as soon as you've notice them so we can make arrangements for a repair ASAP.



Have an emergency? Call our 24hr helpline on **0808 164 2893** Or log your request online via: <https://plusheat.fixflo.com/Auth/HomelssueCreate>

Same or Next Day Response Time

Our guaranteed same or next day response time means that we can have a Gas Safe™ engineer/tradesmen at your property the very same day as you have reported the issue. If we can't visit your property the same day for whatever reason, you will be notified straight away, we will usually give you a time the very next day when an engineer is available to attend.



Remember you can track your issue online at plusheat.com

Lower Rate Tariff for Repairs

Customers subscribed to a PlusHeat maintenance plan can take advantage of our lower repair rates for issues that fall outside of your agreement.



If your appliance is not working, call us on **0808 164 2893**

*subject to engineer availability.

0808 164 2892
www.plusheat.co.uk

FAQs

How do I cancel my contract if I've changed my mind?

If you change your mind within 14 days of taking out your agreement, and inform us that you no longer require your agreement with us, we will refund you any money paid providing we haven't yet carried out any work for you. You or an authorised representative can cancel by writing to us at: cancellation@plusheat.co.uk.

What happens when my agreement comes to an end?

We will send you a written reminder a month in advance of your renewal date. If you do not wish to renew, just give us a call or write to us to cancel.

When will my agreement start?

Your agreement will start on your chosen activation date; please note there is a 28 day exclusion period on all of our plans. Your welcome documents will be sent out to you automatically via email after your payment has been processed.

Are the engineers carrying out the work qualified to do so?

Yes, absolutely! All of our gas engineers are qualified, Gas Safe™ registered and will present their Gas Safe™ ID card upon request. At PlusHeat we only use the best to ensure you receive the service you expect and are paying for.

How do I book a boiler service?

Booking in your boiler service is easy, log your request online via our website. Alternatively, you can log your request by telephone on 0808 164 2893 where our maintenance department (who are conveniently available 24/7) will gladly submit your request. Once you've logged this with our team, an engineer will be in touch within 72 hours to arrange a convenient date & time to carry out the planned maintenance. Please Note: we carry out boiler services between the months of April-September and, for customers paying monthly, not before 3 months of your agreement commencement date. If you require your boiler service inside of your first 3 months, this can be arranged by paying upfront. We will reduce the cost of your monthly instalments going forwards to reflect this.



Useful Contacts

Address

PlusHeat 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