

# BOILER AND HEATING ESSENTIALS

Full Heating Cover – Parts not included

This Cover Plan is provided by **Boiler Plan (UK) Limited** trading as Boiler Plan, Unit 11 Easter Park, Baker Road, Northumberland NE23 1WQ, Company Number 9148015. Registered in the UK.

This document is a summary of the key information relating to your chosen Cover Plan. Here is a link to our full terms & conditions: <https://www.boilerplanuk.com/care-plans/care-plan-terms-conditions/>. If you are a landlord that requires an LGSR, this will be emailed over to you separately after an Annual Service has been completed on your central heating unit.

### What is this type of cover?

This policy provides cover to meet the needs of a property owner who wants to protect against the costs associated with the breakdown of their central heating system.

### WHAT'S COVERED

#### ✓ Boiler and Flue

Boiler, Flue, and Primary Heating Controls

#### ✓ Central Heating

Wider central heating system, e.g. Radiators, valves, pipes, pump, hot water storage cylinder

### WHAT'S NOT COVERED

✗ Replacement parts

✗ Water supply pipe

✗ Unblocking of drains & waste pipes

✗ Mains electrical wiring system, e.g. circuits, fuse box, sockets, light fittings

✗ Removal of sludge, scale or repairing damage caused by this

✗ Showers and taps

✗ Bathroom items such as sinks, toilet bowls and other ceramic items

✗ Pest control

✗ Gas Supply Pipe



### ARE THERE ANY RESTRICTIONS ON COVER?

#### When can I claim?

There is an exclusion period of 14 days within which you cannot make a claim

#### Properties that aren't covered

Mobile homes or park homes  
Dedicated business premises

#### Heating Systems that aren't covered

Dual-purpose boilers  
Warm air heating system  
Thermal storage units  
LPG, oil, electric or solid fuel-powered boilers

#### General

The policy holder must be the owner of the home  
Your systems must be in good working order before taking out the cover



### WHERE AM I COVERED?

This product provides cover in mainland England, Wales and Scotland



### WHEN AND HOW DO I PAY?

You can only pay for your policy by monthly payments made by through the Barclays ePDQ. Monthly payments will renew automatically and we will continue collecting premiums unless you notify us that you want to cancel the policy.



### WHEN DOES THE COVER START AND END?

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



### HOW DO I CANCEL THE CONTRACT?

If you want to cancel, please visit

<https://www.boilerplanuk.com/care-plans/care-plan-cancellation/>

#### Cancellation within 14 days – Cooling off period

If you cancel within 14 days of your start date, you will get a full refund as long as you have not made a claim or had a service.

#### Cancellation after 14 days

Our cover plans are annual contracts. This means that if you cancel after 14 days and you have had work done, you will have to pay cancellation charges. See the full policy terms and conditions for more details.



### HOW TO MAKE A CLAIM

If you want to make a claim, please contact Boiler Plan:

- By phone: 0800 61 22 302
- By email: [hello@boilerplanuk.com](mailto:hello@boilerplanuk.com)

Just let us know the contact details of the main policy holder and a small description of the issue you're currently experiencing.

When we have enough information, we'll then be able to book in time with an engineer to fix your issue as soon as possible.



### AUTO RENEWAL

Your Plan will automatically be renewed on the anniversary of your care plan starting date. We will email you 40 days before this date to let you know any changes to your plan, you will have 20 days from then to cancel your renewal.

If you would like to cancel the renewal, please visit:

<https://www.boilerplanuk.com/care-plans/care-plan-cancellation/>