

Plan Summary

Home and Boiler Cover

We have designed the plans to meet the exact needs of the customer.

This is an overview of the plans we offer. This is not terms and conditions of your plan.

Please see our service plan terms and conditions for full details. We recommend that you read the service plan terms and conditions in conjunction with this summary.

What is included in your plan?

- Fixed price plan for one year or three years
- The choice of including or excluding call out charges
- Unlimited repairs with parts and labour included
- Annual boiler service on all homeowner plans and gas safety inspection and boiler service on all landlord covers



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Legend House, 173 Sunbridge Road
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Product Features

Service/CP12	Starter	Bronze	Silver	Gold
ESSENTIAL	VALUE	POPULAR	BEST	PREMIUM
SIGN UP NOW	SIGN UP NOW	SIGN UP NOW	SIGN UP NOW	SIGN UP NOW
<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Boiler service <input checked="" type="checkbox"/> Landlord Gas Safety <input checked="" type="checkbox"/> System Health Check 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Boiler service <input checked="" type="checkbox"/> Unlimited callouts <input checked="" type="checkbox"/> Boiler breakdown <p style="text-align: center;">BOILER REPLACEMENT</p>	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Boiler service <input checked="" type="checkbox"/> Unlimited callouts <input checked="" type="checkbox"/> Boiler breakdown <input checked="" type="checkbox"/> Central heating system <input checked="" type="checkbox"/> Boiler controls <p style="text-align: center;">BOILER REPLACEMENT</p>	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Boiler service <input checked="" type="checkbox"/> Unlimited callouts <input checked="" type="checkbox"/> Boiler breakdown <input checked="" type="checkbox"/> Central heating system <input checked="" type="checkbox"/> Boiler controls <input checked="" type="checkbox"/> Gas supply pipe <input checked="" type="checkbox"/> Plumbing <input checked="" type="checkbox"/> Electrics <p style="text-align: center;">BOILER REPLACEMENT</p>	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Boiler service <input checked="" type="checkbox"/> Unlimited callouts <input checked="" type="checkbox"/> Boiler breakdown <input checked="" type="checkbox"/> Central heating system <input checked="" type="checkbox"/> Boiler controls <input checked="" type="checkbox"/> Gas supply pipe <input checked="" type="checkbox"/> Plumbing <input checked="" type="checkbox"/> Electrics <input checked="" type="checkbox"/> Internal drains <input checked="" type="checkbox"/> Taps and toilets <p style="text-align: center;">BOILER REPLACEMENT</p>

* Includes annual landlord gas safety inspection for up to three appliances and boiler service in rental properties on the landlord covers. Home covers only include boiler service.

Feature Descriptions

Boiler Breakdown

Repair to your boiler including but not limited to:

- Unlimited callouts
- Expansion Vessel
- PCB's (Main Board)
- Internal Pump
- Manifold
- Heat exchanger
- Fan
- Diverter Valve

Central Heating System and Boiler Controls

- Replacement or repair of thermostat and programmers
- External Pump and Motorised Zone Valves
- Repair or replacement of radiator valves
- Repair or replacement of central heating pipe
- Repair or replacement of external expansion vessels

Gas supply pipes

- Unlimited callouts
- Repairs to gas leaks on accessible gas pipes located inside your property, which supplies gas boiler and other gas appliances

Electrics

- Unlimited callouts
- Repairs to the electric circuits
- Repair to your fuse box
- Repair or replace circuit breakers
- Repair or replace standard light switches, sockets, shower switch



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Plumbing

- Unlimited callouts
- Repairs to leaking cold water pipe (after the main stop cock)
- Repair to leaking hot water pipe or fittings

Taps and toilets

- Unlimited callouts
- Repair to leaking taps
- Repair to running toilets
- Syphons, valves and ball cocks

Internal Drains

- Unlimited callouts
- Blocked or leaking internal kitchen or bath drain

Boiler Service

- A visual check of the boiler
- The boiler being operated safely to identify any working faults
- A flue gas analysis test
- Adjustment of CO₂ pressures, if required, for safe and efficient boiler operations
- Opening and inspecting the boiler if necessary
- Checking the flue and ventilation are in accordance with Gas Safety Regulations
- Checking and adjusting the system pressure
- Cleaning the condensate trap
- Visually checking and bleeding the radiators, if necessary
- A visual check of the hot water cylinder
- Confirmation in writing that the service has been carried out



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Gas Safety Check

- Up to 3 appliances are included (if there are more appliances, please contact us)
- Carry out gas tightness check
- Carry of flue gas analysis on boiler (where applicable)
- Check working pressure of appliance (where applicable)
- Check burner pressure and gas rate in accordance with manufacturers data badge
- Check the flue and ventilation are in accordance with Gas Safety Regulation
- Investigate any evidence of unsafe situations or operation and report to responsible person
- Test flue performance to ensure removal of products of combustion
- Check operations of all safety devices

Carbon Monoxide test

- We will carry out carbon monoxide test as part of your annual boiler service

Boiler Replacement

- If your boiler is less than seven years old and we cannot repair it, we will replace the boiler. T & C's Apply



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WE DO NOT COVER:

- Cost of or third-party repairs
- Any payable call out charges
- Pre-existing, system design or installation faults
- Weather related faults
- Repair or replacement of the boiler, if your boiler is over 7 years or more at sign up, should our engineer determine that the boiler is beyond economical repair or replacement parts are not available
- Faults caused by sludge, hard water scales or blockages
- Faults caused by disconnection of electricity, gas or water services to you home
- Damage caused when you home is unoccupied for more than 28 days
- We do not cover Guest houses/B&Bs
- Trace and access
- Replacement of bulbs or 3 pin plugs
- Replacement of taps
- Replacement of toilets
- External drainage
- Maintenance or replacement of fan convector heaters or heated towel rails or underfloor heating. Repairs to burglar alarms, smoke detectors, electrical garage door systems and electrical gates, resetting of circuit breakers
- Damage or faults caused by you or someone else you used for repairs
- Repairs when we deem the boiler to be beyond economic repair
- Replacement of fuse box and consumer unit
- Electric Heating systems
- Thermal Store Boiler
- Back Boilers
- Solid fuel/LPG/Oil fired boilers
- Inaccessible pipes or components
- Underfloor heating and Warm air unit
- Adjusting or setting the timers
- Replacement or repair of electric showers
- External Guttering, gutter downpipes and soil pipe
- Mixer Shower



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Please note we cover all make and model of domestic boiler that are powered by natural gas with the exception of:

- **Ferrol**
- **Potterton powermax/promax**
- **Gledhill**
- **Elm Le Blanc**
- **Keston**
- **Any commercial or back boilers**



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