

A close-up photograph of a woman with curly red hair looking down at a ginger cat. The cat is resting its head on the woman's chest. A dashed orange line circles the cat's head. The background is softly blurred.

 [plusheat.co.uk](https://plusheat.co.uk)



# PlusHeat

Plan Summary: Custom





## 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
- 14-day exclusion period
- Unlimited repairs with parts and labour included
- 24/7 UK emergency helpline
- Rapid response times (we aim to attend emergency call-outs in under 4 hours)
- Trusted, vetted, qualified and insured engineers guaranteed.



## Custom plan at a glance:

Your Custom plan is tailored to your own needs and every plan is unique. This document outlines the minimum cover offered.

### What is covered:

- ✓ Emergencies, defined as a major loss of heating and/or hot water in your home following a boiler fault.
- ✓ Breakdowns, defined as a persistent fault with the boiler 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.

### 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 14 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

All on this page may not be covered in your plan, check inclusions and exclusions to check coverage.

### **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



## 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**  
[info@plusheat.co.uk](mailto:info@plusheat.co.uk)

**Customer Support**  
[support@plusheat.co.uk](mailto:support@plusheat.co.uk)

**Complaints**  
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