



PlusHeat

Maintenance & Emergency Plan

Terms & Conditions



Welcome to PlusHeat!

We are delighted that you've chosen PlusHeat to look after your home!

Your satisfaction is our priority, so we want to ensure you have all the essential information you need to make informed decisions. Please read the terms and conditions carefully, which outline the rights and responsibilities for you and our company.

If you've got any questions or concerns, don't hesitate to reach out to our friendly support team. They're always ready to help.

Thank you for choosing us, and we look forward to serving you.

The PlusHeat Team



1. Introduction

- 1.1. PlusHeat believe your home should be your place to relax and unwind. We focus on developing products and applications to help make your home your sanctuary, with services that aim to take the stress away from your happy place.
- 1.2. These terms and conditions relate to our Service Agreements which are designed to provide you with on demand access to planned and reactive home maintenance support throughout your subscription term. Please read them carefully before subscribing, as we explain the different scenarios that we are able and unable to assist you with; we have done our best to remove any complicated jargon and make them as easy to read as possible.
- 1.3. These terms and conditions have been designed to cover both our Maintenance and Emergency plan ranges.
- 1.4. This Service Agreement is not an insurance policy and therefore is not regulated by the Financial Conduct Authority (FCA). It is a Service Agreement to provide ongoing routine servicing, repairs and assistance at your property, at our sole discretion, whether or not any breakdowns occur.
- 1.5. This Agreement is a contract between You and PlusHeat.



Critical Emergencies

Immediately report major emergencies that could potentially cause significant property damage, injury, or pose a threat to life to the public emergency services and/or your utilities provider (gas, electricity, water).

If you suspect that you have a gas leak you **MUST** immediately call the National Gas Emergency Service on 0800 111 999. The National Gas Emergency Service will attend your property and isolate the leak.

2.1. Accidental Damage

Any Breakdown or Emergency that occurs as a direct result of someone's actions, whether intentional or not, including (but not limited to) Misuse.

Examples of Accidental Damage include (but not limited to) issues that arise because of; inappropriate use, a System not being used in accordance with manufacturer instructions and third-party interference with a System, for example DIY or building works.

2.2. Ad-hoc Repair

If a Maintenance Request and/or subsequent diagnosis is found to be something which falls outside the remit of Your Plan, you may be offered an Ad-Hoc Repair.

This will allow you to benefit from our nationwide network of approved contractors who are available on-demand, despite the issue falling outside of your agreement.

The price for this service will be confirmed at the time it is offered to you.

2.3. Annual Boiler Service

As part of our standard annual boiler services, filters will not be checked or cleaned. An annual routine inspection of your boiler checks its safe operation and efficiency, including:

- A visual check of the boiler
- A flue gas analysis & efficiency test to check your boiler is operating correctly
- Removing the boiler cover and inspecting it, if necessary
- Checking and adjusting the system pressure, if required.
- Cleaning the condensate trap, if necessary
- Checking the boiler is firing up and shutting down safely
- Checking that the ventilation & flue are in accordance with current Gas Safety Regulations
- Email confirmation that your service has been completed
- Recharging the internal expansion vessel (if flat)

2.4. Beyond Economic Repair

The cost of repairing the item exceeds its current economic value.

2.5. Breakdown

A reactive, sudden and unexpected event where in the reasonable opinion of PlusHeat all or part of an Item(s) included as part of your agreement is no longer able to fulfil its primary intended function.

2.6. Emergency

A sudden and unexpected event which, if not dealt with quickly would in the reasonable opinion of PlusHeat:

- Render the Property unsafe or insecure; or
- Damage or cause further damage to the Property; or
- Cause personal risk to you; or
- Cause a health and safety risk to others.

2.7. Gaining Access

Any parts and/or labour required to get to and create adequate access for our engineer to reasonably be able to Repair a Breakdown, but not including the repair itself.

Examples of Gaining Access include (but not limited to): scaffolding, climbing a ladder, excavation, cutting into the ceiling, removing panels or floorboards, dismantling cupboards, boxed in toilets or vanity units and removing or dismantling parts of a system that are not directly involved in completing a repair, for the sole purpose of reaching the affected area.

Should "Gaining Access" be required to locate/ access a fault or to complete a repair, the parts and labour required to do so will be billed to You.

2.8. Intermittent Fault

Issue/s that occur sporadically. An example of an intermittent fault includes (but is not limited to) instances of recurring boiler pressure loss that can be resolved by resetting the boiler.

Should an engineer visit your property and determine that the issue is intermittent, or if they offer advice to prevent the problem from happening again, any subsequent reports of the same problem will not be covered under the coverage of your agreement.

However, we do offer the option to address intermittent faults through our out-of-plan charges. Please see section 22 for further information on our out-of-plan charges.

2.9. Issue Category

The way in which we define the different sub-sets of home maintenance issues.

The Issue Categories included within your subscription will depend on the plan and/or add-ons you have chosen and can be found on your welcome email and/or monthly invoices. For clarification of the Item(s) which make up each Issue Category, see section 4.

2.10. Item(s)

The specific parts, systems or issues included within an Issue Category, as defined in section 4.

2.11. Maintenance Request(s)

A request for maintenance works that has been raised at your property on our maintenance and repairs portal, either by phone, online or via the mobile app.

2.12. Making Good

Any parts and/or labour required to make good any damage caused following Gaining Access, or by the issue itself.

Examples include (but are not limited to): decorating, filling in holes, plastering, replacing panels or floorboards, reassembling cupboards or boxed-in toilets, and replacing or reassembling parts of a system that were damaged or removed for the purpose of reaching the affected area, and not directly involved in completing the repair.

2.13. Misuse

Using an appliance or system to fulfil any obligation other than its primary intended function, or in ways which go against the manufacturers recommendations, or which could increase the chances of a Breakdown.

Examples include, but are not limited to: the disposal of inappropriate items in the drainage system (i.e., wet-wipes, food, or hair) or topping the boiler pressure too high.

2.14. Pre-existing Faults

Any Breakdown or Emergency that occurs on or before day 13 of your plan activation date (when taking out a new plan), your home move date, or your plan amendment date for any additional Items added (when amending your plan).

2.15. Reoccurring Issues

Any Breakdown or Emergency which occurs 3 or more times in the 12-month contract period.

2.16. Repair(s)

Restoring the use of a facility that has experienced a Breakdown to its correct and intended function. Parts used, if required, will be standard and genuine, but not necessarily like-for-like.

2.17. Service Agreement

The contract for the periodic maintenance of the facilities outlined in these terms and conditions, provided at our sole discretion, whether or not any Breakdown occurs.

2.18. Strip Down Service

A strip down service involves the complete dismantling of your boiler and all major parts, deep cleaning, and rebuilding.

Due to its intrusive nature, unless there is an issue with the readings or parts inside the boiler, a Strip Down Service is not usually necessary or recommended on an annual basis.

2.19. System

The parts and components that make up the Systems at Your Property e.g., your Heating System, Plumbing System, Electric System and Drainage System.

2.20. System Design Faults

Any Breakdown or Emergency that, in our engineer's opinion, has occurred as a result of a System being installed or designed poorly or incorrectly.

Examples of System Design Faults include (but not limited to): pipework design that is prone to blockage, appliances that are not installed to the manufacturers specifications or installations where reasonable care has not been taken to prevent future foreseeable issues from occurring.

2.21. Upgrades

Changes or amendments to a System to improve it beyond its original state or bring it up to current standards.

2.22. Your Plan

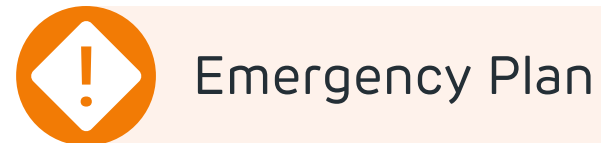
Your agreement with PlusHeat to complete service and maintenance repairs, in accordance with these terms and conditions.

2.23. Your property

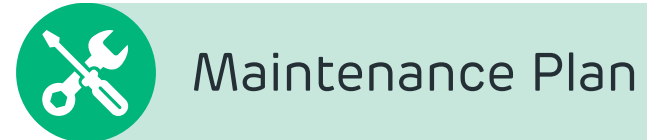
Internal to the main dwelling of your property(excluding any shared facilities, outdoor facilities and those contained in garages or outbuildings).



3. Subscription benefits



Emergency Plan



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3.1. Boiler Servicing

If your annual subscription includes an Annual Boiler Service, this will be prioritised between the months of April and September, due to our engineer network being dedicated to emergency Breakdowns and repairs during the colder half of the year.

If you have opted to pay monthly for your plan, you will be eligible to book your boiler service with us after you have been a customer for 3 months.

It is your responsibility to contact us during the eligible period to request your service. If you do not request your boiler service, we will assume you do not wish it to be completed during that period of the contract.

If you would like to upgrade your Annual Boiler Service to a Strip Down Service or simply require a strip down service, please contact us and we will provide you with a quote.

Please note: If your boiler has not undergone annual servicing, we may be unable to perform repairs or offer assistance.

Please retain documentation of your yearly boiler services to ensure it is readily available in the event that this is required.



3.2. Landlord Gas Safety Inspection

If your annual subscription includes an Annual Boiler Service, this will be prioritised between the months of April and September, due to our engineer network being dedicated to emergency Breakdowns and repairs during the colder half of the year.

It is your responsibility to contact us during the eligible period to request your service. If you do not request your boiler service, we will assume you do not wish it to be completed during that period of the contract.

If you have opted to pay monthly for your plan and require your Gas Safety Certificate(CP12) within the first three months of your plan, this can be arranged for a one-off fee of £79.



3.3. 24/7 Assistance

As part of your subscription, you will receive 24/7 Assistance.

This means you will be able to raise new Maintenance Requests and receive the help and advice you need around the clock.



3.4. Maintenance Repairs

Includes all parts, labour and materials required to repair a Breakdown at your Property, subject to any exclusions set out in this document.

The Breakdown will be deemed to have been repaired when either a temporary or permanent repair has been affected and the situation no longer meets these criteria.

Any Maintenance Requests raised for issues which are preventative and/or do not affect an Item(s) intended function such as: sounds, smells or cosmetics, will not be accepted under your agreement.

We will complete repairs under this agreement using standard parts to restore the intended function of an Item(s),but parts may not necessarily be like for like and we cannot always guarantee things will look visually the same.

If you would like any alterations made to a Repair, then this would be considered an Upgrade which we may be able to assist you with as an Ad-hoc Repair.

We aim to respond to all Maintenance Repairs within 72 hours. If this may take longer (for example, in times of unprecedented demand) we will keep you informed.



4. Issue Categories

This section goes over specifically what Item(s) are included under each Issue Category, and the scenarios under which we can help.

You should check your Plan and Welcome Email to determine which Issue Categories are included in your agreement.

We have also listed any specific issues or scenarios which are not included under this agreement.

Where a Maintenance Request falls outside the remit of your plan, we may still be able to assist you with an Ad-hoc Repair.

 Maintenance Plan  Emergency Plan



4.1. Boiler & Controls

Boiler & Controls refers to parts on or inside the casing of your mains gas boiler, including any integral controls.

The Item(s) referred to under Boiler & Controls include the Printed Circuit Board (PCB), the Fan, the internal Expansion Vessel, the Pressure Relief Valve, the Pump, the Gas Valve, the Gas Ignition Electrodes, the Diverter Valve, the Pressure Gauge and any Frost Stats, Clocks or Timers.

4.1.1. Emergency Repairs

- Example 1: A total loss of Heating and/or Hot Water.
- Example 2: An uncontrollable leak coming from the boiler.

4.1.2. Maintenance Repairs

- Example 1: The hot water is lukewarm but not cold.
- Example 2: A noisy boiler.

4.1.3. Boiler & Controls Exclusions

- Routine pressure top-ups.
- Vented Hot Water Cylinders (as these are included under Central Heating)
- Boilers which are not powered by mains natural gas, including those powered by LPG and Oil
- Back boilers
- Boilers with an output above 40kw
- Commercial boilers and parts we deem to have been designed for commercial use
- Systems comprising two boilers or more
- Systems comprising 15 radiators or more
- Unvented Hot Water Cylinders
- External parts to the boiler, such as: Expansion Vessels/External filling loops/Magnetic filter/Scale reducers and water softeners
- Repairs that require the boiler to be removed from the wall
- Breakdowns caused by blockages, namely, sludge, dirt, or debris
- The flue and/or flue terminal
- Condensate pipes, pumps, and traps
- Repairing or replacing heat exchangers
- Boiler Drain Downs – if there are no isolation valves present and your boiler needs to be drained, an additional labour fee will apply. The partial drain down will be charged at £79, including VAT.
- Any repairs to or replacement of a boiler that has been deemed Beyond Economic Repair (BER)
- Resetting/reprogramming your controls or replacing batteries
- Any recommended repairs or Upgrades advised in a Landlord Gas Safety Inspection or Boiler Service

4.1.4. Repair & Care

If you have selected the Repair & Care product, please note that all other terms apply, except the 13-day exclusion period described in the "Exclusion Period" section. This exclusion does not apply to your plan.

If our engineer is unable to repair your boiler during the initial visits, we will issue a partial refund (if any upfront repair fee was charged) within 7 days of the visits.

4.1.5. Beyond Economical Repair

We may deem your boiler beyond economical repair. This may occur when the cost of the repair, including all parts, labour and VAT outweighs the current market value of your boiler. The market value is based on an annual depreciation of 10% per annum (market standard).

Under no circumstances will contributions be made toward the repair costs of a boiler that has been deemed BER under your service agreement.

4.1.6. Repairing the boiler despite a BER diagnosis

Please note that any further investment into repairs on your boiler, whether through PlusHeat or another service provider, should be made with caution and at your own risk. PlusHeat cannot take responsibility for any additional expenses incurred on repairs beyond this point.

4.1.7. Boiler Replacement Contribution

If your boiler has been deemed Beyond Economic Repair in accordance with section 4.1.5, and you choose to have a replacement boiler installed through one of our approved third-party installer partners, we will contribute £100 (including VAT) towards the cost of your replacement boiler installation, subject to the following conditions:

- The replacement must be carried out by one of our approved third-party installer partners.
- Our installer partner must be able to service your area.
- A minimum period of 13 days must have elapsed since your plan activation date, home move date, or plan amendment date before a boiler replacement claim can be made.
- This contribution is limited to one claim per 12-month subscription term.

This contribution is not available where the boiler has been replaced by a third party outside of our approved installer network.

4.2. Central Heating

Central Heating refers to your Thermostat, Hot Water Cylinder (provided this is your primary source of hot water), Motorised Zone Valves, Radiator Valves, Central Heating Pumps and their interconnecting Pipes and Fittings located inside the property for systems with up to 14 radiators.

If you have 15 or more radiators at your property, you must purchase our 15+ radiator add-on.

4.2.1. Emergency Repairs

- Example 1: A central heating pump failure, causing a total loss of heating throughout the property
- Example 2: An uncontrollable leak from a radiator valve

4.2.2. Maintenance Repairs

- Example 1: A partial loss of heating.
- Example 2: A noisy central heating pump.

4.2.3. Central Heating Exclusions

- External Expansion Vessels
- Replacement of radiators
- Any commercial parts & components, including those we deem to have been designed for commercial use
- Systems comprising of two boilers or more
- Systems comprising of 15 radiators or more
- Replacement of Hot Water Cylinders (Vented or Unvented)
- Routine bleeding of air from the radiators.
- Airlocks or the balancing and venting of radiators
- System Drain Downs – if there are no isolation valves present and your system needs to be drained, an additional labour fee will apply. A partial drain down will be charged at £79 including VAT. A full drain down will be charged at £159 including VAT for up to two hours of labour
- Smart Heating Controls
- Breakdowns caused by blockages, namely sludge, dirt or debris.
- Underfloor heating systems, and their related components

4.3. Plumbing

Plumbing refers to Hot& Cold-Water Pipes(up to, but not including the tap), Cold Water Feed & Expansion Tank and the Toilet Cistern & Flush Mechanism (including ballcocks, syphons and valves). If you have more than 2 toilets at your property, you must purchase an additional toilet add-on for each additional toilet.

4.3.1. Emergency Repairs

Covers you for all parts and labour involved in repairing or rectifying the Breakdown of your Plumbing system in an Emergency.

- Example 1: A toilet that isn't flushing, where it is the only toilet at the property.
- Example 2: An uncontrollable leak coming from the expansion tank.

4.3.2. Maintenance Repairs

Covers you for all parts and labour involved in repairing or rectifying the Breakdown of your Plumbing system where the circumstances do not meet the criteria for an Emergency.

- Example 1: A toilet that is constantly running into the bowl.
- Example 2: Any visible leak coming from the hot and cold pipes.

4.3.3. Plumbing Exclusions

- Taps (including stopcocks)
- Showers
- Repairing or replacing sanitary ware
- Sealant and grouting (see General Exclusions)
- Water softeners
- Water pumps and parts of your water system that are designed to increase mains water pressure.
- Water filters
- Swimming Pools or Spa Baths
- Macerators (including Saniflo systems)
- Food waste disposal units
- Washing machine and dishwasher hot and cold flexible pipes
- Septic tanks

Please note: Whilst taps are not included in your agreement, we will honour a single 1-hour visit per period of cover to replace a set of taps You have purchased under this agreement provided they are a suitable replacement and are on site at the time of our engineer's initial visit.

4.4. Electrics

Electrics refers to Fuse Boards, Circuit Breakers, Plug Sockets & Light Switches.

4.4.1. Emergency Repairs

Covers you for all parts and labour involved in repairing or rectifying the Breakdown of your Electrics system in an Emergency.

- Example 1: A faulty Circuit Breaker, causing a power outage on an entire circuit
- Example 2: A fuse that has blown, causing a power outage on an entire floor

4.4.2. Maintenance Repairs

Covers you for all parts and labour involved in repairing or rectifying the Breakdown of your Electrics system where the circumstances do not meet the criteria of an Emergency.

- Example 1: A faulty plug socket
- Example 2: A faulty light switch

4.4.3. Electrics Exclusions

- Any electrics external to the Property, i.e., outside lighting and/or plug sockets.
- Light fittings (including spotlights)
- Replacing all or part of your Fuse Box
- A Full or Partial Rewire
- Solar panels and electric vehicle chargers
- Electrical appliances such as electric ovens, hobs, extractor fans, showers, security alarms, security cameras and their associated parts and/or components
- Electrical Installation Condition Reports (EICR)(if you require an EICR, let our team know and we may be able to provide you with a free quotation)
- Any recommended repairs or Upgrades advised on the EICR (Electrical Installation Condition Report)
- Transformers

4.5. Drainage

Drainage refers to both Internal Drains (namely, waste pipes from baths, sinks, and toilets) and External Drains (namely, the main stack and connecting pipework on the outside wall and under the ground within the boundary of the property).

4.5.1. Emergency Repairs

Covers all parts and labour involved in repairing or rectifying the Breakdown of your Internal Drainage system, and up to 1 hour of rodding and/or jetting to unblock your Internal and External Drainage system in an Emergency.

- Example 1: A basin waste pipe leaking in the only washing facility at the property.
- Example 2: A blocked External Drain, causing waste pipes to back up inside the property.

4.5.2. Maintenance Repairs

Covers all parts and labour involved in repairing or rectifying the breakdown of your Internal Drainage system, and up to 1 hour of rodding and/or jetting to unblock Internal and External Drainage system where the circumstances do not meet the criteria for an Emergency.

- Example 1: A blocked toilet, where there is access to another working toilet at the property.
- Example 2: A basin waste pipe that only leaks when in use, where there is access to another washing facility at the property.

4.3.3. Drainage Exclusions

The following work/items listed below are not covered under this issue category:

- Repairs to the External Drainage system (including but not limited to, leaks, collapsed drains, or damage caused by tree roots)
- Shared drains, as this will be the responsibility of your local water supplier. Check <https://www.water.org.uk/advice-for-customers/find-your-supplier/> to find your local water supplier and their contact details
- Pitched fibre drains
- Drain Covers
- Guttering and rainwater downpipes
- Cesspits
- Drainage pumps
- CCTV inspection of your Drainage System
- Shower drains which are blocked or draining slowly, where this is the only affected drain
- Blockages caused by inappropriate use of the drainage system to dispose of unsuitable items
- Cleaning and descaling your drains



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Emergency Plan

4. Issue Categories Continued



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4.6. Home Security

Home Security refers to External Windows and Doors at ground level and their associated locks and keys up to a limit of £300 per individual claim including parts, labour & VAT.

4.6.1. Emergency Repairs

Covers you for all parts and labour involved in securing and/or boarding up broken or damaged Windows or Doors in an Emergency.

- Example 1: A broken ground floor window at the front of the property, which can be accessed from the street
- Example 2: A key that has snapped inside the lock, preventing the front door from being locked

4.6.2. Home Security Exclusions

- Windows and/or doors which are not external to the property, or where there is another window or door preventing access to the property (such as a porch).
- Broken windows and/or doors that are not accessible at ground level.
- Replacement or repair of electronic units powering garage doors, internal locks, window locks, doors, glass, external garages or outbuildings.
- Doors are subject to swelling.
- Fencing, gates or doors that do not provide direct access inside the Property, for example which provide access to the garden only.

4.7. Pest Control

Pest Control refers to the infestation of Mice & Rats and Wasp & Hornet Nests inside the Property.

4.7.1. Emergency Repairs

Covers you for all materials and labour required to exterminate Pests from the property.

- Example 1: A visible rat infestation inside the Property
- Example 2: A visible wasp nest inside the Property

4.7.2. Pest Control Exclusions

- Infestations in the garden or external to the Property
- Any other pest/animal control issues
- Any requests where the pest infestation is not visible.
- Proofing and making good; we will endeavour to supply you with a list of recommendations, but it is your responsibility to complete them as this is not covered under your plan and failure to do so will invalidate this part of your cover moving forwards.
- Repeat Requests for service where we have already attended and provided you with recommendations and/or guidance to prevent the problem recurring which you have failed to comply with follow our engineer's guidance.
- Bees' nests – Bees are not seen as pests and therefore cannot be treated in the same way as hornets or wasps. If you have a swarm of bees in the structure of your property, you should contact the British Beekeepers Association for guidance: bbka.org.uk.

5. Managing Your PlusHeat Plan

5.1. Raising a Maintenance Request

You must file your Maintenance Request with us within 24-hours of the event. You can raise a Maintenance Request by:

- Phoning our 24/7 Emergency Helpline on 0808 164 2892 (in office hours 8am to 6pm) or 0808 164 2893 (for our out-of-hours emergency helpline)
- Completing the 'Report Breakdown' form on our website: <https://www.plusheat.co.uk/v1/breakdown-reporting>

5.1.1 Claims by Tenants

For our Landlord plans, we allow your tenant(s) to raise a Breakdown Request directly on your behalf. By purchasing this plan, you agree to allow your tenant(s) to contact us directly in the event of a Breakdown or Emergency.

Tenants should contact our 24/7 Emergency Helpline on 0808 164 2893 (for emergencies) and quote your plan reference (registered email, phone or post code of covered property) when calling.

5.2. Recalls & Revisits

All of our repairs come with a 30-day guarantee, starting on and including the date of our engineers' last visit to complete the repair.

In the event of the issue recurring within this specified period, we will arrange for the same engineer to revisit and determine if the problem is linked to the previous fault or if it constitutes a distinct and separate issue.

Issues that recur that are reported to us more than 30 days after our engineers' visit, or that are deemed to be new or separate issues, will be treated as a new job and any relevant call-out fees will apply.

5.3. All other Loss or Damage

5.3.1 We will not be liable for any cost or expense (unless caused by Our negligence) caused by necessary access and/or associated with reinstating the fabric of the home and costs associated with remedial work such as but not limited to redecoration, or restoration of any fixtures or fittings needing to be removed or replaced during the carrying out of any Work.

5.3.2 Unless damage is caused by Our negligence, we will not be liable or responsible for any loss or damage to Your Home as a result of Your boiler, central heating or plumbing system breaking or failing. This includes, for example, cleaning and/or repairs required for any damage to fixtures or furniture caused by a water leak.

5.3.3 Where damage has been caused by the negligence of Our subcontractor and you would like to make a claim for damages, we will supply you with their public liability insurance details.

5.4. Your Subscription Term

Your subscription term is for 12-months(1-year) applicable to both monthly and annual paid plans and begins on the 'Subscription Activation Date' outlined in your Welcome Email and continues until it is terminated in accordance with this agreement.

5.5. Renewals

We will notify you by email 28 days before the anniversary of your plan of your renewal date, and any changes that may apply to the renewal of your cover, including the price. You will have 28 days before your renewal date to notify us if you do not wish to renew with us, otherwise your plan will automatically renew for another 12-month period.

5.6. Cancellation Policy

5.6.1 If you cancel within 13 days

You may cancel your Service Agreement within the first 13 days of subscribing to PlusHeat or within 13 days of your renewal date, without penalty, provided you have not raised any Maintenance Requests or annual boiler service/ gas safety certificate for that Subscription Term.

If you decide to cancel within the 13-day cooling-off period, we'll simply need to charge for any repairs that have already been completed under your subscription.

5.6.2 If you cancel after 13 days

If you wish to cancel your Service Agreement outside 13-days of first subscribing to PlusHeat, or outside 13-days of your renewal date, you must pay a cancellation fee equal to the remainder of the subscription term to close the account.

5.6.3 Cancelling your Direct Debit does not cancel your agreement with PlusHeat.

5.6.4 Our Cancellation Rights

We may choose to cancel your Service Agreement if you give us false information, if you miss a payment, if we are no longer able to provide services in your area, at our discretion or if we are required to cancel by applicable law or regulation.

In these circumstances, you will not be entitled to any refund.

5.7. Complaints

Whilst we always strive to provide the absolute best service, we understand that there will be occasions when we fall short of your expectations.

To raise a complaint, please email us at complaints@plusheat.co.uk

We will acknowledge your complaint within 24 business hours and aim to respond within 30 business days, although we will work to reply much sooner. If we are unable to adhere to these time frames for whatever reason, we will let you know.

This is a service agreement and not an insurance policy and any benefit you receive under this agreement will be at our absolute sole discretion. For the avoidance of doubt, this means that this service contract falls outside the remit of the FCA (Financial Conduct Authority).

5.8. Moving Home

If you are moving home, please notify us once you have your move in date and we will be able to transfer your subscription to your new property.

All we require is your new address, make, model and age of the boiler at your new property.

Please note that there will be an exclusion period that will apply for the first 13 days after transferring your plan, before a claim can be made.

If you do not require cover in your new home and wish to cancel, termination fees will apply.

5.9. Amending Items on your Plan

We understand that your requirements may change. If you wish to amend the items listed on your plan during the length of your subscription term (either by adding or removing specific items on the plan or switching over to an entirely new plan) the following will apply:

5.9.1 Adding cover (adding of items/ upgrading of plans)

- Should you switch to a different plan during the length of your contract (for example, switching from a "Standard Plan" to a Premium plan") a 13-day exclusion period will apply for any new components that have been added to the plan that were not already on the plan.
- The 13-day exclusion period will start from when the change comes into effect. We therefore recommend that any changes are made with immediate effect so that the exclusion period starts as soon as possible to avoid chargeable repairs should a breakdown occur in the exclusion period.

5.9.2 Removing cover (removal of items/ downgrading of plans)

- Removing components from a plan or downgrading plans that have not been claimed on can only be done once you have been a customer for 6 months (reflected by 6 months of paid invoices).
- Should you decide to remove a component of cover from your plan during the term of your contract, and you have already made a claim on that component (raised an issue which has been attended to), we will not be able to remove the component until your plan is up for renewal.

5.10. Accessing your Property

5.10.1 If our engineer is unable to access your property at the agreed appointment time, and/or there is not an adult over the age of 18 present or the engineer is unable to park their vehicle nearby a wasted call-out fee of £79 inc VAT will apply.

5.10.2 You are required to provide reasonable access to allow for appropriate work to be conducted, including following any advice from the engineer and/or customer helpline regarding furniture removal if necessary.

5.11. Mitigating Damage

If an emergency or breakdown occurs, it is essential to respond appropriately to minimize any additional damage, such as containing a leak or shutting off the water supply at its source. Please note that we cannot accept responsibility for damage caused if you fail to reasonably limit further damage.

5.12. Rescheduling Appointments

5.12.1 If we need to delay, reschedule or cancel an appointment

We understand the inconvenience of rescheduled appointments and endeavour to keep to our agreed time slot.

- Unfortunately, the nature of our business means that occasionally appointments will need to be rescheduled at short notice for valid reasons when unforeseen circumstances arise.
- It is important you are aware of this when scheduling your appointment as we cannot accept liability for any loss caused as a result of a delayed, cancelled or rearranged appointment.
- However, should this happen, we will do our best to contact you to let you know your appointment has been cancelled and rescheduled as soon as possible.

5.12.2 If you need to reschedule your appointment

If you need to reschedule an engineer visit, you should provide at least 24 hours' notice by calling us on 0808 164 2892 or emailing us at support@plusheat.co.uk

5.13. Exclusion Period

To ensure our prices remain competitive and to limit our exposure to Maintenance Requests being raised for Pre-existing Faults, all our subscription plans include an initial 13-day exclusion period for new Maintenance Requests.

This means your cover doesn't begin until the 14th day of your subscription, with the 1st day being your Subscription Activation Date. Any issues that arise prior to you taking out the plan, or during your exclusion period will be deemed as pre-existing and will not be covered.

5.14. Guarantees

All works are guaranteed for 30 days. If an issue you have previously had repaired reoccurs within this time and you have paid a call-out fee, you will not be charged again provided the issue is the same.

5.15. Governing Law

The Service Agreements we offer are governed by the law of England and Wales.

5.16. Ad-Hoc Repair Service

Should you raise an issue which is not covered under your plan, look no further, we will still strive to assist you via our ad-hoc repair service providing we have the capacity within our network.

We provide excellent rates per hour. Our technical team will be able to advise you of the rate(s) per hour, depending on the issue category of the issue raised.

We have a strong network of engineers, so you can benefit from a 30 day repair guarantee and have peace of mind that any work completed will be of high quality.

6. Payments

Depending on the plan you have opted for, there may be up to 2 payment types associated with your subscription:

6.1. Subscription Fee

Your subscription fee is the annual amount payable to subscribe to our service as detailed on your Welcome Email and can be paid either Monthly or Annually depending on the plan you have opted for.

Your first payment date will fall on your plan activation date and will continue on the same date each month/year.

Payments made by Direct Debit will take 3-5 working days to show on your account.

6.2. Call-out Fee

If you have opted for a plan with a call-out fee, this is the amount that will be payable before we can attend for each Maintenance Request raised against your account.

The call-out fee covers the engineers' call-out and initial visit, assessment of the issue and parts & labour to complete the repair (in accordance with these terms & conditions) and is non-refundable.

A call-out fee may also apply in retrospect, if the issue we are called out to is not as described or is mentioned in these T&Cs as something which will incur an additional charge, such as topping up boiler pressure. In these circumstances, a bill will be raised and become due immediately upon receipt.

6.3. Failed Payments

Failure to make any payments due on your account will result in the following:

Automated emails requesting you to contact us to bring your account up to date and phone calls from our in-house collections team to find out why a payment hasn't been made.

Should no progress be made, your details being passed on to an external credit control agency to collect any outstanding monies on our behalf.

In this circumstance, your contract will be cancelled and the full remaining balance on your agreement will become payable immediately, including interest accruing daily at 8% above the base rate set by the Bank of England.

6.4. Refunds

If we agree to refund you any money you have paid, please allow up to 14 working days for your refund to be processed.

7. General Exclusions

Please be aware that this service contract does not include the following:

- 7.1. Any issues that arise where the source of the issue or affected area is not easily or visibly accessible. We recommend contacting your house and buildings insurance, who may locate the source and provide adequate access for the issue to be resolved within your insurance policy (this is known as Trace & Access). You may contact us once the affected area has been exposed and we will attend to resolve the issue, in accordance with these terms and conditions.

If you do not have Trace & Access cover through your home insurer, or would rather not claim through them, we may be able to create access on your behalf. The price for this service will be confirmed at the time it is requested.

Any risks normally insured under household, buildings or other insurance, including the repairing of faults, damage and/or replacement of Appliances and Systems caused by freezing weather conditions, subsidence, structural repairs, escape of water, accident, fire, lightning, explosion, flood or storm
- 7.2. You should check your household or building insurance to make sure you have enough cover for these risks
- 7.3. Issues arising from gradual deterioration and/or wear and tear
- 7.4. Frozen pipes
- 7.5. Any issues otherwise covered by a manufacturer's warranty or guarantee

In these circumstances, we are able to manage the claim with the manufacturer on your behalf but will not be able to interfere with the repair until the manufacturer have attended and advised that the issue has been resolved or that the issue is no longer within the remit of their responsibility
- 7.6. Any benefits of this Service Agreement that are also covered under another Service Agreement or Insurance Policy
- 7.7. Recommended Maintenance works – when completing repairs at your property, our engineer might identify recommended maintenance works (such as a power flush or system Upgrade) in order to prevent future issues from arising
- 7.8. In this scenario, we will aim provide you with a quotation for said works, but it is your responsibility to have them completed (either by ourselves or a third party) in order to validate your cover moving forwards
- 7.9. Sealant, seals and grouting, which generally fill gaps between tiles and sanitary ware
- 7.10. Misuse
- 7.11. Genuine parts that are not readily available in mainstream, mainland UK suppliers
- 7.12. Works required to upgrade your system to meet current industry standards
- 7.13. Any form of re-piping or modification to existing pipework required to fit replacement works

- 7.14. Gaining Access
- 7.15. Making Good
- 7.16. Issues caused by scale, sludge or corrosion – this is because sludge, scale and corrosion build up happens over a long period of time, longer than the duration of one of our 12-month agreements, and can be prevented with the correct water treatment and devices to reduce the rate and impact of this build up
- 7.17. Repairs where parts are no longer available or obsolete – this is because genuine manufacturer approved parts are not physically available
- 7.18. Damage or breakdowns caused by changes to or problems with the gas, electricity or water services
- 7.19. Beginning or continuing services where there is a health and safety risk, including the presence of dangerous materials, infestations, or harassment of our staff (including verbal or physical abuse)
- 7.20. We will not start work again until there is no longer a risk to health and safety
- 7.21. Accidental Damage
- 7.22. Pre-existing Faults
- 7.23. System Design Faults
- 7.24. Intermittent Fault (s) – the reason we do not cover for intermittent faults within our agreements is that by definition, they cannot be replicated when our engineer is on site and therefore no conclusive diagnosis can be made
- 7.25. Reoccurring Issues– this would indicate that there is an underlying issue which would need to be dealt with before our cover can continue.
- 7.26. Issues not reported within 24-hours of them being noticed – this is to ensure we can address the issue as soon as possible, before they escalate or cause further damage
- 7.27. Repeat requests where you have failed to follow our Engineers recommendations or guidance
- 7.28. Issues which do not relate to the normal functioning of the System, for example bad smells or noises
- 7.29. Reimbursement for any repairs paid for privately, without prior confirmation from PlusHeat that we authorize this. If we agree to this, our liability will be limited to £50 per hour for labour
- 7.30. Cash alternatives instead of a Repair
- 7.31. Issues caused by pests, animals or foreign objects
- 7.32. The cost of parking, if appropriate free parking is not provided
- 7.33. Issues caused by water damage, including rain and flooding
- 7.34. Damage or issues that may arise to your boiler, appliance or system following works carried out by anyone else but PlusHeat
- 7.35. Unoccupied Property – we are unable to provide cover if your home has been unoccupied for more than 30 consecutive days





PlusHeat

**24/7 Emergency
Helpline and Service
Bookings**

0808 164 2893
[www.plusheat.co.uk/v1/
breakdown-reporting/](http://www.plusheat.co.uk/v1/breakdown-reporting/)

**Customer Service &
General Enquiries**

0808 164 2892 (Mon-Fri,
0800-1800)
support@plusheat.co.uk