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PlusHeat
Plan Summary: Platinum



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.

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Platinum plan at a glance:

What is covered:

- ✓ Emergencies, defined as a major loss of heating, hot water or other facilities in your home following a boiler, central heating, plumbing, drainage or electrical system fault.
- ✓ Breakdowns, defined as a persistent fault with the boiler, central heating or other facilities in your home which has affected the normal operation of your heating, hot water, plumbing, drainage or electrical system facilities.
- ✓ Annual boiler service.
- ✓ Repairs to your boiler unless it is deemed to be beyond economic repair.
- ✓ Replacement of parts that we can't repair (subject to terms and conditions).
- ✓ Emergencies relating to the security of, or access to, your home.
- ✓ Wasps, Hornets, Mice or Rats infestation in your home.
- ✓ Lost keys to your external doors.
- ✓ Protecting a damaged roof.
- ✓ Boarding up a broken window.

What is not covered:

- ✗ Gas supply pipe, boiler flue, designer radiators.
- ✗ Replacement of radiators, cylinders, tanks Intermittent, pre-existing or design faults.
- ✗ Deliberate or negligent damage, or faults caused by someone else you have used for repairs.
- ✗ Removal of limescale, sludge or debris Improvements, maintenance and cosmetic repairs.
- ✗ Consequential losses and any damage normally covered by other insurances, e.g. home insurance.
- ✗ Damage linked to disconnection or interruption of your gas, electricity or water supply.

Claim restrictions:

- ⊘ You must own the home that you are taking cover out on, and it must be used for domestic purposes.
- ⊘ Anything that happens within 28 days of receiving your agreement details.
- ⊘ If an excess applies to your product you will need to pay this for each completed repair.
- ⊘ If your home has been unoccupied for over 30 consecutive days.
- ⊘ Boilers with output over 70kW, certain boiler types, manufacturers, makes & models and certain central heating systems are ineligible for cover.

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

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.



Useful contacts

Address

Plus Heat Ltd
27 Old Gloucester Street
London
WC1N 3AX

Phone Numbers

Customer Support
0808 164 2892

24/7 Emergency Breakdown
0808 164 2893

Emails

Queries
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Customer Support
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Complaints
complaints@plusheat.co.uk

Cancellations
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Engineers
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