

Care Plan Terms and Conditions

Care Plan Bronze, Silver, Gold, Home and Powerflush

These terms apply to Care Plan agreements entered into on or after 22 October 2026. Customers who joined before that date continue on the terms of their existing agreement (clause 24).

Version 1.0 · Effective 22 October 2026

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1. About us

- 1.1 These terms apply to Care Plan agreements with **Assured Heating Essex Limited**, trading as **Assured Essex** (“we”, “us”, “our”).
- 1.2 We are registered in England and Wales under company number **08482920**. Our registered office is Langley House, 53 Theobald Street, Borehamwood, WD6 4RT.
- 1.3 Our office is at The Barnes, Old Hall Farm, Main Road, Rettendon, Essex, CM3 8DN. Formal notices should be sent to this address (clause 20).
- 1.4 Gas work is carried out by Gas Safe registered engineers, whether they are our directly employed engineers or approved sub-contract engineers working on our behalf (clause 14.1). Our Gas Safe registration number is 516184.

2. Definitions

2.1 In these terms:

Agreement	your Care Plan agreement with us. It includes these terms, and your plan confirmation or statement.
Attendance	an engineer arriving at your Property to deal with a reported breakdown. Contact, a phone call or an arranged appointment is not Attendance.

Care Plan or plan	Care Plan Bronze, Silver, Gold, Home or Powerflush, as described in Schedule 1.
Consumer	has the meaning given in the Consumer Rights Act 2015.
Equipment	the boiler, controls, central heating system, plumbing system, drains and home electrics covered by your plan, as shown in your Agreement. It includes any new or replacement equipment or parts we supply.
First Visit	our first visit after you apply. At this visit we check whether we can cover your Equipment.
Breakdown report received	the time your breakdown report is successfully delivered to one of the channels in clause 7.1 (clause 7.2).
Contact	we speak to you, or reply to you, about the breakdown you reported.
Engineer appointment arranged	we have given you a date for an engineer to attend your Property.
Materials	materials we supply to provide the Services.
Monthly Payment	the amount you pay each month for your plan (clause 15).
Property	the building where the Services are carried out, including any attached garage or conservatory.
Quotation	a written price from us for work or services that are not included in your plan.
Repair	fixing your Equipment after a fault or breakdown.
Replace	replacing your Equipment or parts with a standard alternative of similar functionality. It will not necessarily be an identical make, model or type of fitting.
Replacement Contribution	a fixed amount paid by us towards the cost of a new boiler that we supply and install, as set out in clause 8.
Services	the services we provide to you, including servicing, repairs, installation and (on the Powerflush Care Plan) a powerflush.
Working days and working hours	Monday to Friday, 9am to 5pm, excluding public holidays.
You and your	the consumer or business customer named in the Agreement, together with anyone who normally lives at the Property, including tenants. Only the people named in the Agreement can change or cancel it.
Writing and written	includes email. See clause 20 for which channels can be used for formal notices.

2.2 Headings do not affect how these terms are read. Words in the singular include the plural, and the other way round. A reference to a law includes that law as amended. A reference to a clause or schedule means a clause or schedule of these terms.

3. Your plan

3.1 You can place an order through our website, which will guide you through the process. You will be able to review and correct your order before you submit it.

3.2 When you place an order, you accept these terms and a legally binding Agreement is formed. Your cover and your minimum term begin as set out in clause 5.4. Clause 5.6 explains how we tell you when your payments begin.

3.3 Your plan confirmation or statement shows:

- your plan
- the Equipment covered
- the date your cover begins
- the date your first Monthly Payment will be collected
- your Monthly Payment

Schedule 1 shows what each plan includes. Schedule 2 shows what is and is not covered for each part of your Equipment.

3.4 Our prices and any Quotation are based on the information you give us. If errors or discrepancies come to light that affect the price, we may adjust it.

4. Eligibility

4.1 Your Equipment must be on our approved list. Pre-existing faults are not covered (clause 12.1(a)). We check for them at the First Visit.

4.2 Boiler cover applies to a single natural gas boiler at the Property that is designed for home use and has a heat output of up to 70kW.

4.3 Some boiler makes and types cannot be covered by a Care Plan. They are listed in Schedule 3. Schedule 3 applies to Care Plans only. It does not apply to our separate service-only plans.

5. Starting your plan

5.1 We will arrange a First Visit. Our engineer will check that your Equipment:

- is on our approved list
- has no pre-existing faults

The engineer will also estimate its age.

5.2 If your Equipment is not on our approved list, or it has a pre-existing fault, we will give you a quotation. The quotation sets out what needs to be done and what it will cost.

5.3 Cover will not begin until that work has been carried out, either by us or by a qualified third party.

5.4 **Your cover begins** once all three of the following have happened:

- a. the First Visit has been completed;
- b. any work we have said is needed has been carried out; and
- c. we have confirmed that we accept your Equipment onto the plan.

There is no further waiting period. Your 12-month minimum term starts on the date your cover begins, which we will confirm to you in writing (clause 5.6).

5.5 We may decline to provide or continue cover for any other reason, at our discretion.

5.6 **When payments and cover begin.** We will tell you in writing:

- a. the date your first Monthly Payment will be collected, before it is collected; and
- b. the date your cover begins, once it has been confirmed under clause 5.4.

Because payments are collected on your agreed monthly billing date, a payment may sometimes be collected before your cover begins. If we collect any amount in respect of a period before your cover begins, we will refund it or credit it to your account.

6. What your plan includes

6.1 Schedule 1 sets out which parts of your Equipment each plan covers. Schedule 2 gives the details.

6.2 Every Care Plan includes:

- **parts and labour** for eligible covered repairs
- **unlimited eligible repairs**, subject to these terms, including the exclusions in clause 12 and the financial limits in clauses 8 and 9
- up to **£1,000 for each repair** for getting access and making good (clause 9.1)
- an **annual boiler service** (clause 6.5)
- a **gas safety check and certificate**, where applicable (clause 6.11)

6.3 **Repair-only cover.** The following are covered on a repair-only basis:

- Care Plan Gold: plumbing and drains
- Care Plan Home: plumbing, drains and home electrics
- Care Plan Powerflush: plumbing, drains and home electrics

6.4 **No excess.** You do not pay an excess for eligible covered repairs.

Annual service

6.5 Your plan includes an annual service of the boiler covered by your plan. Annual servicing also continues during any manufacturer's warranty period.

6.6 The service is carried out in line with the boiler manufacturer's instructions and the applicable gas safety requirements.

6.7 **Arranging your service.** When your annual service is due, we will contact you by email, letter, text message or phone to arrange it. We will try to contact you up to **three times**, and we will give you the chance to rearrange. If we do not hear back after three attempts, we will not try again, but you can contact us at any time to arrange your service. Service dates are arranged with you and are not restricted to particular months. Your annual service is not withdrawn just because an appointment has not yet been arranged. You must give us reasonable access for the service.

6.8 **If a service is missed because of you.** A missed service does not suspend your plan. A later claim may be affected only where there is documented evidence that the missed service materially caused or contributed to the fault.

6.9 **If we delay your service.**

- Your cover continues without interruption.
- We will offer the earliest reasonable alternative appointment.
- We will not penalise you for our delay.
- We aim to keep your usual service month, including where the timing matters for a manufacturer's warranty.

6.10 Manufacturer's warranty. If a delay we cause directly results in a manufacturer rejecting a warranty claim, we will cover the reasonable repair costs that the warranty would otherwise have covered. If a warranty claim is rejected for any other reason, we will assess the repair under your plan in the usual way.

Gas safety check and certificate (CP12)

6.11 A gas safety check and certificate are included on all Care Plans where applicable. They will normally be done at the same time as your annual service. If you are a landlord, the law makes you responsible for having a valid Gas Safety Certificate.

6.12 We will contact you to arrange the check, trying up to three times. If we do not hear back from you, it is up to you to contact us.

6.13 The gas safety check **includes**:

- an inspection of your gas meter, gas pipework and any gas appliances on your statement
- an annual service on the gas boiler covered by your plan
- a Gas Safety Certificate for your gas meter, gas pipework and any gas appliances installed at the Property, which we will post or email to you (and your tenant, if you prefer). If any part fails the inspection, the certificate will include the details.
- a tightness test on the whole gas system, including installation pipework

6.14 The gas safety check **does not include**:

- repairs to, or replacement of, your gas meter, gas pipework or gas appliances
- re-inspecting failures
- testing appliances that the landlord has not provided or identified for testing
- testing appliances where we cannot reasonably reach the electrical connection point
- servicing gas appliances other than the appliance covered by your plan

7. Breakdowns and response

How to report a breakdown

7.1 You can report a breakdown through any of these published channels:

Channel	Details
Telephone	01245 204066
Email	info@assuredheatingessex.com
WhatsApp	On the number published on our website
SMS / text message	On the number published on our website

7.2 When we receive your report. Your report counts as received when it is successfully delivered to one of the channels in clause 7.1. It does not wait until a member of our team reads it.

7.3 Working hours and out-of-hours calls. Our office working hours are Monday to Friday, 9am to 5pm, excluding public holidays. Our breakdown line is answered 24 hours a day, 7 days a week. This does not mean an engineer is available outside working hours, and it is not an emergency call-out service (clause 7.4).

7.4 No emergency call-out service. We do not provide an emergency call-out service.

7.5 Gas leaks. If you smell gas, call the National Gas Emergency Service on **0800 111 999** straight away.

7.6 Extra help. If you need extra help because of your circumstances, please tell us by phone or email (clause 20.1), at any time. See our Vulnerable Customer Policy.

The five stages

7.7 These five stages are separate. **Only Contact and arranging an engineer appointment (clause 7.9) are a contractual time commitment.** Engineer attendance by the end of the next working day is a service target, not a guarantee.

Stage	What it means	What we commit to or aim for
1. Report received	Your report reaches one of our channels	Counts as received when delivered (clause 7.2). Care Plan customers are given priority where practicable (clause 7.8).
2. Contact	We speak to you or reply to you about the breakdown	Contractual commitment: within 3 working days , together with stage 3 (clause 7.9).
3. Engineer appointment arranged	We give you a date for an engineer to attend	Contractual commitment: within 3 working days (clause 7.9). This is not a promise that the engineer will attend within those 3 working days.
4. Engineer attendance	An engineer arrives at your Property	Service target only: we aim to contact you and have an engineer attend by the end of the next working day (clause 7.11). This is not a guaranteed attendance time.
5. Repair completion	The fault is fixed	No guaranteed timescale (clause 7.13).

7.8 Priority allocation. When we schedule breakdown visits, Care Plan customers are given priority over customers without a Care Plan, where practicable. We will not automatically cancel appointments already confirmed for other customers in order to do this.

7.9 Our response commitment. We will contact you and arrange an engineer appointment within **3 working days** of your breakdown report being received, subject to the applicable provisions of these terms, including clauses 7.10 and 7.12. This is a commitment to contact you and arrange an appointment. It is **not** a guarantee that an engineer will attend within those 3 working days.

7.10 Reports made outside working hours. If your report is received outside working hours, the 3 working days start at the beginning of the next working day.

7.11 Our next-working-day target. We aim to contact you and have an engineer attend by the end of the next working day following your breakdown report. This is a service target, not a guaranteed attendance time.

- “End of the next working day” means 5pm on the next working day (clause 2.1).
- If your report is received outside working hours, the target is 5pm on the next working day after the calendar date of your report.
- Weekends and public holidays (clause 2.1) are not working days. We do not routinely attend on those days.

Report received	Target
Monday at 10am	5pm on Tuesday
Friday at 4pm	5pm on Monday, provided Monday is not a public holiday
Monday at 8pm (outside working hours)	5pm on Tuesday
Saturday or Sunday	5pm on Monday, provided Monday is not a public holiday

7.12 Exceptions. Only these exceptions apply to the response commitment in clause 7.9:

a. Customer unavailability – the time may pause. The time in clause 7.9 pauses only if all of the following apply:

- we have made reasonable attempts to contact you;
- we have recorded those attempts; and
- your unavailability genuinely prevents us from arranging an appointment.

The time does **not** pause because our office is busy, because an engineer is unavailable, or because of any internal administrative delay. The pause is not automatic and cannot last indefinitely: the time starts again as soon as the obstacle is resolved, for example when you reply to us or contact us.

b. Exceptional events – the time is extended. If one of the following genuinely prevents us from contacting you or arranging an appointment, the time is extended for as long as the event prevents it:

- severe weather that makes travel unsafe;
- road closures or restrictions imposed by a public authority;
- a fire, flood or similar event at our premises; or
- a national or local emergency.

We will record the reason and tell you about it as soon as reasonably practicable.

Routine staff shortages, workload or holidays are **not** exceptions.

7.13 Attendance and completing the repair. We cannot guarantee that an engineer will attend, or that a repair will be completed, within 3 working days or any other time. Parts availability, the complexity of the fault and legitimate access issues can affect how long it takes. If the repair is not completed on the first visit, we will keep you informed of meaningful progress, delays and revised arrangements, and we will try to provide a temporary solution if necessary.

7.14 If we miss the response commitment. If we do not contact you and arrange an engineer appointment within the time in clause 7.9, we will:

- acknowledge that we missed the commitment
- explain the reason for the delay
- prioritise arranging your appointment
- consider a fair and appropriate remedy, where one is justified

There is no automatic financial compensation for every delay. This clause does not exclude, restrict or replace any remedy you have under the law.

7.15 Emergencies and vulnerable customers. If you consider a breakdown to be an emergency, or your circumstances mean you need extra help, please tell us when you report it (clause 7.6). We will endeavour to respond sooner where an emergency or your circumstances make this appropriate, and we will follow our Vulnerable Customer Policy. This is not a guarantee of emergency attendance, and we do not provide an emergency call-out service (clause 7.4).

7.16 Visits outside working hours. If we agree to attend outside working hours, there is no extra charge for an eligible covered repair. Work your plan does not cover is quoted for separately (clause 15.3).

8. Boiler replacement

8.1 When this clause applies. It applies if your boiler is beyond economical repair under the assessment process in clause 10.

8.2 What you receive. Each boiler falls into **one** row of the table below. A replacement (subject to the £2,500 maximum) and a Replacement Contribution are separate benefits. They are **never added together**.

Your boiler	What you receive
Less than 7 years old, whoever installed it	Replacement benefit: a suitable replacement boiler, up to a maximum of £2,500 including VAT (clauses 8.3–8.8)
7 years old or more but less than 10, installed by us, and continuously covered by one of our eligible Care Plans	Replacement benefit, up to a maximum of £2,500 including VAT
7 years old or more but less than 10, installed by us, but not continuously covered	Replacement Contribution of £249
7 years old or more but less than 10, installed by another company or contractor	Replacement Contribution of £249
10 years old or more, whoever installed it	Replacement Contribution of £149, subject to the general eligibility rules in these terms

The age bands do not overlap. A boiler's age is worked out from its installation date (clause 8.10(b)).

The replacement benefit (up to £2,500)

8.3 A capped contribution, not a cash payment. The replacement benefit is a capped contribution of up to **£2,500 including VAT** towards the actual eligible cost of a standard replacement. It is not a cash payment to you, and there is no payout for any unused amount.

8.4 What the £2,500 covers. Eligible costs within the £2,500 are:

- a suitable replacement boiler
- standard boiler installation labour
- standard installation materials
- VAT on these items

8.5 What a standard replacement means. A standard replacement means installing a suitable boiler in the existing location, using the existing serviceable connections where appropriate. It includes the normal safety checks and commissioning.

The replacement will be a suitable modern equivalent, chosen to meet your property's heating and hot water needs. It does not have to be the same brand, model or output as your old boiler.

8.6 Non-standard work. The following are not automatically included in a standard replacement:

- major alterations
- moving the boiler
- substantial pipework changes

- system redesign
- other non-standard work

We will explain any non-standard work and quote for it separately.

8.7 Costs above £2,500, and upgrades. If the eligible replacement costs more than £2,500, you pay the difference. You only pay it after you have received, and approved, a written quotation. Any optional upgrades you ask for are also quoted for, and you must approve them.

8.8 Who installs the replacement. The replacement is normally supplied and installed by us. We may agree an exception in writing.

Replacement Contributions (£249 and £149)

8.9 A Replacement Contribution is an amount we pay towards the cost of an eligible replacement boiler. It is not a fee charged to you, and it is not a cash payment.

After a replacement

8.10 When an eligible replacement boiler is installed under your plan:

- a. your plan continues automatically at the same Monthly Payment and the same level of cover, under your existing Agreement;
- b. the new boiler's installation date becomes its installation date when we work out its age in future;
- c. there is no lifetime limit on the number of boiler replacements; and
- d. any future claim must still meet the eligibility and cover conditions in these terms.

8.11 Manufacturer's warranty. Where a manufacturer's warranty applies, it is used first. We will help coordinate eligible warranty claims, and we will only carry out warranty work where the manufacturer authorises or permits it. Manufacturer involvement does not, on its own, remove our response commitment in clause 7.9.

8.12 Controls and flue. We will also Replace the controls that make your boiler work, or the flue (including the terminal) up to one metre long, if we cannot repair them.

8.13 Fire and explosion. Damage caused by fire or explosion is not covered (clause 12.1(f)). This includes replacing a boiler that has caught fire or exploded.

8.14 These terms do not affect your legal rights.

9. Financial limits

9.1 If a repair needs access to Equipment under a floor or behind a wall, your plan covers up to **£1,000 for each repair** for getting access and making good.

9.2 We are not responsible for pre-existing damage, or for replacing original surfaces such as tiles, floor coverings or grass.

9.3 Replacement limits and contributions are set out in clause 8. No excess applies (clause 6.4).

10. Beyond economical repair, and recommended work

How we decide a boiler is beyond economical repair

10.1 Assessment. Before deciding that your boiler is beyond economical repair, we will assess:

- its age
- its condition
- the cost of repair
- whether parts are available
- how reliable it is likely to be

10.2 Decision. The attending engineer will record the technical findings. Our management team makes the final decision. We will explain the decision to you in writing.

10.3 If you disagree. Our management team will carry out an internal technical review. It will look again at the technical findings and the evidence, and we will tell you the outcome in writing.

10.4 If you still disagree. You can make a complaint under our complaints procedure (clause 22). This does not affect your legal rights, including any right you have to use independent dispute resolution or to go to court. We may obtain independent technical advice where we think it is appropriate, but we are not required to do so under your Agreement.

10.5 If the boiler can be repaired. Where a repair is eligible and economical, we will arrange and pay for it under your plan.

10.6 Not used.

10.7 Equipment no longer covered. If equipment is beyond economical repair, or its parts are obsolete, it is no longer covered. The exceptions are your rights under clause 8, and any replacement installed under it.

10.8 Replacement parts. Replacement parts will have similar functionality, but not necessarily the same features, make, model or type of fitting. We can use a part you have bought yourself, if we have approved it first.

Recommended remedial work

10.9 If our engineer finds that remedial work is needed, we will explain the findings and the foreseeable risks to you in writing. Work your plan does not cover will be quoted for separately.

10.10 If you decline recommended work. Your cover will not be cancelled or suspended automatically. A later claim may only be affected where:

- there is appropriate technical evidence that declining the work caused or materially worsened the fault, and
- we gave you fair warning beforehand.

Unrelated eligible claims remain covered.

10.11 Unsafe installations. Separately, we will always follow the applicable gas safety procedures for unsafe installations and appliances. This may include making an appliance safe or disconnecting it.

11. Powerflush Care Plan

Before you buy – Powerflush Care Plan

- The plan costs **£78 a month** (including VAT).
- **One initial powerflush** is included, subject to eligibility and these terms. It is **not repeated** each year or when the plan renews.

- After the first 12 months, the plan **continues at £78 a month**, with the same ongoing cover but **no further powerflush**.
- **Care Plan Home** currently costs **£34 a month** and may be available as an alternative, subject to eligibility.
- Before your first 12 months end, we will write to you with your options (clause 11.13). From month 12 you can ask to switch to Care Plan Home or another eligible plan, with no switching fee and no new minimum term (clause 11.14).

11.1 Who can join. This plan is for central heating systems where poor water quality is a problem. We must have recommended that your system needs a powerflush before we can accept you onto the plan.

11.2 Your powerflush.

- We will carry out one full system powerflush within **28 days of you signing up**. This is separate from the date your cover begins (clause 5.4) and the date your payments begin (clause 5.6).
- If we cannot do it within 28 days because of you (for example a missed appointment, no access, or you ask for a later date), we will allow an appropriate extension and arrange a suitable appointment.
- If the delay is caused by us, you do not lose your powerflush, and we will arrange the earliest reasonable appointment.
- If, because of your own delay, the powerflush has not been carried out by the end of the first 12 months of your plan, your entitlement to the included powerflush may end. This applies only if we have made documented attempts to arrange it, given you reasonable written warnings and offered you reasonable opportunities to give us access. A delay caused by us never counts towards this limit.

11.3 What is covered. The plan includes:

- annual service
- boiler and controls
- central heating
- plumbing and drains, on a repair-only basis
- home electrics, on a repair-only basis (see Schedule 2)

11.4 No repeat powerflush. A further powerflush is not included at any point, including on renewal.

11.5 If another powerflush is needed. If a further powerflush is genuinely needed, we will quote for it, and you decide whether to go ahead.

We may only require a further powerflush before repairing a particular component where there is documented technical evidence that the repair would not be effective without it.

If you decline, your unrelated cover is not suspended. If you delay necessary work and further damage results, any decision about cover will be based on the evidence and will be proportionate.

11.6 Sludge-related repairs. Otherwise-eligible repairs to components affected by sludge remain covered (clause 12.1(e)).

11.7 If our powerflush was defective. If the powerflush we carried out was defective, we will put our workmanship right at no extra charge.

11.8 Discretionary help. Where a customer genuinely cannot afford a recommended further powerflush, our management team may consider alternative options, discretionary help or a payment arrangement, case by case. This is discretionary and is not a contractual benefit.

11.9 Price and term.

- The plan costs **£78 a month** (including VAT).
- The first term is **12 months** from the date your cover begins.
- After that, the plan continues on a rolling monthly basis at the same price, with the same ongoing cover, but **no further powerflush**.

11.10 **Cancelling in the first 12 months.** Clause 17.8 applies.

11.11 **Cancelling after the first 12 months.** You can cancel by giving **one month's notice**. No cancellation fee applies. You pay only for cover up to the end of the notice period, and we will refund any overpayment.

11.12 **Flushing risks.** Clause 14.10 (central heating flushing) also applies.

11.13 **Renewal reminder.** At least **30 days** before your first 12 months end, we will write to you. The reminder will explain:

- the continuing Monthly Payment (£78 a month)
- the benefits that continue
- that no further powerflush is included
- that you can stay on the Powerflush Care Plan
- that you can ask to switch to Care Plan Home or another eligible plan, with no switching fee (clause 11.14)
- how to cancel (clause 11.11)

11.14 Switching plans after your first 12 months.

- a. From month 12 onwards, you can ask to switch from the Powerflush Care Plan to Care Plan Home or another eligible Care Plan.
- b. No switching fee applies.
- c. We will check that your Equipment is eligible for the plan you choose. We will not ask for a repeat inspection unless one is genuinely needed, for example because your Equipment has changed.
- d. The switch only happens if you actively agree to it. We will never move you to a different plan, or renew you into a different plan, without your agreement. If you do not ask to switch, your Powerflush Care Plan continues at £78 a month, with no further powerflush.
- e. The switch takes effect on a billing date we agree with you, which will not be before the end of your first 12 months. From that date, the Monthly Payment and the cover of your new plan apply.
- f. Switching to Care Plan Home or another eligible Care Plan does **not** start a new 12-month minimum term.
- g. After the switch, your plan continues on a rolling monthly basis from the date the switch takes effect. There is no new renewal or anniversary date. You can cancel by giving at least 30 days' written notice (clause 17.6). We may change the Monthly Payment on at least 60 days' notice (clause 15.5).
- h. We will confirm the switch in writing, including your new plan, its Monthly Payment and the date it starts.

12. What is not covered

12.1 Your plan does not cover:

- a. **Pre-existing faults or design faults** from when your Equipment was installed or added to your Agreement, where either:
 - we told you about them and you did not fix them, or
 - we could not reasonably have been expected to know about them.

- b. **Damage caused by anyone other than us.** This includes damage caused by you. We may quote for the Repair, or cancel your Agreement.
- c. **Deliberate damage or misuse.** We will use our expert judgement to decide how the damage happened.
- d. **Minor cosmetic damage** that does not stop the Equipment working properly or make it unsafe, such as scratches or rusting radiators.
- e. **Supply problems.** Damage caused by changes in, or problems with, your gas, water or electricity supply.
Sludge and water quality. Otherwise-eligible repairs to components affected by sludge or poor water quality remain covered. The exception is where you ignored a clear, documented recommendation to deal with a known issue, and that failure materially caused or worsened the fault. A past sludge problem does not on its own affect unrelated cover. Our decisions will be based on evidence and will be proportionate.
- f. **Damage from extreme weather and similar events.** This covers flooding, structural issues, fire, explosions, or any other damage normally covered by household insurance.
- g. **Costs if you have to leave your Property.** Accommodation, expenses or other costs if you need to leave because of an Equipment fault.
- h. **Improvements or upgrades.** For example, replacing working radiators.
- i. **Anything listed as not covered in Schedule 2.**

12.2 We are not responsible for pre-existing faults or damage in or to your Property that we discover while working.

13. Your responsibilities

- 13.1 You must give us access to the Property and the Equipment when we reasonably need it.
- 13.2 A person over 18 must be present while we work, or someone who can give our engineer instructions on your behalf.
- 13.3 If we cannot gain access, we will treat it as an aborted visit. We will charge for it at our standard rate, and you will need to rearrange the visit.
- 13.4 You must use the Equipment properly and follow any instructions from us and from the manufacturer.
- 13.5 If a third-party warranty covers your Equipment, you are responsible for making sure our Services do not affect it.
- 13.6 You must take reasonable care of the health and safety of our employees, agents and sub-contractors.
- 13.7 Your tenants or managing agents may contact us directly with your permission.
- 13.8 Please tell us as soon as possible if your Property or Equipment changes. We will decide whether to add the change to your Agreement. If we do, we will confirm any revised Monthly Payment. Additional Equipment is not covered automatically.
- 13.9 **Moving home.** Please give us reasonable notice if you are moving.
 - If you sell the Property, your plan ends on the date of legal completion.
 - If you permanently leave the Property without selling it, your plan ends when you permanently leave.
 - Your plan does not automatically transfer to another property, or to the new owner.
 - Outstanding payments, any overpayments, and any fair cancellation charge that applies under clause 17 will be settled in line with these terms and your legal rights.

13.10 If we cannot turn off the external stopcock, it is your responsibility to ask your water supplier to turn it off.

13.11 We may ask you to take reasonable steps to protect your belongings, such as removing valuable or delicate items. We cannot be held liable for damage caused by not following those instructions.

13.12 **If you replace the boiler yourself.** If you replace the covered boiler independently, you must tell us. We will assess whether the new boiler is eligible, looking at its make, model, condition, the installer's documentation and the commissioning information.

- If it is eligible, your plan may continue. Any change to the price, cover or conditions will be explained to you and agreed in writing.
- The new boiler is not covered until it has been assessed.
- Replacing the boiler does not on its own cancel your other eligible cover.

14. How we carry out the work

14.1 **Who does the work.** Care Plan work may be carried out by our directly employed engineers or by approved sub-contract engineers working on our behalf. **We remain responsible for all work carried out under your Agreement.**

14.2 **Protecting your home.** We will cover and protect furniture, flooring and walls near the work area.

14.3 **Waste.** We will dispose of waste properly, unless agreed otherwise.

14.4 **Additional work.** If we find that additional work is needed, we will give you a further Quotation within 7 days. Examples include unforeseen circumstances, legal requirements or asbestos-related materials.

14.5 If you do not accept that Quotation within 14 days, we will not carry out the additional work. Your Agreement is not cancelled automatically. Clauses 10.9 to 10.11 apply.

14.6 **Timeliness and standards.** We will work in a timely manner and in line with industry best practice.

14.7 **Work lasting more than a day.** Where possible we will leave the Property habitable, tidy away tools and Materials, and keep disruption to a minimum.

14.8 **Changes to Materials.** We may make minor, non-aesthetic changes to the specification of Materials without consulting you.

14.9 **Risk and ownership of Materials.** Risk in Materials passes to you on delivery, and you are responsible for storing and insuring them. You own them once you have paid in full (clause 15).

14.10 **Central heating flushing.** On rare occasions, flushing can expose previously undetected faults, weak points or breaches in the system. We are not responsible for those pre-existing conditions, or for resulting damage, unless we caused it.

14.11 **Guarantees.** Materials, Equipment or parts we supply come with a guarantee limited to the manufacturer's guarantee or warranty, if any. This is subject to payment in full (clause 15).

15. Prices and payments

15.1 Monthly prices are as follows. All prices include VAT.

Plan	Monthly price
Care Plan Bronze	£18
Care Plan Silver	£24
Care Plan Gold	£28
Care Plan Home	£34
Care Plan Powerflush	£78

15.2 You pay your Monthly Payment by monthly Direct Debit. It is collected by our external payment provider, normally on your agreed monthly billing date. Clause 5.6 applies if a payment is collected before your cover begins.

15.3 Work or services your plan does not include will be quoted for. You must accept the quote in writing before we start.

15.4 Invoices must be paid within 7 days. If a payment is late, including a failed Direct Debit:

- we may charge interest at 4% a year above the Bank of England base rate, for each day it is late
- we may pause the Services until we are paid

15.5 After the minimum term, we may change your Monthly Payment. We will give you at least **60 days' notice**, so that you can cancel if you wish.

16. Term and renewal

16.1 Your Agreement has a minimum term of **12 months** from the date your cover begins (clause 5.4).

16.2 After that, it continues on a rolling monthly basis until it is cancelled or ended under clause 17 or 18.

16.3 Clause 11 sets out the arrangements for the Powerflush Care Plan.

17. Cancellation and refunds

17.1 **Cooling-off period (consumers only).** If you are a consumer, you can cancel within 14 calendar days of the Agreement being formed.

17.2 To cancel, tell us by email or by post (clause 20). You meet the deadline if you send your notice before the 14 days end.

17.3 We will refund what you have paid, using the same payment method unless you ask otherwise, with no fee.

17.4 If you expressly ask for the Services to start within the cooling-off period, then:

- if the Services are completed within the 14 days, you lose the right to cancel once they are completed
- if you cancel after they have begun, you pay for the Services provided up to the time you tell us you are cancelling. This is calculated in proportion to the total fee.

17.5 **After the cooling-off period.** Your Agreement has a minimum term of 12 months. Except where clause 17.8 applies, if you are a business customer, or a consumer who cancels after the cooling-off period, you must continue to pay, and you will continue to receive the Services, until the end of the 12 months.

17.6 After the minimum term, you can cancel by giving at least **30 days' written notice**.

17.7 If you cancel after the cooling-off period and we have done work for you, you must pay for:

- the Services we have carried out
- any Equipment or parts we have bought
- costs we have incurred as a result

17.8 **Powerflush Care Plan – cancelling in the first 12 months, after the powerflush.** If you cancel during the first 12 months after receiving the included powerflush, any charge will be fair and proportionate.

The charge will:

- reflect the actual reasonable value of the service you have received
- take account of the payments you have already made
- avoid charging you twice for the same thing

Our standard price for a standalone powerflush may be relevant to the valuation, but it will not automatically be the charge.

18. Ending the Agreement

18.1 **When we can end it.** We can end your Agreement in writing if:

- a. you give us false information;
- b. your Equipment is not on our approved list, or we cannot source parts;
- c. you do not allow access;
- d. not used;
- e. you do not pay the Monthly Payment on time;
- f. you are abusive towards our staff;
- g. your Property is unfit or unsafe to work in; or
- h. you demand services that are not covered by your Agreement.

18.2 If we end your Agreement, you must pay for:

- the Services carried out
- any Equipment or parts we have bought
- costs we have incurred as a result

18.3 **When either of us can end it.** Either of us may end the Agreement in writing if the other:

- materially breaches it and does not put it right within 14 days of written notice, or
- becomes insolvent or has a receiver appointed

18.4 If the Agreement ends, any Care Plan service warranty offered to you is revoked.

19. Our liability

19.1 **Foreseeable loss.** We are responsible for foreseeable loss or damage caused by our breach of these terms or our negligence. We are not responsible for loss or damage that is not foreseeable.

19.2 **What we are not liable for.** We are not liable for:

- a. damage due to causes beyond our control (clause 21);

- b. loss or damage caused by you, or by a third party we have not authorised; or
- c. normal wear and tear.

19.3 **What we never exclude.** Nothing limits our liability for death or personal injury caused by negligence, or for fraud or fraudulent misrepresentation.

19.4 **Our insurance.** We hold suitable insurance, including public liability insurance. Details are available on request.

19.5 **Business losses.** We are not liable for loss of profit, loss of business, business interruption or loss of business opportunity.

19.6 **Your legal rights.** Nothing in these terms limits your legal rights as a consumer. For advice, contact Citizens Advice or Trading Standards.

20. Contacting us and formal notices

20.1 **General enquiries.** Phone [01245 204066](tel:01245 204066) or email info@assuredheatingessex.com.

20.2 **Breakdowns.** Report breakdowns through any of the channels in clause 7.1, including telephone, email, WhatsApp and SMS.

20.3 **Formal notices**, such as cancellation, must be sent either:

- by email to info@assuredheatingessex.com, or
- by post to Assured Essex, The Barnes, Old Hall Farm, Main Road, Rettendon, Essex, CM3 8DN.

20.4 You can use WhatsApp and text messages to report breakdowns (clause 7.1). They are not accepted as formal contractual notices.

21. Events outside our control

21.1 We are not liable for any failure or delay caused by something beyond our reasonable control. Examples include:

- adverse weather
- power or internet failure
- industrial action by third parties
- fire, flood, storm, earthquake or subsidence
- terrorism or war
- natural disaster

21.2 Clause 7.12 sets out the only exceptions that apply to our response commitment in clause 7.9.

22. Complaints

22.1 If you are unhappy with our service, please contact us by phone or email (clause 20). Tell us your name, your address and what went wrong.

22.2 We will **acknowledge a formal complaint within 2 working days**.

22.3 We aim to give you a **full response within 10 working days**. If our investigation needs longer, we will keep you updated and explain why.

22.4 If you are not satisfied with our response, you can get free advice from Citizens Advice.

23. Personal information and other terms

23.1 **Personal information.** We handle your personal information in line with the UK GDPR and the Data Protection Act 2018. Please see the privacy policy on our website.

23.2 **Transferring the Agreement.** We may transfer the Agreement to a third party, for example if we sell our business. We will tell you in writing, and your rights will not be affected. You may not transfer the Agreement without our written permission.

23.3 **Third parties.** No one other than you and us can enforce these terms.

23.4 **Invalid terms.** If any part of these terms is unenforceable, the rest still applies.

23.5 **Delay in enforcing.** A delay in enforcing a right does not mean that right has been waived.

23.6 **Governing law.** These terms are governed by the laws of England and Wales. Disputes will be dealt with by the courts of England and Wales.

24. Existing customers

24.1 These terms apply to Care Plan Agreements entered into on or after **22 October 2026**. They do not apply to any agreement entered into before that date.

24.2 Customers who joined before that date continue on the terms of their existing agreement, unless they agree otherwise. This includes customers with the discontinued Care Plan Warranty.

24.3 Our Legacy and Transitional Schedule records commitments to existing customers, including the electrical cover being honoured for current Powerflush customers.

24.4 Existing customers do not automatically receive the benefits in these terms. Their contractual entitlements continue unless a change is lawfully agreed.

Schedule 1 – The plans

	Annual service	Boiler and controls	Central heating	Underfloor heating controls (wet systems)	Plumbing	Drains	Home electrics	Powerflush	Price a month (inc. VAT)
Bronze	✓	✓	–	–	–	–	–	–	£18
Silver	✓	✓	✓	✓	–	–	–	–	£24
Gold	✓	✓	✓	✓	✓ repair only	✓ repair only	–	–	£28
Home	✓	✓	✓	✓	✓ repair only	✓ repair only	✓ repair only	–	£34
Powerflush	✓	✓	✓	✓	✓ repair only	✓ repair only	✓ repair only	Once, within 28 days of sign-up (clause 11.2)	£78

The discontinued Care Plan Warranty is not offered to new customers. Existing holders are covered by the Legacy and Transitional Schedule.

Schedule 2 – What is and is not covered

Boiler and controls (all plans)

WHAT IS COVERED

- All repairs to:
 - a single natural gas boiler at your Property, designed for home use, with a heat output of up to 70kW
 - the flue and flue terminal, up to one metre in length
 - the controls that make the boiler work, including the programmer, thermostats, motorised zone valves and central heating pump
- Replacement of the boiler as set out in clause 8
- Replacement of controls, and of the flue up to one metre, if we cannot repair them
- A First Visit or annual service

WHAT IS NOT COVERED

- Damage caused by limescale, sludge or other debris, but only where you ignored a clear, documented recommendation (for example repairs, improvements or a powerflush) and that failure materially caused or worsened the fault (clause 12.1(e))
- Showers, their parts and shower pumps
- Any controls designed specifically for underfloor heating. On Silver, Gold, Home and Powerflush, the electrical controls and components of wet underfloor heating are covered as set out in the underfloor heating section.
- Repairing or replacing the flue, including the terminal, for any open-flued appliance, or if the flue is over one metre long, unless we installed it
- Network hubs, smart speakers, voice-controlled equipment and smart functionality
- Replacing or topping up inhibitor, unless we removed it

- Any part of the boiler and controls that directly supplies a swimming pool
- Resetting controls or replacing batteries
- The central heating system (see Central heating)
- Air or ground source heat pumps

Central heating (Silver, Gold, Home, Powerflush)

WHAT IS COVERED

- All repairs to the heating and hot water system, including:
 - the expansion tank, radiators, bypass and radiator valves
 - cylinders, and any immersion heater and its wired-in timer switch
 - the connecting pipes
- Replacement of central heating parts we cannot repair
- A First Visit or annual service

WHAT IS NOT COVERED

- Damage caused by limescale, sludge or other debris, but only where you ignored a clear, documented recommendation (for example repairs, improvements or a powerflush) and that failure materially caused or worsened the fault (clause 12.1(e))
- Showers, their parts and shower pumps
- Repairing or replacing taps
- Any parts designed specifically for underfloor heating, except the electrical controls and components covered under the underfloor heating section
- Supply of curved or designer radiators
- Electrical elements in radiators
- Replacing or topping up inhibitor, unless we removed it
- Any part that directly supplies a swimming pool

Underfloor heating (Silver, Gold, Home, Powerflush – wet systems only)

This section covers repairs to eligible electrical controls and components of **wet (water-based)** underfloor heating systems on Care Plan Silver, Gold, Home and Powerflush. Care Plan Bronze does not include underfloor heating cover. The underfloor heating system as a whole is **not** covered.

Component	Treatment	Plans
Underfloor heating wiring centre	Covered for repair	Silver, Gold, Home, Powerflush
Room thermostats and programmers dedicated to underfloor heating	Covered for repair	Silver, Gold, Home, Powerflush
Zone actuators (thermal heads) on the manifold	Covered for repair	Silver, Gold, Home, Powerflush
Underfloor heating circulating pump	Covered for repair	Silver, Gold, Home, Powerflush
Motorised mixing or blending valve (electrical motor only)	Covered for repair	Silver, Gold, Home, Powerflush
Underfloor pipework within the floor	Excluded	All plans
Manifolds, including flow meters, manual valves and fittings	Excluded	All plans
Screed, floor finishes and access through the floor	Excluded , because the pipework beneath is excluded	All plans
Standalone electric underfloor heating systems, including electric heating mats and cables	Excluded	All plans

Plumbing (Gold, Home, Powerflush – repair only)

WHAT IS COVERED

- All repairs to the plumbing system, including:
 - hot and cold water pipes from the internal stopcock up to and including taps and garden taps, and flexible pipes to kitchen appliances
 - the hot water cylinder and cold water tanks, including immersion heaters, toilet siphons, and isolation, ball and radiator valves
 - the water supply pipe from your boundary to your home
- Replacement of parts we cannot repair. We will replace a pair of taps on a single item of sanitary ware where only one tap cannot be repaired.

WHAT IS NOT COVERED

- Showers and their parts, shower pumps, sanitary ware, spa baths, seals and grouting
- Radiators
- Mains pressure boosters
- Softeners, filters and waste disposal units, and taps delivering boiling or filtered water
- Pipes to detached outbuildings
- Pools, fountains, ponds, irrigation, and free-standing garden taps and their pipes
- Rainwater pipes and guttering
- Frozen pipes that need defrosting where there is no other damage
- Supply pipes that do not supply your home
- Water meters
- Outbuildings on a separate mains connection
- Leak detection devices

Drains (Gold, Home, Powerflush – repair only)

WHAT IS COVERED

- Repairing and unblocking drains to restore flow
- Repairing leaks to internal waste water pipes and external soil and vent pipes

WHAT IS NOT COVERED

- Rainwater guttering and down pipes
- Manholes and covers
- Soakaways, septic tanks and cesspits

- Replacement of parts we cannot repair
- Drainage pumps, treatment plants and macerators, and their outflow pipes
- Cleaning and descaling drains
- Shared drains

Home electrics (Home and Powerflush – repair only)

WHAT IS COVERED

- All repairs to the mains electrical system and wiring, including:
 - the fuse box, light fittings, switches, sockets and isolation switches, and the immersion heater timer switch
 - extractor fans up to 15cm in diameter
 - doorbells and smoke alarms connected to the wiring
 - outside lighting fixed to your home or outbuildings and less than ten metres above the ground
 - your electric vehicle charging unit, if we installed it
- Replacement of parts we cannot repair

WHAT IS NOT COVERED

- Electrical appliances, burglar alarms and camera systems
- Showers and their parts, and shower pumps
- Cooker extractor hoods
- Storage and panel heaters
- Underfloor heating, including electric underfloor heating mats and cables. The electrical controls and components of wet underfloor heating are covered only as set out in the underfloor heating section.
- Swimming pools
- Controls, pumps, detectors, timers and programmers
- Electrical plugs
- Solar panels and inverters
- The supply cable up to the fuse box or isolation switch
- Cables to detached outbuildings, outdoor fittings or appliances
- Outbuildings on a separate meter
- Rubber or lead covered cables
- Complete rewires
- Outside lighting not fixed to your home or outbuildings

Schedule 3 – Boilers that cannot be covered by a Care Plan

This schedule applies to Care Plans only. It does not apply to the service-only plans, including the oil boiler service-only plan.

Boiler types:

- LPG boilers
- Thermal store boilers
- Solid fuel boilers
- Oil boilers
- Electric boilers
- Back boilers
- Dual-purpose boilers

Boiler makes and models:

- Potterton Powermax floor-standing boilers. Potterton Promax wall-hung boilers can be covered.
- Chaffoteaux
- Ferroli

- Sabre
- Alpha
- Elm Le Blanc