



Care Plans

Annual servicing and repair cover for your boiler, heating and home, from your local Essex heating engineers.

Plans from **£18** a month

For new customers. Prices include VAT.

Looking after your boiler, all year round

Your boiler works hard every day. A regular service keeps it running safely and efficiently, and gives our engineer the chance to spot small problems before they turn into breakdowns.

A Care Plan spreads the cost of your annual service into a simple monthly payment and covers the cost of repairs to the parts of your home included in your plan.

How a Care Plan works

1

Choose your plan

Pick the level of cover that suits your home, from boiler-only to boiler, heating, plumbing, drains and home electrics.

2

First Visit

Our engineer checks your boiler and system are on our approved list and have no pre-existing faults. Your cover starts once any work needed is done and we have accepted you onto the plan.

3

Annual service

We contact you each year to book your boiler service and, where applicable, your gas safety check and certificate.

4

Report a breakdown

By phone, email, WhatsApp or text. We contact you and arrange an engineer appointment within 3 working days. We aim to have an engineer with you by the end of the next working day. This is a service target, not a guaranteed attendance time.

Every Care Plan includes



Annual boiler service

We contact you each year to arrange it.



Unlimited eligible repairs

Subject to our terms, exclusions and limits.



Up to £1,000 for access and making good

For each repair where we need to get under a floor or behind a wall.



Priority booking

Where practical, Care Plan customers are given priority when we book breakdown visits.



Gas safety check and CP12 certificate

Where applicable, normally at your annual service.



Parts and labour

Included for covered repairs.



Report a breakdown at any time of day

By phone, email, WhatsApp or text. Our phone line is answered 24/7. This is not an emergency call-out service, and engineers are not routinely available outside working hours.



No excess

You do not pay an excess for eligible covered repairs.

Find the right level of cover

All plans cover one natural gas boiler. Choose how much of the rest of your home you would like covered too.

	Bronze £18/month	Silver £24/month	Gold £28/month	Home £34/month	Powerflush £78/month
Annual boiler service with gas safety check where applicable	✓	✓	✓	✓	✓
Boiler and controls repairs, parts and labour	✓	✓	✓	✓	✓
Central heating radiators, valves, pipes, cylinder	✗	✓	✓	✓	✓
Underfloor heating controls wet systems, electrical parts only	✗	✓	✓	✓	✓
Plumbing repair only	✗	✗	✓	✓	✓
Drains repair and unblocking, repair only	✗	✗	✓	✓	✓
Home electrics mains wiring, repair only	✗	✗	✗	✓	✓ repair only
Full system powerflush	✗	✗	✗	✗	✓ once, within 28 days of signing up
Unlimited eligible repairs, parts and labour no excess	✓	✓	✓	✓	✓
Breakdown reporting and priority booking phone, email, WhatsApp or text	✓	✓	✓	✓	✓

Monthly prices include VAT, paid by monthly Direct Debit on your agreed billing date. Minimum term 12 months from the date your cover begins, then rolling monthly. The powerflush is a one-off benefit, within 28 days of signing up. After that, the Powerflush plan continues at £78 a month without a further powerflush. Care Plan Home is currently £34 a month. Cover starts after a First Visit. Full terms, exclusions and limits apply.

Five plans, one local team

Care Plan Bronze

£18/month

Your boiler and controls, on a service and repair basis.

- Annual boiler service
- Gas safety check and CP12
- Boiler and controls repairs
- Parts and labour

Care Plan Silver

£24/month

Your boiler, controls and central heating, on a service and repair basis.

- Everything in Bronze
- Radiators and valves
- Heating pipework and cylinder
- Underfloor heating controls (wet systems)

Care Plan Gold

£28/month

Boiler, controls and central heating on a service and repair basis, plus plumbing and drains on a repair only basis.

- Everything in Silver
- Plumbing
- Taps and supply pipe
- Drain repairs and unblocking

Care Plan Home

£34/month

Boiler, controls and central heating on a service and repair basis, plus plumbing, drains and home electrics on a repair only basis.

- Everything in Gold
- Mains wiring and fuse box
- Sockets, switches, lights
- Wired smoke alarms and doorbells

Care Plan Powerflush

£78/month

For systems where we have recommended a powerflush. Includes a one-off full system powerflush within 28 days of signing up, plus boiler, heating, plumbing, drains and home electrics cover. See page 9.

- Full system powerflush
- Annual boiler service
- Boiler, controls and central heating
- Plumbing and drains
- Home electrics (repair only)
- Parts and labour

A summary of what is and is not covered is on the next two pages. Full details are in Schedules 1 and 2 of the terms and conditions.

Just want your service spread monthly?

We also offer service-only plans that let you pay for your annual boiler service in small monthly amounts: **gas boiler service £8 a month** and **oil boiler service £12 a month**. These plans have their own terms and do not include breakdown or repair cover.

Boiler, controls and central heating



Boiler and controls

All plans

COVERED

- Repairs to one natural gas boiler 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 controls, and of the flue up to one metre, if we cannot repair them
- A replacement boiler or a contribution in some cases if your boiler cannot be repaired (see page 8)

NOT COVERED

- Damage from limescale, sludge or debris only where you ignored a clear, documented recommendation and that materially caused or worsened the fault
- Showers, their parts and shower pumps
- Controls designed specifically for underfloor heating (on Silver, Gold, Home and Powerflush, eligible electrical controls of wet systems are covered – see page 6)
- The flue on open-flued appliances, or flues over one metre long (unless we installed them)
- Smart hubs, smart speakers, voice control and app connectivity
- Replacing or topping up inhibitor, unless we removed it
- Resetting controls or replacing batteries
- Swimming pool supplies, and air or ground source heat pumps



Central heating

Silver, Gold, Home and Powerflush

COVERED

- Repairs to the heating and hot water system, including the expansion tank, radiators, bypass and radiator valves
- Hot water cylinders and any immersion heater and its wired-in timer switch
- The pipes that connect the central heating system
- Replacement of central heating parts we cannot repair

NOT COVERED

- Damage from limescale, sludge or debris only where you ignored a clear, documented recommendation and that materially caused or worsened the fault
- Showers, their parts and shower pumps
- Repairing or replacing taps (taps are covered under plumbing)
- Underfloor heating pipework and manifolds (eligible electrical controls of wet systems are covered – see page 6)
- Supplying 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

WHAT'S COVERED

Plumbing, drains and home electrics



Plumbing

Gold, Home and Powerflush · repair only

COVERED

- Hot and cold water pipes from your internal stopcock up to and including your taps and garden taps, and the flexible pipes to kitchen appliances
- Hot water cylinder and cold water tanks, including immersion heaters, toilet siphons, and isolation, ball and radiator valves
- Your water supply pipe from the boundary of your property to your home
- Replacement of a pair of taps on one item of sanitary ware where only one cannot be repaired

NOT COVERED

- Showers and their parts, shower pumps, sanitary ware, spa baths, seals and grouting
- Radiators, mains pressure boosters, softeners, filters, waste disposal units and boiling or filtered water taps
- Pipes to detached outbuildings, ponds, pools, irrigation and free-standing garden taps
- Rainwater pipes and guttering, water meters and leak detection devices
- Frozen pipes that only need defrosting



Home electrics

Home and Powerflush · repair only

COVERED

- Repairs to the mains electrical system and wiring, including the fuse box, light fittings, switches, sockets, isolation switches and 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, less than ten metres above the ground
- Your electric vehicle charging unit, if we installed it



Drains

Gold, Home and Powerflush · repair only

COVERED

- Repairing and unblocking drains to restore flow
- Repairing leaks to internal waste water pipes and external soil and vent pipes
- Replacement of parts we cannot repair

NOT COVERED

- Rainwater guttering and down pipes
- Manholes and covers, soakaways, septic tanks and cesspits
- Drainage pumps, treatment plants, macerators and their outflow pipes
- Cleaning and descaling drains, and shared drains



Underfloor heating controls

Silver, Gold, Home and Powerflush · wet (water-based) systems only · not Bronze

Covered: repairs to the electrical controls and components of wet underfloor heating – wiring centre, dedicated thermostats and programmers, zone actuators, pump and mixing-valve motor. **Not covered:** the underfloor heating system as a whole, pipework, manifolds, floor access, and electric heating mats and cables.

Breakdowns and response times

Report a breakdown by phone on **01245 204066**, by email, or by WhatsApp or text on our published numbers. Your report counts as received when it reaches us, not when we read it.



1. Report received

When your report reaches us. Care Plan customers get priority booking where practicable.



2. We contact you

We speak to you or reply about the breakdown.



3. Appointment arranged

We give you a date for an engineer visit.



4. Engineer visit

An engineer arrives at your home.



5. The repair

No guaranteed repair time. We keep you updated and try to provide a temporary solution.

Our commitment

We will **contact you and arrange an engineer appointment within 3 working days** of receiving your breakdown report (stages 2 and 3). This is **not** a promise that an engineer will visit within 3 working days. Working days are Monday to Friday, 9am to 5pm, excluding public holidays. If you report a breakdown outside those hours, the 3 working days start at the beginning of the next working day.

Our next-working-day target

We **aim** to contact you and have an engineer with you **by the end of the next working day** after your report. This is a service target, **not a guaranteed attendance time**. For example, a report at 10am on Monday has a target of 5pm on Tuesday. A report at 4pm on Friday has a target of 5pm on Monday, if Monday is not a public holiday. We do not routinely attend at weekends or on public holidays. A report at 8pm on Monday has a target of 5pm on Tuesday, and a report at the weekend, 5pm on Monday.

Severe weather or another exceptional event listed in our terms may extend the 3 working days. If we cannot reach you after reasonable, recorded attempts, and this genuinely prevents us arranging an appointment, the time pauses until the problem is resolved. Staff shortages, a busy office or engineer availability are never a reason to pause. **We do not provide an emergency call-out service**. If you tell us it is an emergency, or someone needs extra help, we will endeavour to respond sooner, in line with our Vulnerable Customer Policy.



Smell gas? Call the National Gas Emergency Service on **0800 111 999** straight away, before calling us.

If we agree to visit outside working hours, there is no extra charge for an eligible covered repair. Full details are in clause 7 of the terms and conditions.

If your boiler can't be repaired

1

Assessment

Our engineer records the boiler's age, condition, repair cost, parts availability and likely reliability.

2

Decision in writing

Our management team makes the decision and explains it to you in writing.

3

Technical review

If you disagree, our management team carries out an internal technical review and tells you the outcome in writing.

4

Complaints

If you still disagree, you can use our complaints procedure. Your legal rights are not affected.

What you receive

Your boiler	What you receive
Less than 7 years old	A suitable replacement boiler, with our contribution capped at £2,500 including VAT
7 years old or more but less than 10, installed by us and continuously covered by one of our eligible Care Plans	A suitable replacement boiler, with our contribution capped at £2,500 including VAT
7 years old or more but less than 10, installed by us but not continuously covered	£249 towards an eligible replacement
7 years old or more but less than 10, installed by another company	£249 towards an eligible replacement
10 years old or more, whoever installed it	£149 towards an eligible replacement, subject to eligibility

Each boiler falls into one row only. The £2,500 replacement and the £249 and £149 contributions are never added together. Contributions are paid by us towards your replacement; they are not a charge to you. Damage caused by fire or explosion is not covered.

The £2,500 replacement

This is a capped contribution towards a **standard replacement**, not a cash payment. It covers a suitable modern boiler fitted in the same place using existing serviceable connections, with standard labour and materials, safety checks, commissioning and VAT. It doesn't have to be the same brand or model.

Moving the boiler, major pipework changes and upgrades are quoted separately. If costs go over £2,500, you only pay the difference after approving a written quote. There is no cash payout for any unused allowance.

After a replacement

Your plan carries on at the same price and level of cover. The new boiler's installation date is used for future age checks, and there is no lifetime limit on replacements.

Where the manufacturer's warranty applies, it is used first. We help coordinate eligible claims, and your annual service continues during the warranty period.

A clean start for your heating system

Sludge affects how well your boiler works. A powerflush cleans the system through.

For systems where **we have recommended a powerflush**. We carry it out within **28 days of signing up**. If you can't make that, we allow extra time. If we cause a delay, you keep your powerflush. If you delay it past your first 12 months, it may end – but only after our documented attempts, written warnings and chances to give us access.

One powerflush only

The plan includes **one initial powerflush**. It is **not repeated** each year or when your plan renews. If a further powerflush is genuinely needed, we will quote for it and you decide. We may need one before repairing a particular part, but only where there is documented evidence the repair would not work without it. Otherwise eligible repairs caused by sludge stay covered. If our powerflush was faulty, we put it right free of charge.

① After your first 12 months

Your 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 instead, subject to eligibility.

At least **30 days** before your first 12 months end, we will write to you with your options. From month 12 you can ask to switch to Home or another eligible plan, subject to an eligibility check, with **no switching fee**, on a billing date we agree. Switching starts no new minimum term. We never move you without your agreement.

Cancelling: the first 12 months are a minimum term. Cancelling in that time after your powerflush: any charge is fair and takes account of what you have paid. After 12 months: one month's notice, no fee.

£78 /month inc. VAT

- ✓ One full system powerflush
- ✓ Annual boiler service and gas safety check
- ✓ Boiler and controls
- ✓ Central heating
- ✓ Plumbing and drains (repair only)
- ✓ Home electrics (repair only)
- ✓ Unlimited eligible repairs, parts and labour
- ✗ No repeat powerflush

Frequently asked questions

Which boilers can you cover?

One natural gas boiler designed for home use, with a heat output of up to 70kW, that is on our approved list. We check it for pre-existing faults at your First Visit. We don't cover LPG, oil, solid fuel, electric, thermal store, back or dual-purpose boilers. Some makes are also excluded – the full list is in our terms.

When does my cover start?

After your First Visit, once any work needed is done and we have accepted you onto the plan. There is no further waiting period. We tell you in writing the date your first payment will be collected, before it is taken, and the date your cover begins, once it is confirmed. Payments are collected on your agreed monthly billing date, so one may occasionally be collected before your cover begins. If so, we refund or credit it.

Is there a limit on repairs?

There is no limit on the number of eligible covered repairs, and no excess. If something can't be repaired economically, see page 8.

Who carries out the work?

Our own engineers, or approved engineers working on our behalf. Either way, we remain responsible for the work. Someone over 18 must be at the property during the visit.

When will my annual service happen?

We contact you when it's due, trying up to three times, and give you the chance to rearrange. You can also contact us at any time to book it. If we have to delay it, your cover carries on and we offer the earliest alternative date.

What if I miss my service?

Your plan isn't suspended. A later claim is only affected if there is evidence that the missed service caused or contributed to the fault.

What if I decline work you recommend?

We explain the findings and risks in writing. Your cover isn't cancelled. Only a later fault shown to be caused or made worse by declining the work, after a fair warning from us, may be affected. Gas safety rules still apply.

I've replaced my boiler myself. What happens?

Please tell us. We will check whether the new boiler is eligible. Any change to price or cover will be agreed with you in writing. Your other eligible cover carries on.

Can I cancel?

If you're a consumer, you can cancel within 14 days for a refund. If you asked us to start work in that time, you pay for work already done. Plans have a 12-month minimum term from the date your cover begins, and then continue monthly. For Powerflush, see page 9.

What if I move house?

Please give us reasonable notice. Your plan ends when your sale completes, or when you permanently move out. It doesn't transfer to your new home or to the buyer.

Can the price change?

After your 12-month minimum term, yes. We will give you at least 60 days' notice.

How do I make a complaint?

Call or email us. We acknowledge formal complaints within 2 working days and aim to respond in full within 10 working days.

Do you cover oil or LPG boilers?

Care Plans cover natural gas boilers only. Our Oil Boiler Annual Service Payment Plan (£12 a month) spreads the cost of an oil boiler service. It has its own terms and does not include repairs.

Questions? We're here to help.

To join a Care Plan, ask a question or report a breakdown, get in touch with our team.



01245 204066

Phone line answered 24 hours a day. No emergency call-out service.



info@assuredheatingessex.com

Questions, general enquiries and formal notices



assuredheatingessex.com/care-plans

Plan details and online sign-up



Rettendon, Essex

The Barnes, Old Hall Farm, Main Road, Rettendon,
CM3 8DN. Formal notices by post go to this address.



Read the full terms and conditions

This brochure is a summary. Your plan is provided under our Care Plan Terms and Conditions, which set out full details of cover, exclusions, financial limits, response times and cancellation rights. Download them from assuredheatingessex.com/care-plans or ask us for a copy.