

Care Plan range terms & conditions





About this booklet

Explore our range of system Care Plans to help you make the right choice for your home.

The booklet explains what is included in each Care Plan, what is not included and where relevant, additional services that can be purchased to complement your cover. Here you'll find out how to select the right package for you, how to make the most of your plan, how to make a booking or how to change or cancel your agreement with us.

We care about privacy and protecting your personal data. Please visit www.customheat.co.uk/privacy-policy for more information about how we collect and use your personal data and your protection rights (in accordance with GDPR & Data Protection laws).

Please keep this booklet in a safe place for future reference.

BOOKS

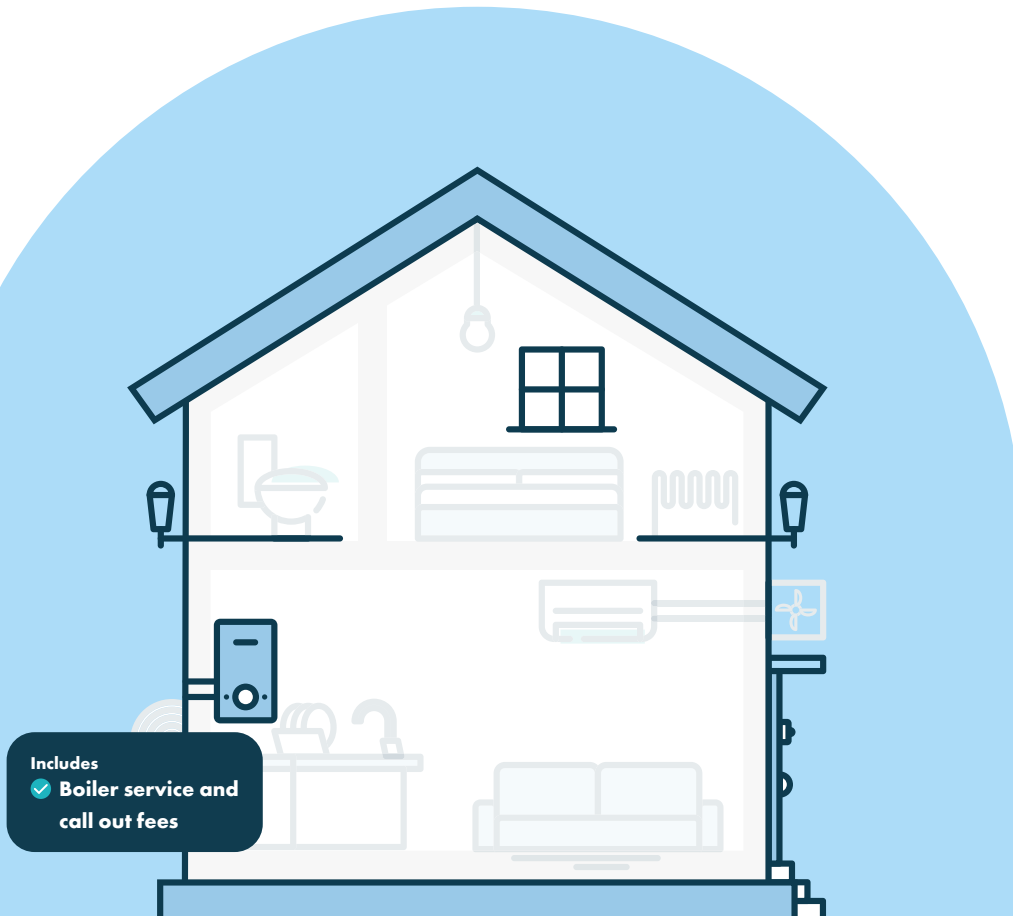
Terms of our Care Plan range

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Boiler service Care Plan



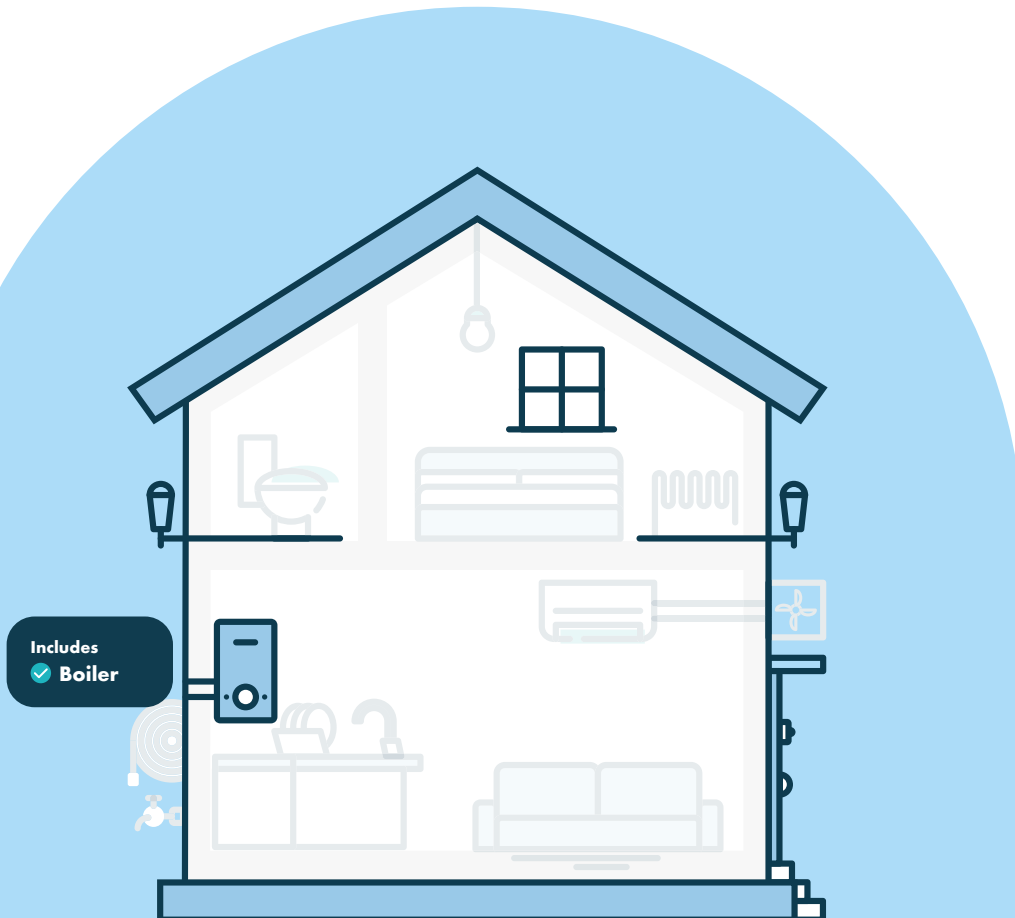
The boiler service Care Plan includes an annual service and safety check on the boiler.

There are no call-out charges associated with any faults related to the boiler (any component within the boiler casing), during the period of cover. The cost of parts is chargeable, where required, as is labour. Parts are charged at discounted prices and same working day call-outs are guaranteed when bookings are received before 10am on the same day.

Not included

- ✗ Call-outs or works related to the heating system, outside of the boiler casing, home electrics or plumbing. These call-outs are chargeable
- ✗ Consumables such as graphite burner seal, oil nozzles and hoses are chargeable
- ✗ Flue systems
- ✗ Parts and labour
- ✗ Damage to the system caused by limescale, sludge or other debris
- ✗ Drains and drainage
- ✗ Leak sealant or associated chemicals are not covered when used to repair leaks suspected in concealed pipework

Boiler only Care Plan



The boiler only Care Plan includes an annual service and safety check on the boiler.

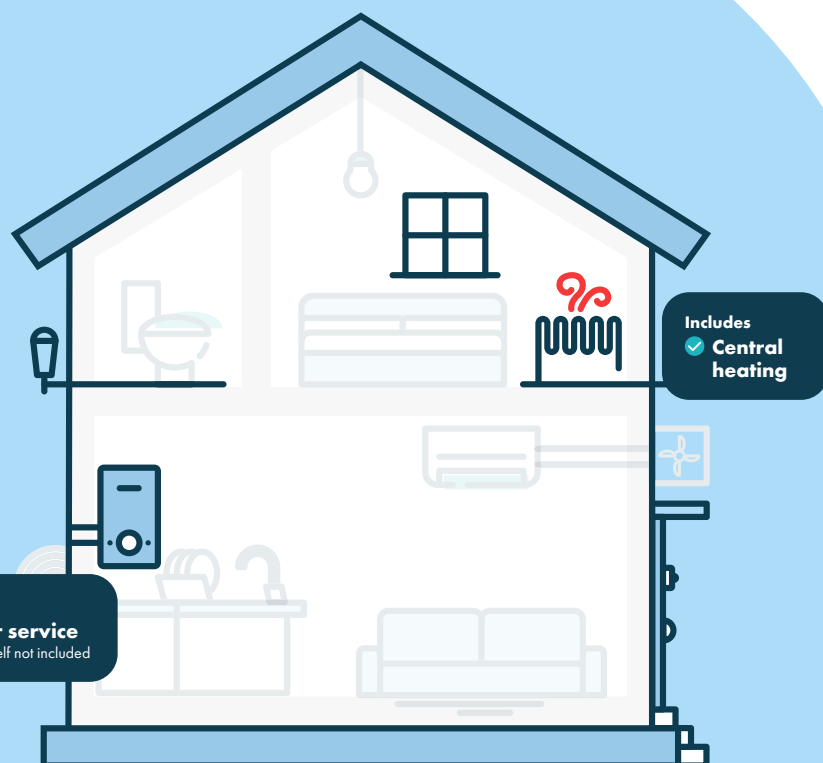
There are no charges for a call-out or replacement parts and labour if the repair relates to any component within the boiler casing. If the parts cannot be repaired they will be replaced, free of charge. This covers repair bills up to £500, including parts and labour. For anything over £500, we'll always quote and advise before any work goes ahead. Same working day call-outs are guaranteed when bookings are received before 10am on the day of the appointment.

Not included

- ✗ Call-outs or works related to the heating system, outside of the boiler casing, home electrics or plumbing. These call-outs are chargeable
- ✗ Consumables such as graphite burner seal, oil nozzles and hoses are chargeable
- ✗ Flue systems
- ✗ Damage to the system caused by limescale, sludge or other debris
- ✗ Drains and drainage
- ✗ Blocked plate heat exchangers
- ✗ Repair bills over £500 (parts and labour)

Recommended
for new boilers

System only Care Plan



The system only Care Plan includes an annual service and safety check. This is ideal for customers with a recently installed boiler that still has a manufacturer's warranty.

The cover is for components external to the central heating boiler, including the external circulating pump, thermostatic radiator valves, central heating pipework, timers, programmers and room/cylinder thermostats, motorised valves and radiators.

There are no call-out charges associated with any faults related to the central heating system, external to the boiler casing, during the period of cover. Replacement parts and labour for faults included are free of charge. This covers repair bills up to £500, including parts and labour. For anything over £500, we'll always quote and advise before any work goes ahead.

If the parts cannot be repaired, they will be replaced, free of charge. Same working day call-outs are

Not included

- ✗ Call-outs or works related to the heating system, inside of the boiler casing. These call-outs are chargeable (If not covered by manufacturer's warranty)
- ✗ Replacement of decorative radiators
- ✗ Hot water cylinders
- ✗ Flue systems
- ✗ Damage to the system caused by limescale, sludge, or other debris
- ✗ Fixing showers, their parts, or shower pumps
- ✗ Repair bills over £500 (parts and labour)
- ✗ Any system or part of your system supplying a swimming pool
- ✗ Repairing or replacing taps
- ✗ Underfloor heating
- ✗ Drains and drainage
- ✗ Blocked plate heat exchangers
- ✗ External pipes (condensate pipework) that are frozen requiring defrosting
- ✗ Internal blockages to condensate pipework

Most popular

Full system Care Plan



The full system Care Plan includes an annual service and safety check on the boiler.

It includes non-chargeable call-outs and repairs to any faulty central heating component located inside & outside of the boiler casing.

The cover is for components external and internal to the central heating boiler, including the external circulating pump, thermostatic radiator valves, central heating pipework, system filters, timers, programmers and room/cylinder thermostats, motorised valves and radiators.

If parts cannot be repaired, they will be replaced, free of charge. This covers repair bills up to £500, including parts and labour. For anything over £500, we'll always quote and advise before any work goes ahead. Same working day call outs are guaranteed when bookings are received before 10am on the day of the appointment.

Not included

- ✗ Replacement of decorative radiators
- ✗ Hot water cylinders
- ✗ Flue systems
- ✗ Damage to the system caused by limescale, sludge, or other debris
- ✗ Fixing showers, their parts, or shower pumps
- ✗ Any system or part of your system supplying a swimming pool
- ✗ Repairing or replacing taps
- ✗ Underfloor heating
- ✗ Drains and drainage
- ✗ Consumables such as graphite burner seal, oil nozzles and hoses are chargeable
- ✗ Blocked plate heat exchangers
- ✗ External pipes (condensate pipework) that are frozen requiring defrosting
- ✗ Internal blockages to condensate pipework
- ✗ Repair bills over £500 (parts and labour)

Full system Care Plan with plumbing



The full system Care Plan with plumbing includes an annual service and safety check on the boiler and plumbing.

It includes non-chargeable call-outs and repairs to any faulty central heating component located inside & outside of the boiler casing.

The cover is for components external and internal to the central heating boiler, including the external circulating pump, thermostatic radiator valves, central heating pipework, system filters, timers, programmers and room/cylinder thermostats, motorised valves and radiators. It also includes repairs to the plumbing system on your property, for example:

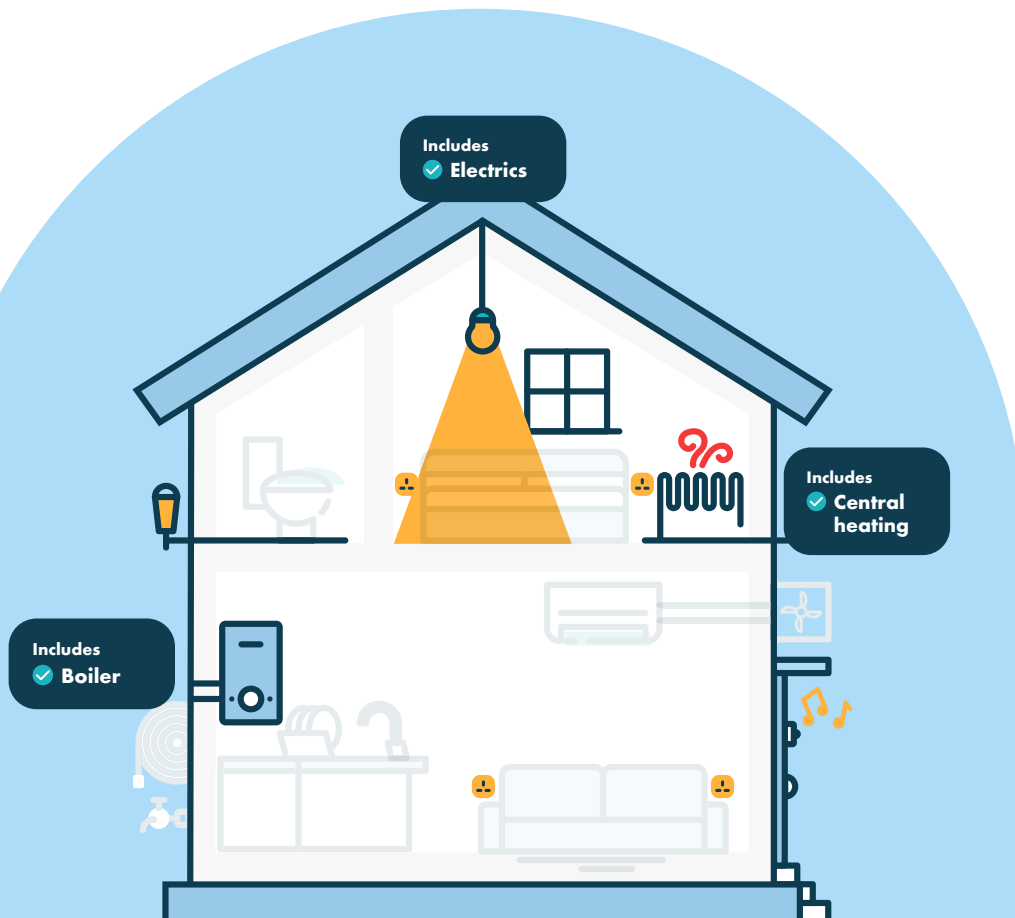
- 1 Your hot and cold water pipes between your internal stopcock up to your domestic and garden taps.**
- 2 The repair of cold water tanks (including immersion heaters), toilet siphons, hot water cylinders, unvented cylinders, radiator valves.**

If parts cannot be repaired, they will be replaced, free of charge. Same working day call-outs are guaranteed when bookings are received before 10am on the day of the appointment.

Not included

- ✗ Replacement of decorative radiators
- ✗ Flue systems
- ✗ Damage to the system caused by limescale, sludge, or other debris
- ✗ Any system or part of your system supplying a swimming pool
- ✗ Ponds, water features
- ✗ Repairing or replacing taps
- ✗ Consumables such as graphite burner seal, oil nozzles and hoses are chargeable
- ✗ Sanitary ware, showers and their parts, seals and grouting
- ✗ Blocked plate heat exchangers
- ✗ Replacement hot water and unvented cylinders not included
- ✗ Any water supply that doesn't supply your home. Works directly under the property where there is a risk of structural damage
- ✗ External pipes (condensate pipework) that are frozen requiring defrosting
- ✗ Internal blockages on condensate pipe
- ✗ Water softeners, filters and waste disposal units
- ✗ Taps that deliver boiling or filtered water
- ✗ Guttering or rainwater pipes
- ✗ Water meters
- ✗ Underfloor heating
- ✗ Drains and drainage
- ✗ Repair bills over £500 (parts and labour)

Full system Care Plan with home electrics



The full system Care Plan with home electrics includes an annual service and safety check on the boiler and home electrics.

It includes non-chargeable call-outs and repairs to any faulty central heating component located inside & outside of the boiler casing including, the external circulating pump, thermostatic radiator valves, central heating pipework, system filters, timers, programmers and room/cylinder thermostats, motorised valves and radiators.

It also includes faults with your mains electrical system and wiring in your property. This includes the fuse box, light fittings, switches, sockets and your immersion heater timer switch, doorbells (non smart) and smoke alarms that are connected to the wiring, extractor fans and outside lighting where fixed to your home.

If the parts cannot be repaired, they will be replaced, free of charge. This covers repair bills up to £500, including parts and labour. For anything over £500, we'll always quote and advise before any work goes ahead. Same working day call-outs are guaranteed when bookings are received before 10am on the day of the appointment.

Not included

- ✗ Replacement of decorative radiators
- ✗ Hot water cylinders
- ✗ Flue systems
- ✗ Damage to the system caused by limescale, sludge, or other debris
- ✗ Fixing showers, their parts, or shower pumps
- ✗ Any system or part of your system supplying a swimming pool
- ✗ Repairing or replacing taps
- ✗ Underfloor heating
- ✗ Burglar alarms and camera systems
- ✗ Electrical components for underfloor heating, or swimming pools
- ✗ Power cables between your home and any outbuilding
- ✗ Light bulbs
- ✗ Electrics within any outbuildings, if connected to a separate electricity meter
- ✗ Cooker extractor hoods
- ✗ A system rewire
- ✗ Outside lighting not fixed to the home
- ✗ PV Solar installations and appliances
- ✗ Electric Vehicle Charging Points
- ✗ Replacement of unvented cylinders beyond economic repair
- ✗ Faults caused by inaccessible electrical equipment
- ✗ Drains and drainage
- ✗ Consumables such as graphite burner seal, oil nozzles and hoses are chargeable
- ✗ Blocked plate heat exchangers
- ✗ External pipes (condensate pipework) that are frozen requiring defrosting.
- ✗ Internal blockages to condensate pipework
- ✗ Failures caused by cabling concealed in the fabric of the building not included
- ✗ Repairs or replacements required to electrical garage doors
- ✗ Replacement of decorative lighting
- ✗ Excludes the repair or replacement of electrical appliances, white goods, & storage heaters
- ✗ Repair bills over £500 (parts and labour)

Most included

Full system Care Plan with plumbing & home electrics



The full system Care Plan with plumbing & home electrics includes an annual service and safety check on the boiler, plumbing and home electrics

It includes non-chargeable call-outs and repairs to any faulty central heating component located inside & outside of the boiler casing including the external circulating pump, thermostatic radiator valves, central heating pipework, system filters, timers, programmers and room/cylinder thermostats, motorised valves and radiators.

It also includes faults with your mains electrical system and wiring in your property. This includes the fuse box, light fittings, switches, sockets and your immersion heater timer switch, doorbells (non smart) and smoke alarms that are connected to the wiring, extractor fans and outside lighting where fixed to your home. It also includes repairs to the plumbing system on your property, for example:

- 1 Your hot and cold water pipes between your internal stopcock up to your domestic and garden taps.**
- 2 The repair of cold water tanks (including immersion heaters), toilet siphons, hot water cylinders, unvented cylinders, radiator valves.**

If parts cannot be repaired, they will be replaced, free of charge. This covers repair bills up to £500, including parts and labour. For anything over £500, we'll always quote and advise before any work goes ahead. Same working day call-outs are guaranteed when bookings are received before 10am on the day of the appointment.

Not included

- ✗ Replacement of decorative radiators
- ✗ Hot water cylinders
- ✗ Flue systems
- ✗ Damage to the system caused by limescale, sludge, or other debris
- ✗ Fixing showers, their parts, or shower pumps
- ✗ Any system or part of your system supplying a swimming pool
- ✗ Repairing or replacing taps
- ✗ Underfloor heating
- ✗ Burglar alarms and camera systems
- ✗ Electrical components for underfloor heating, or swimming pools
- ✗ Drains and drainage
- ✗ Light bulbs
- ✗ Power cables between your home & any outbuilding
- ✗ Electrics within any outbuildings, if connected to a separate electricity meter
- ✗ Cooker extractor hoods
- ✗ A system rewire
- ✗ Outside lighting not fixed to the home
- ✗ PV Solar installations and appliances
- ✗ Replacement of unvented cylinders beyond economic repair
- ✗ Faults caused by inaccessible electrical equipment
- ✗ Electric Vehicle Charging Points
- ✗ Underfloor heating
- ✗ Consumables such as graphite burner seal, oil nozzles and hoses are chargeable
- ✗ Blocked plate heat exchangers
- ✗ Replacement hot water and unvented cylinders not included
- ✗ External pipes (condensate pipework) that are frozen requiring defrosting.
- ✗ Internal blockages to condensate pipework
- ✗ Failures caused by cabling concealed in the fabric of the building not included
- ✗ Repairs or replacements required to electrical garage doors
- ✗ Replacement of decorative lighting
- ✗ Excludes the repair or replacement of electrical appliances, white goods, & storage heaters
- ✗ Repair bills over £500 (parts and labour)

Air conditioning Care Plan



The air conditioning Care Plan includes an annual service and safety check on the air conditioning units.

There are no call-out charges associated with any faults related to the air conditioning unit during the period of cover. The cost of parts is chargeable, where required, as is labour.

Parts are charged at discounted prices and same working day call-outs are guaranteed when bookings are received before 10am on the same day.

Not included

- ✗ Issues arising from the design and installation of the air conditioning units
- ✗ Pipework buried within the fabric of the building needing alteration
- ✗ Re-gassing of the units and the cost of gas
- ✗ Repair bills over £500 (parts and labour)
- ✗ Alterations to the installation
- ✗ Ducting
- ✗ External pipes (condensate pipework) that are frozen requiring defrosting. Internal blockages to condensate pipework

Air source heat pump Care Plan



The air source heat pump Care Plan includes an annual service and safety check of your heat pump and system.

There are no call-out charges associated with any faults related to the air source heat pump (any component within the casing), during the period of cover. The cost of parts are chargeable, where required, as is labour. Parts are charged at discounted prices and same working day call-outs are guaranteed when bookings are received before 10am on the same day.

Included in this cover are checks on your heat pump, hot water cylinder, system filters and anti-freeze levels.

Not included

- ✗ Call-outs or works related to the heating system, outside of the heat pump casing, home electrics or plumbing. These call-outs are chargeable
- ✗ Any consumable items
- ✗ Parts and labour
- ✗ Damage to the system caused by limescale, sludge or other debris
- ✗ Drains and drainage
- ✗ Leak sealant or associated chemical not covered when used to repair leaks suspected in concealed pipework
- ✗ Re-gassing of the unit and the cost of gas

Additional services available

Gas safety check & certificate

This involves an inspection of your gas meter, gas pipework and any gas appliance(s) within your property that you want checking and certifying. This is not included in any of the Care Plans and must be purchased at an additional cost. This is a legal requirement for any landlord. This service does not include any repairs or replacements to the gas meter, pipework or gas appliance(s).

Gas fire service

A gas fire service comprises several checks and tests to ensure the fire operates as it should and will involve an assessment of overall condition and safety.

Electrical safety certificate

This involves an inspection of the electrical installations, wiring and fuses within your home. The electrical safety certificate is issued after an inspection, advising of the safety of the electrical infrastructure. This is a legal requirement for all landlords.

Solar thermal and solar PV servicing & repairs

We can keep your solar thermal or solar PV system running efficiently, so you get the most from your renewable energy.

Bathroom and plumbing installations

Our team provide repairs and installations on sinks, showers, toilets, baths and other respective bathroom pipework. Our qualified team of plumbers carry out large scale bathroom fittings but also more intricate bespoke projects all customised to your needs.



At Custom Heat & Cool, we stick to what we do best, delivering a first class job and service that gives customers peace of mind every time.



Lincoln Smith
Managing Director

General conditions

Your cover

In order to be accepted onto any of our Care Plans, an annual service and inspection must take place to ensure that your boiler is not beyond economical repair at the point of starting the cover. If your boiler is deemed beyond economical repair, our engineer will advise and you will be offered a free, no obligation survey and quotation for a replacement boiler. If you go ahead with a new boiler installation with us, you may be eligible for £250 off. The cost of the boiler service will still apply, but it will be deducted from the final installation invoice should you accept the quotation provided. If you choose not to go ahead with us, the cost of the annual service will remain. Any parts requiring replacement at the initial suitability service will be chargeable, if proceeded with. This does not apply to renewal services.

Cover starts from the day you are accepted following an annual service and lasts for twelve months. We will notify you by email with your renewal information when your cover is due to end. Renewal prices do not change due to policy usage during your cover period, but they may increase in line with the national inflation rate. You will be given at least 28

days' notice of any intended price increase and the opportunity to change, cancel or not renew your cover with us. Cover automatically renews yearly on the date your first contract was taken out, unless we hear from you to cancel.

Payment is due on receipt of the invoice, at the point of completion of the service. If payment is not received within 28 days, cover may be forfeited, and any subsequent call-outs or claims will be chargeable at standard rates. Payments can be made by a recurring annual payment or by monthly direct debit via GoCardless. If the monthly direct debit is cancelled during the contract period, the outstanding amount for the year's cover will be invoiced for payment.

If you pay monthly, your next annual service will be booked during our off-peak period. This means it may fall earlier or later than 12 months after your initial suitability service. If you pay annually, your next annual service will be booked for 12 months after your initial suitability service. Your cover period and renewal date are not affected by when your annual service takes place.

Whilst the cost of replacement parts is included in a number of our plans, the cost of replacing an entire appliance, such as a boiler, cylinder or air conditioning unit, is not. If an appliance is deemed beyond economic repair, we will provide a quotation with competitive prices to reflect your Care Plan status. As a Care Plan customer, you may also be eligible for £250 towards the cost of a new boiler.

Your responsibilities

The contract is specific to the boiler or appliance at the property visited for the annual inspection. The cover is for a 12 month period. If you move home during your cover, the contract remains, as does the cost of the Care Plan. To provide cover at a new property, we would need to attend for an annual service again and start a new contract. If you are moving to a property within our operating area, we can arrange a free suitability inspection at your new home. If the heating system is suitable and you take out a new Care Plan within 30 days of moving, we will waive the remaining commitment on your existing Care Plan. If the heating system at your new property is not currently suitable, we will provide a quotation to bring it up to the required standard. This may include a 10% discount on the required works or £250 off a new boiler installation with Custom Heat Ltd, where applicable. No refunds are provided for a change in ownership.

If you move home, please let us know as soon as possible so we can update our records. Please also tell us about any changes to your contact details, and any change or damage to a system or appliance covered by your Care Plan.

We require access to your property to carry out any services or works under your contract. Visits will always be communicated and scheduled with you, taking into account your availability and preferences. Please make sure our engineers have access to your property at the agreed times. If you need to cancel an appointment, please give as much notice as

possible. An adult aged 18 or over must be present to grant access, unless it has been agreed for the engineer to attend without the homeowner or a representative present. In that case, access must still be made possible by the homeowner or cover holder.

We will not carry out works outside the scope of your cover without providing you with a costing and gaining your approval where applicable. Our engineers must be able to access the relevant parts of your property, and we ask that before the appointment your home is a safe and accessible environment for them. If an engineer is unable to gain access or carry out works due to the condition of the home, or due to verbal or physical aggression, you may be liable for associated charges. Where asbestos is found, it will need to be removed before we can continue works, and this must be arranged and paid for by you, the homeowner. The homeowner is responsible for ensuring access to the relevant appliance. Please tell us when booking if accessibility is an issue. Engineers are equipped with ladders; any additional access equipment will need to be sourced by the customer or will be charged at an additional rate.

Tenants can contact us directly to arrange appointments. However, authority must be granted by the homeowner or letting agent in advance of any works being carried out.

Our responsibilities

As a Care Plan customer, we guarantee to attend your property on the same working day as the call-out booking was made, provided

the booking was received by 10:00am. Custom Heat & Cool do not provide emergency cover and do not cover evenings, nights, weekends or bank holidays. Limited cover is provided between Christmas and New Year.

Custom Heat & Cool are not liable for any out of hours services the customer may source from third party companies. We will make every effort to attend during an evening or weekend if the call-out warrants an emergency response, but this cannot be guaranteed. In an emergency out of hours, Care Plan customers should call 0330 383 0000 and select option 1 to leave a voicemail, or email our dedicated address, careplan@customheat.co.uk. Calls and emails are both monitored out of hours.

Where a fault is found and diagnosed and a part is required, we will act within reasonable time frames to remedy the issue. Our engineers carry a comprehensive range of parts and materials on their vans, but due to the wide range of boilers and components, we cannot guarantee to have parts readily available. We will promptly tell you the ordering timeframes and rebook to fit parts as soon as possible where we have been unable to on the same day. Care Plan customers are not charged call-out fees, so multiple visits will not be at the expense of the homeowner.

Custom Heat & Cool will normally send a Custom Heat & Cool engineer to carry out the work, but in some cases may send a suitably qualified contractor instead. All contractors are vetted to the highest standards and represent Custom Heat & Cool's standards and ethos.

General

The range of Care Plans provided offer comprehensive cover for a range of services. We do not charge an excess for the use of our services and there is no limit on the amount of call-outs or repairs that can be made, subject to the terms and conditions of your individual plan. Whilst call-out frequency is uncapped, there is a limit of £500 for any singular repair; Where a repair is over £500, this would be outside of our cover and the full cost of this repair would be chargeable. Where an appliance is deemed beyond economic repair, a contribution of £250 towards a replacement boiler with Custom Heat Ltd will be applied. This contribution is only available to customers on the full system Care Plan or above.

Aesthetic and decorative damage which may occur as a result of failures within your central heating, plumbing or electrical systems is not the responsibility of Custom Heat & Cool unless it is deemed to be directly caused by negligence in the installation of any of the aforementioned and this installation was carried out by Custom Heat & Cool within 6 months of the reported damage.

Malicious, intentional, and non-accidental damage to any of the appliances or parts of the covered system, will not be replaced or repaired by Custom Heat & Cool under the current obligations. Faults or damages arising following the interference of a third-party person, organisation, or as a result of extreme or unforeseen weather conditions (e.g. flooding, lightning), or other external variables, will also not lead to cover (where our engineers

diagnose this interference to be influential in the reported fault or damage)

Works which do not require qualified engineers to undertake, such as resetting controls, routine re-fills, or top ups of sealed systems, replacing batteries, or defrosting frozen pipes, will not be included under the Care Plan cover. Batteries, or defrosting frozen pipes, will not be included under the Care Plan cover. If there is a fault with a system which is associated with a fault in the supply of oil, gas, electricity or water, this also is not the responsibility of Custom Heat & Cool.

We guarantee to repair or replace any faulty parts we have supplied or fix any faulty work that we have completed for twelve months, from the date we carried out that work. Issues arising from sludge and debris in the system are not covered under the Care Plans. An engineer may make a recommendation during a visit for your system to have a power flush. Over time gas central heating systems build up sludge that can block or narrow pipes, radiators and boiler parts. This can lead to heating problems, a reduction in system efficiency, cold spots in your radiators, and a clogged boiler and pump may lead to boiler breakdowns. If an engineer has advised a powerflush may be needed, subsequent visits may be chargeable if it is deemed that the cause is due to sludge and debris in your system.

Sometimes our engineers may make a recommendation for a replacement boiler. If this is due to efficiency alone, this does not affect your plan. If an engineer has made a

recommendation for a replacement boiler due to the appliance being beyond economic repair; Custom Heat & Cool reserves the right to not renew the plan at the point of expiry and renewal where such advisories are not actioned. Custom Heat & Cool reserves the right to cancel a Care Plan contract at any time and will provide a refund relative to the period of cover cancelled.

Custom Heat Ltd shall not be liable if it is unable to carry out its obligations under the service contract due to industrial disputes or force majeure. Custom Heat Ltd shall not be liable for the cost of temporary secondary heating or any expenses or temporary accommodation costs.

Making a booking

You can book online at customheat.co.uk/bookings, call 0330 383 0000 or email office@customheat.co.uk. If you are unsure which service you need, please get in touch and we will make sure your booking is right for you and the costs are clear. You can cancel an appointment at any time before it is due, but we ask for 24 hours' notice where possible.

To cancel your Care Plan, call 0330 383 0000 to speak with one of our specialist Care Plan advisors, or email office@customheat.co.uk. If you cancel within 14 days of your plan starting, you will receive a refund, minus the cost of the boiler service if it has already been carried out. This is your cooling off period.



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