



Thank you for choosing PlusHeat

Ci f' d fcd Yf h m i a U j b h Y b U b W W U b X V c] Y f V t j Y f d U b g U f Y X Y g] [b Y X h c i c Y f \ c a Y c k b Y f g U b X U b X c f X g Y I] V]] m i U f c i b X h Y h m d Y c Z V t j Y f n e i \ U j Y z U b X h c d f c j] X Y n e i k] h h Y d f c h Y V t j c b U b X Y a Y f [Y b V t h i U g g] g h U b W n e i f Y e i] f Y k \ Y b n e i b Y Y X] h "

H \] g X c W a Y b h] g b c h U g h U h Y a Y b h c Z h Y Z i `` h Y f a g U b X V t b X] h] c b g i c Z n e i f d U b V i h U g i a a U f m c Z h Y a U j b Z Y U h i f Y g z V Y b Y h g U b X Y I W g] c b g " K Y f Y V t a a Y b X h U h n e i f Y U X h Y Z i `` h Y f a g U b X V t b X] h] c b g] b V t b t b V t j c b k] h h \] g g i a a U f m i

What's included in your plan:

- H \ Y V c] W h c d U m i a c b h \ m c f U b b i U m
- H \ Y V c] W c Z] b W X] b [c f Y I W X] b [Y I W g g W U f [Y g
- I b] a] h Y X f Y d U] f g k] h d U f h g U b X U V c i f] b W X Y X
- & (# + ! ? Y a Y f [Y b V t h \ Y d] b Y
- 5 X Y X] W h Y X W U] a g \ U b X Y f
- F U d] X f Y g d c b g Y h] a Y g
- H f i g h Y X z j Y h Y X z e i U] Y X U b X] b g i f Y X Y b [] b Y Y f g [i U f U b h Y Y X "



Standard Plan at a glance

What is covered:

- ✓ 9a Yf[YbVfYgZXY bYX Ug'U'a U'cf`cgg'cZ' \YUh]b['UbX#cf\chik UHyf]b'nci f\ca Y' Zc`ck]b['UVc]Yf'cf WbhfU \YUh]b['Zui `h'
- ✓ 6fYU_Xck bgZXY bYX'Ug'U'dYfg]ghYbhZUi `h' k]h\ h\YVc]Yf'cf WbhfU \YUh]b[]b'nci f\ca Y' k \]W \UgU YVWYX h\Y bcfa U'cdYfUh]cb'cZ' nci f\YUh]b['UbX#cf\chik UHyf'ZUMV]h]Yg"
- ✓ 5bbi U'Vc]Yf'gYfj]W"
- ✓ Repairs to your boiler unless it is deemed hc VY VYncbX YVbca]WfYdU]f"

What is not covered:

- ✗ ; Ug'gi dd`md]dYzVc]Yf' i YzXYg] bYf'fUX]Uhc'fg"
- ✗ FYd'UW'a YbhcZ'fUX]Uhc'fgzVh]bXYfgzhUb_g' bhyfa]hYbhZdfY! YI]gh]b['cf'XYg] b'Zui `hg"
- ✗ 8Y]VYfUHy'cf'bY[]] YbhXUa U] Yzcf'Zui `hgWli gYX' Vmrgca YcbY'gY'nci \Uj Y' gYX Zcf'fYdU]fg"
- ✗ FYa cj U'cZ`]a YgWYzgi X[Y'cf'XYVf]g
- ✗ -a d'fcj Ya Ybhgza U]bhYbUbW'UbX Vbga Yh]WfYdU]fg"

- ✗ Consequential losses and any damage normally Vtj YfYX Vmich\Yf]bgi fUbWgZ'Y["\ca Y']bgi fUbW"
- ✗ Damage linked to disconnection or interruption cZnci f[UgZ'YVWf]V]m'cf k UHyf'gj dd`m'

Claim restrictions:

- ⊗ M'ci `a i ghick b'h\Y\ca Y'h.Uh'nci UfY'fU_]b[Vtj Yf' ci hcbzUbX]h'a i ghVY'i gYX Zcf'Xca Ygh]Vdi fdcgYg"
- ⊗ 5bnt]b[h\Uh\UddYbgk]h]b'& X'Uhg'cZ'fYW]j]b[`nci fU] fYYa YbhXYH]g"
- ⊗ -Z'Ub YI Wgg'Udd']Yg'h'nci f'dfcXi Vh'nci k]`bYYX' hc'dUht\]gZcf YUW'WU]a 'df]cf'hc'ci fYb[]b'Yf' UhtYbX]b["
- ⊗ -Z'nci f\ca Y\UgVYYbi bcWVd]YX Zcf'cj Yf' '\$ Vb'bgYV'h]j YXUhg'
- ⊗ 6c]Yfgk]h'ci hdi hcj Yf'(\$_K zWfH]b Vc]Yf' hmlYgza Ubi ZUM fYfgza U_Yg/ `a cXY'gUbXWfH]b] WbhfU \YUh]b['gnghYa gUFY]bY][]V'Y Zcf Vtj Yf"

Glossary

Boiler & Controls*

- ; Ug' fYX'WbhfU` \YUh]b['Vc]'Yf'UbX'Wtbf'c`g
- H\Yfa cghUhgZ\YUh]b['Wtbf'c`gZf'cgh'ghUhg
- 7`cW_gzh]a Yfg'UbX'dfc[fUa a Yfg
- <chk UhYfZYYXg'UbX'YI dUbg]cb'hUb_g

Boiler Replacement

- £200 pound contribution towards a new boiler if you have been a customer for at least 6 months and when boiler is supplied and installed by PlusHeat.

Central Heating

- Di a dgza chcf]gYX'j Uj Yg/' fUX]Uhc'f'j Uj Yg
- <chk UhYf ZYYX'UbX'YI dUbg]cb'hUb_
- D]dYg'UbX' h]b[g

Drainage

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