

# Service Plan Information Document

Your Platinum Plan provides cover for assistance and repairs in the event of an emergency or breakdown relating to the boiler and central heating in your home (please see the terms and conditions document for full details of cover and exclusions). The table below shows a summary of what's included and what's not included. This document does not contain the full terms of your cover; please see your Terms & Conditions for a full description.

## 1. What is included?

- ✓ 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 or central heating in your home which has affected the normal operation of your heating and/or hot water 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).

## 2. What is not included?

- ✗ 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.

## 3. Are there any 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 14 days of receiving your agreement details.
- ! If an excess applies to your product you will need to pay this for each claim prior to our engineer attending.
- ! If your home has been unoccupied for over 30 consecutive days.
- ! Boilers with output over 40kW, certain boiler types, manufacturers, makes & models and certain central heating systems are ineligible for cover.

## 4. What are my obligations?

- You must take reasonable care to provide complete and accurate answers to questions we may ask you when you take out, make changes to, make a claim on or renew this policy.
- You must keep us informed of any changes to your contact details, change of address and, so that we can check continued eligibility and that cover remains right for your needs, if you change your boiler.
- You should notify us of your emergency or breakdown within 24 hours and take reasonable steps to limit any damage.
- You must take reasonable steps to ensure our engineer can safely access your property and safely attend your boiler and central heating system when responding to your emergency or breakdown.
- You should get your boiler serviced every 12 months, in line with gas safe recommendations.
- If our engineer recommends necessary maintenance, it's your responsibility to carry out this work. If you don't, we may not be able to accept future claims from the same cause.

## 5. Where am I covered?

Properties in mainland England, Scotland and Wales.

## 6. When and how do I pay?

You can pay annually or monthly over a 12 month period by Direct Debit unless a separate method has been agreed with you.

## 7. When does the cover start and end?

Your cover starts on the policy start date shown on your welcome letter and continues for a period of 12 months.

## 8. How do I cancel?

You may cancel your product by contacting PlusHeat on 0808 164 2892 or via email to [support@plusheat.co.uk](mailto:support@plusheat.co.uk).