

# **HeatCare Platinum Plan: Boiler Breakdown: Annual Boiler Service, 24/7 Boiler Breakdowns, Heating Controls, Labour and Parts Terms & Conditions**

These Terms & Conditions explain what is included and excluded under the Heatcare Platinum Plan, how to request service, your cancellation rights, and your responsibilities. Please read them carefully.

## **1. Definitions**

In these Terms & Conditions:

“We,” “Us,” “Our” means Heatforce and its authorised contractors.

“You,” “Your” means the person named as the Plan holder.

“Plan” means the HeatCare Platinum Plan, including these Terms & Conditions and your Plan Schedule.

“Plan Schedule” means the document confirming your selected Plan, Property, start date, and payment details.

“Property” means your private UK domestic residence.

“Boiler” means a mains natural gas-fired boiler supplying central heating and/or domestic hot water to a wet heating system, with an input of less than 70 kW.

“Heating System” means the water-based central heating system connected to the Boiler, excluding items listed as exclusions.

“Breakdown” means a sudden and unforeseen mechanical or electrical failure that causes the Boiler or covered Heating System components to stop working.

“Authorised Engineer” means a suitably qualified engineer appointed by Heatforce (Gas Safe registered where required).

“Fair Usage Policy” means a maximum of three reactive callouts per 12-month Plan period.

## 2. Plan Overview

The Heatcare Platinum Plan provides maximum domestic protection, covering your Boiler, core Heating System components, and selected internal Plumbing repairs, together with an annual Boiler service.

This Plan is intended for modern, well-maintained systems and provides broad coverage within clearly defined limits.

## 3. What Is Included

### 3.1 Annual Boiler Service

Once per plan year, we will conduct a boiler service including:

- Inspection and testing in accordance with:
  - Gas Safety (Installation and Use) Regulations
  - Manufacturer servicing instructions
- Visual inspection of:
  - Heat exchanger (non-invasive)
  - Flue, seals, and combustion air
- Combustion analysis and operational checks
- Heating system water quality check
- Benchmark logbook update and written service report.

This service is preventative and does not include repairs.

### 3.2 Boiler Breakdown Cover

- 24/7 access to Boiler breakdown assistance
- Parts and labour for covered Boiler failures
- Standard response times (non-priority)
- Included within the four-callout annual limit.

### 3.3 Heating System Breakdown Cover

Parts and labour are included for sudden and unforeseen failures of the following Heating System components:

- Programmer
- Thermostat
- Motorised zone valves
- System pressure faults
- Circulation and flow-related faults within the heating circuit

### 3.4 Plumbing Repairs

The Plan includes parts and labour for internal plumbing failures affecting:

- Leaks on accessible hot and cold-water pipework
- WC cistern mechanisms
- Internal isolation valves

Standard repair materials are included. All work must be authorised and completed by a Heatforce-appointed engineer.

## 4. What Is Not Covered

The following are excluded from the Heatcare Platinum Plan:

### General Exclusions

- LPG, oil, solid fuel, electric or commercial systems
- Boilers 5 years old or over at the plan start date.
- Pre-existing faults or damage present before cover began.
- Faults caused by incorrect installation, commissioning errors, or non-compliance with manufacturer instructions.
- Any work required solely to meet updated legislation or compliance standards.

### Component Exclusions

- Hot water cylinders
- Feed & expansion tanks or cold-water storage tanks.
- Flue replacement or redesign
- External drainage or underground pipework
- Lead pipework
- Controls external to the boiler casing (including smart hubs)
- Decorative finishes, making good, or cosmetic damage.
- System upgrades, enhancements, or alterations

## 5. Fair Usage Policy

- The Plan includes a maximum of four reactive breakdown callouts per 12-month period.
- We may limit the number of callouts where repeated claims indicate underlying system defects or poor system condition.”
- Parts replaced remain our property until full payment of plan fees has been made.
- Additional callouts will be chargeable at standard Heatforce rates.
- Multiple visits required to resolve the same fault may be treated as a single callout.

## 6. Your Responsibilities

You must:

- Provide safe and reasonable access to the Property.
- Maintain systems in line with manufacturer guidance.
- Ensure the system has not been modified or misused.
- Promptly report faults when they arise.

Failure to meet these responsibilities may limit or invalidate cover.

## 7. Our Responsibilities

We will:

- Use appropriately qualified engineers.
- Conduct work safely and professionally.
- Comply with all relevant UK legislation.
- Explain any exclusions or chargeable work before proceeding.

## 8. Payments and Renewal

- £32.00 per month (including VAT)
- Payable monthly via approved payment method
- The Plan runs for 12 months and renews annually unless cancelled.
- Prices and terms may change at renewal with reasonable notice.

## 9. Cancellation Rights

### Cooling-Off and Cancellation

You have statutory rights to cancel within 14 days of Plan start (cooling-off period). If you cancel within this period no service or breakdown work has been done, you will receive a refund less administration fees.

Cancellation must be in writing.

### After the Cooling-Off Period

- You may cancel at any time.
- No refund is due if reactive callouts or a scheduled service has been provided.

## 10. Complaints

If you are unhappy with any aspect of the Plan:

1. Contact Heatforce Customer Services
2. We will investigate and respond promptly.
3. If unresolved, you may escalate your complaint in line with our complaint's procedure.

## 11. Liability and Limitations

- We are not liable for indirect or consequential losses (including loss of earnings or accommodation costs).
- The Company's maximum liability under this agreement shall not exceed twice the annual agreement fee paid in any 12-month period.
- Replacement parts may be equivalent rather than identical.
- All work is subject to safety, accessibility, and reasonable repair limits.

## 12. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.

## 13. Contact Us

Customer Services

Email:  
aftercare@heatforce.co.uk

Phone number:  
02920763622

Address:  
Unit 10, Lambourne Cres, Cardiff CF14 5GP

Calls may be recorded for training and quality purposes.

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Customer signature

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Date