



AddHeat  
Heating

Home Care  
1

from

£16

a month

Subject to survey

Bespoke packages are available  
on properties greater than  
4 beds and with 1 bathroom



Property



4 Bed



1 Bathroom

## Home Care 1 Policy terms and conditions

THIS IS OUR NO CONTRACT COVER TERMS. We believe that we are not only cheaper but will be able to offer all our customers a much better service than any big name company. Obviously we do not cover everything and you can read what is not covered clearly in the excluded section. However, we cover more than many other companies so it will be well worth comparing. There are no excess charges for our call outs, you simply pay either monthly or in one full payment with a discount and leave the rest to us. There is no need for a contract and you can stop the cover by simply contacting us and letting us know.

TERMS. Addheat will provide the customers with either Homecare 1, Homecare 2, Homecare 3 or Homecare 4 cover at the service level of the customer's requirements. The cover will be provided seven days per week including bank holidays. However, routine repair work including boiler servicing will only be carried out between 8.00am and 6.00pm Monday to Friday. Addheat will endeavour to respond promptly and, if possible, within 24 hours to the customer's request.

The covers do not include the excluded works and Addheat shall be entitled to a charge for the excluded works at its normal hourly rate. Our charges are on our website.

The request for a plumber/engineer/electrician must be totally genuine and relate to the cover only. If we receive a call out to your property and the problem is not related to the cover provided for you then a call out charge of £69.00 + vat will be raised and sent to you.

If you cancel the cover plan during the 12 month period and you have had a boiler service completed before cancelling, then we will charge you £69.00 + vat for the boiler service.

The covers do not include repairs on faults, breakdowns or stoppages deemed by Addheat to be pre-existing before the commencement date or which occur during the first 28 days of the commencement date unless the work was done by Addheat.

The cover charges are payable monthly in advance either by credit/debit card transaction.

Additional services (including excluded works) and the cost of replacement parts not covered by the specific cover will be the subject of extra charges in accordance with Addheat and payable on receipt of the Addheat invoice.

To facilitate the provision of Addheat the customer shall keep and operate the equipment in a proper and prudent manner. Use the equipment in a suitable environment with proper power supplies and in accordance with instructions and advice of the equipment manufacturer and Addheat. Not move the equipment or make any addition, modification or adjustment to it without the prior written consent of Addheat. Have an annual service and safety check completed on the equipment by a Addheat Gas Safe registered engineer. Maintain and make available to Addheat records of the operation, and any malfunction of the equipment. Report all faults of the equipment to Addheat immediately when the fault occurs and will not seek third party interference with the equipment without the express written consent of Addheat.

Addheat shall have no liability for any damage to the customer's property unless occasioned by Addheat negligence.

This is a no contract cover so the customer can terminate at any point. Also Addheat reserves the right to terminate the agreement at any time during its period of duration providing that a full reimbursement for the remainder of the agreement is provided to the customer. If the customer does not pay the agreed charges on the due date then Addheat will terminate this agreement immediately and without notice.

## WHAT IS AND NOT COVERED

### Boiler

The policy covers the customer for an annual boiler service and safety check of the system. The policy also covers the customer for an investigation, diagnoses and repair of the boiler. If the boiler is under warranty then Addheat will organise and arrange for the manufacture to attend the property and repair the boiler.

### Heating Pipe Work

The policy covers the customer for an investigation, diagnoses and repair of all heating pipework. If the heating pipework is not repairable then Addheat will supply and fit a new heating pipework.

### Gas Pipe Work

The policy covers the customer for an investigation, diagnoses and repair of all gas pipework. If the gas pipework is not repairable then Addheat will supply and fit a new gas pipework.

### Header Tank

The policy covers the customer for an investigation, diagnoses and repair of the header tank. If the header tank is not repairable then Addheat will supply and fit a new header tank.

### Hot Water Cylinder

The policy covers the customer for an investigation, diagnoses and repair of the hot water cylinder. If the hot water cylinder is not repairable then Addheat will supply and fit a new hot water cylinder.

### Immersion

The policy covers the customer for an investigation, diagnoses and repair of the immersion. If the immersion is not repairable then Addheat will supply and fit a new immersion.

### Heating Programmer

The policy covers the customer for an investigation, diagnoses and repair of the heating programmer. If the programmer is not repairable then Addheat will supply and fit a new programmer.

### Room Thermostat

The policy covers the customer for an investigation, diagnoses and repair of the room thermostat. If the room thermostat is not repairable then Addheat will supply and fit a new room thermostat.

### Cylinder Thermostat

The policy covers the customer for an investigation, diagnoses and repair of the cylinder thermostat. If the cylinder thermostat is not repairable then Addheat will supply and fit a new cylinder thermostat.

### Heating Control Valves

The policy covers the customer for an investigation, diagnoses and repair of the heating control valves. If the heating control valves are not repairable then Addheat will supply and fit a new heating control valves.

### Heating Circulation Pump

The policy covers the customer for an investigation, diagnoses and repair of the heating circulation pump. If the heating circulation pump is not repairable then Addheat will supply and fit a new heating circulation pump.

### Radiators (not including towel, designer and curved radiators)

The policy covers the customer for an investigation, diagnoses and repair to all radiators. If the radiators are not repairable then Addheat will supply and fit a new radiator.

### Radiators Valves

The policy covers the customer for an investigation, diagnoses and repair to all radiators valves. If the radiator valves are not repairable then Addheat will supply and fit a new radiator valves.

### Pressure Relief Valve

The policy covers the customer for an investigation, diagnoses and repair to the pressure relief valve. If the pressure relief valve is not repairable then Addheat will supply and fit a new pressure relief valves.

### Expansion Vessel

The policy covers the customer for an investigation, diagnoses and repair to the expansion vessel. If the expansion vessel is not repairable then Addheat will supply and fit a new expansion vessel.

### Condense Pipe

The policy covers the customer for an investigation, diagnoses and repair/ unblocking to the condense pipe. If the condense pipe is not repairable then Addheat will supply and fit a new condense pipe.

### External filling loops

The policy covers the customer for an investigation, diagnoses and repair of the external filling loop. If the external filling loop is not repairable then Addheat will supply and fit a new external filling loop.

### Scale reducer

The policy covers the customer for an investigation, diagnoses and repair of the scale reducer. If the scale reducer is not repairable then Addheat will supply and fit a new scale reducer.

## EXCLUDED BY THE HEATING COVER

### Frozen Pipework

Under floor heating,

Curved towel and designer radiators

Cosmetic, accidental or third party damage

Any heating improvements made by yourself or third party

Any poor previous workmanship that was carried out incorrectly and against manufactures instructions.

(We will come out and investigate, diagnose and quote for all the above at no charge as this is covered) Any blockages in the heating pipework that is caused by build up of heavy sludge