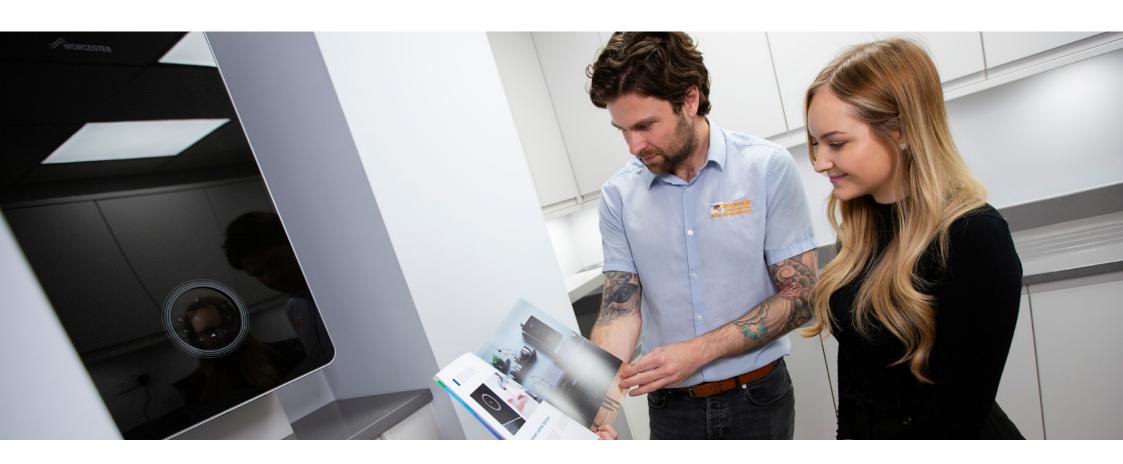
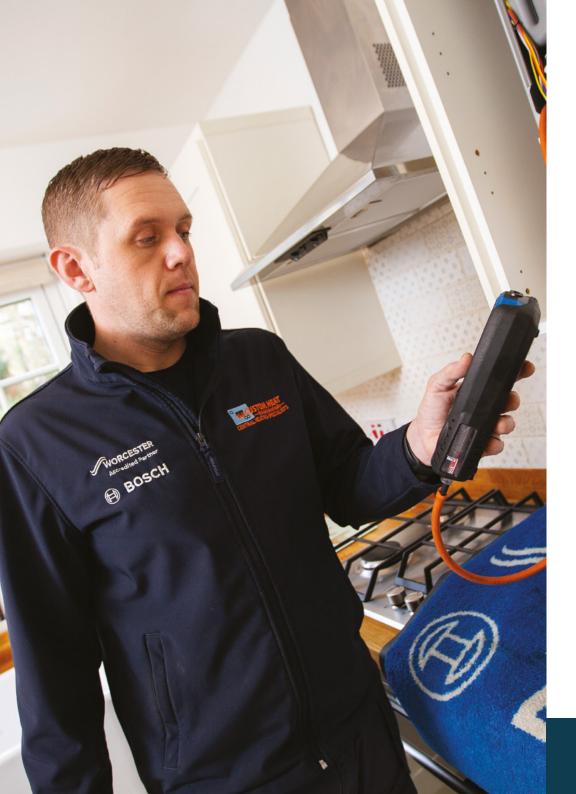
Care Plans that cover your whole property











Take care of your home, heating & electrics, and we will take care of you

Custom Heat are proud to offer our customers a new range of comprehensive care plans that provide cover for your boiler, central heating system, electrics and so much more.

- Guaranteed same working day call-out
 When reported before 10am Mon-Fri
- Rated 'Excellent' on Trustpilot
 Reviewed by our local customers

Local family business
Established since 1980

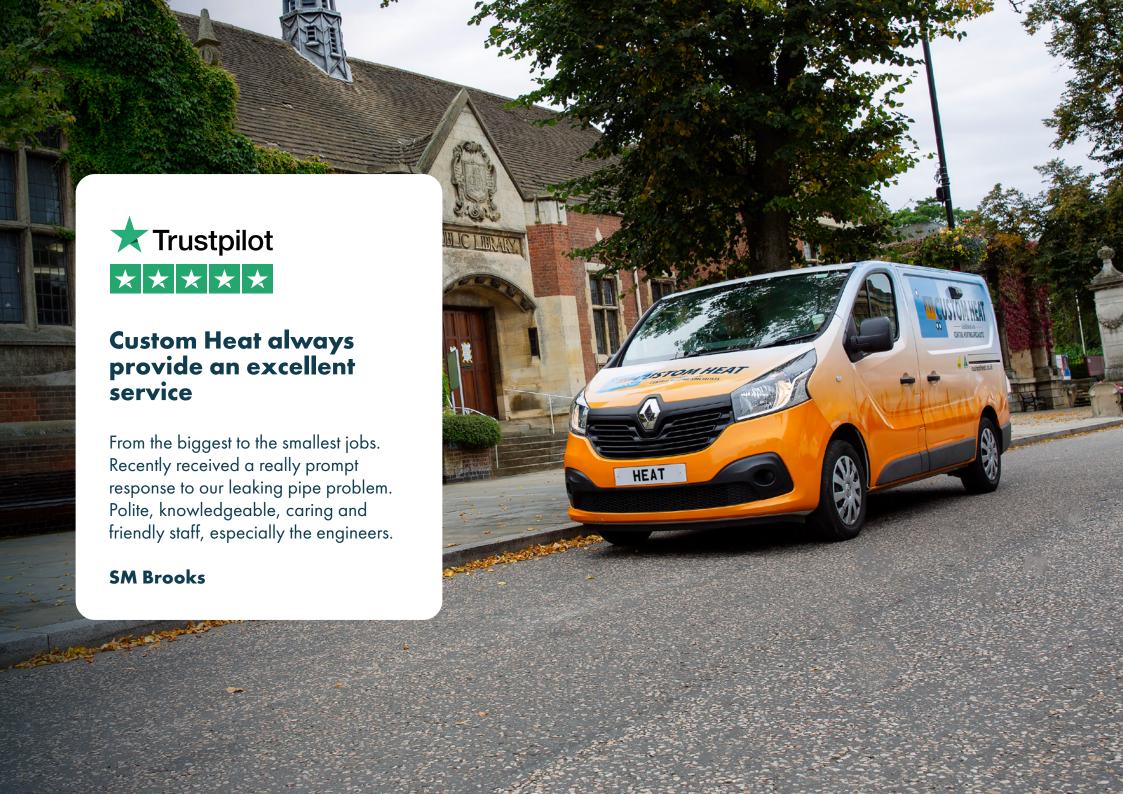
Unlimited call-outs
We don't cap our support service

- **£0** excess or call-out fee
 No hidden or surprise charges
 (some plans incur labour charges)
- Prices remain the same
 Costs do not go up after call-outs

Cover from 41 p per day
Low cost peace of mind

- Dedicated phone line
 Direct access to our office team
- Book your Care Plan online 24/7
 Take out cover for your boiler and central heating system anytime via our website
- Experienced in-house team
 All work is carried out by our highly trained employed engineers

Our Care Plan Range





Which is the best care plan for me?

Gas & LPG Care Plans

		Boiler Service	Boiler Only	System Only	Full System Most popular	Full System with Plumbing Most included	Full System with Electrics	Full system Plumbing and Electrics
		Gas/LPG	Gas/LPG	Gas/LPG	Gas/LPG	Gas/LPG	Gas/LPG	Gas/LPG
		£12.50 a month	£17 a month	£17 a month	£20 a month	£27 a month	£24	£29 a month
		or £150 a year	or £200 a year	or £200 a year	or £230 a year	or £325 a year	or £280 a year	or £350 a year
Boil	nual iler rvice	V	✓	✓	✓	•	•	✓
	Call out arges	labour charges apply	V	✓	✓	✓	✓	✓
sam	aranteed ne day I out	V	✓	✓	✓	✓	✓	✓
	counted ce Parts	V	parts included	parts included	parts included	parts included	parts included	parts included
	limited I outs		✓	✓	✓	•	✓	✓
C bree	stem eakdown rts and oour		•		✓	✓	✓	✓
₽ valv	diator, ves & ework			✓	V	✓	✓	✓
	mbing ver					•		✓
Elec Cov	ctrical ver						✓	✓

Air Conditioning & Renewables

Air Con	Air Source Heat Pump
£25 a month	£25
or £300 a year	or £300 a year
Annual AC unit service.	Air Source Heat Pump Service
V	✓
V	•
parts included	parts included
V	✓
N/A	external unit not included
N/A	
N/A	
N/A	



Which is the best care plan for me?

Oil Care Plans

	Boiler Service	Boiler Only	System Only	Full System Most popular	Full System with Plumbing Most included	Full System with Electrics	Full system Plumbing and Electrics		
	©il £15 a month or £175 a year	Oil £22 a month or £260 a year	©il £22 a month or £260 a year	Oil £28 a month or £335 a year	Oil £32 a month or £385 a year	Oil £32 a month or £385 a year	Oil £36 a month or £435 a year		
Annual Boiler Service	•	•	•	•	✓	•	✓		
No Call out charges	labour charges apply	✓	V	✓	✓	✓	✓		
Guaranteed same day call out	V	✓	•	✓	✓	✓	•		
Discounted Price Parts	V	parts included	parts included	parts included	parts included	parts included	parts included		
Unlimited call outs		✓	V	✓	✓	✓	•		
Boiler Breakdown parts and labour		✓		✓	✓	✓	✓		
Radiator, valves & Pipework			•	•	✓	✓	✓		
Plumbing Cover					✓		✓		
Electrical Cover						✓	✓		

Care Plan Cover

Our policies for Care Cover are available for all types of boilers and systems including:



Gas Boilers & LPG boilers



Oil Boilers



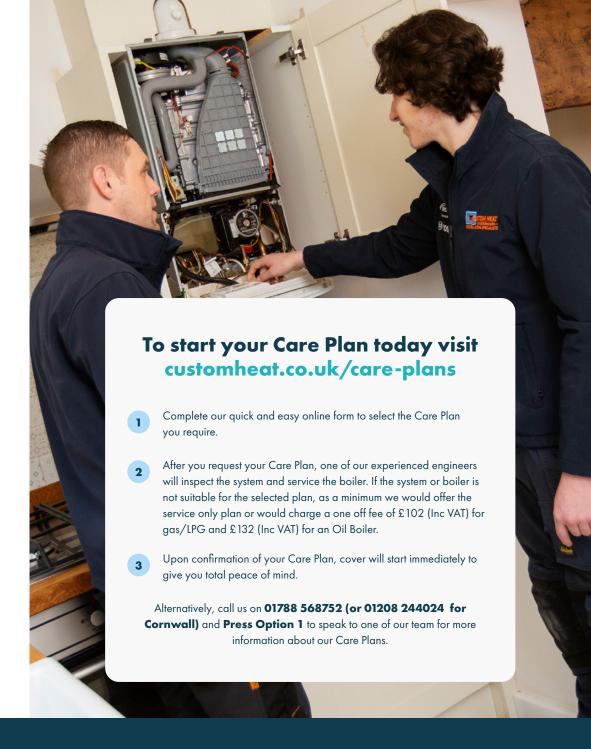
Household Electrics



Air Conditioning



Air Source Heat Pumps



What's not included in my Care Plan?

Whilst we offer you comprehensive cover in our Care Plans, there are a few things to note before taking out your plan with us.

- Adjustment to time and temperature controls.
- Call-outs during the evening, weekends and bank holidays.
- The whole flue system.
- Oil tanks, oil lines and components on the oil line.
- Electrical elements in radiators.
- The gas supply pipe and the size of the pipe.
- A replacement boiler if the existing boiler is beyond economical repair.
- Replacing or topping up your system inhibitor unless we've removed it.
- Plumbing work that connects to hot, cold or waste water pipes (for plans that exclude Plumbing).
- Plumbing items such as showers and taps.
- Resetting your controls or replacing the batteries.
- Any parts that are designed specifically for underfloor heating.

- Supply of curved or designer radiators.
- Costs arising from the failure of the appliance or a component under the cover, including damage caused by water leaks.
- The replacement of decorative parts.
- Any defect or inadequacy attributable to the original design of the gas central heating system/appliances.
- The fabric of the building or pipework and flue pipework buried in it.
- Any defect caused through malicious or wilful action, negligence or third-party interference.
- Any defect or damage occasioned by fire, lightning, explosion, flood, storm, tempest, frost, impact, ingress or other extraneous cause.
- Consequential damage or loss arising as a result of a defect occurring in the central heating appliance, system or the appliances unless such a defect damage or loss is attributable to the negligence of Custom Heat.

- Any defect or damage occurring from a failure of the gas, oil, electricity or water supply.
- Descaling and any work arising from hard water scale deposits or from damage caused by aggressive water or an ingress of silt/debris from the water supply main e.g. boiler noises, debris, blockage.
- Damage caused by internal corrosion.
- The routine refill /top-up of sealed systems.
- Damage to components caused by central heating system debris or by poor quality heating water or lack of system inhibitors. Additional system inhibitor chemicals are charged at extra cost.

For detailed information on the scope and terms of our Care Plans, please see our separate Terms and Conditions brochure for full plan specific inclusions and exclusions

10 Our Care Plan Range







To start your Care Plan today visit

customheat.co.uk/care-plans



















