

# Heating Protection Plan (HPP)

**HPP Service Inspection:** to ensure your heating system complies with regulations and conditions a HPP Service Inspection will be required prior to commencement of plan. Any recommendations will be advised with associated costs which must be carried out prior to plan start date.

If it is deemed that the appliance/system cannot be included onto the HPP a charge for carrying out the service will apply.

## **Initial Exclusion Period:**

A 14-day initial exclusion period applies to your Heating Protection Plan. This means that no claim can be made for any incident that occurs within the 14 days from the start of your plan.

The initial exclusion period only applies at the start of your plan. It does not apply when you renew your cover.

**Payment:** The plan is not in force unless your premium has been received.

You can upgrade or downgrade your plan at any time without charge.

Missed payments will incur an administration charge relevant to any charges we incur.

**Response Times:** we assign one of three categories to prioritise our work

- **Emergency**, where there is no heating and/or hot water causing a medical risk to someone living in the property or an un-containable boiler leak causing property damage. We aim to get an engineer to you the same day or the next day.
- **Priority**, where there is no heating and/or hot water or containable boiler leak, not causing property damage. We aim to attend within 2 days.
- **Standard** covers all faults e.g. dripping radiator/taps etc we aim to attend within 3 days.

**Cancellation:** cancellation of your plan within 14 days of the commencement date where any payments received will be refunded unless a claim has been made. If a claim had been made no refund will be given and the difference in costs may be charged.

## **Definitions:**

**Annual Service & Safety Inspection:** it is YOUR responsibility to ensure that the annual service, safety inspection (GSI) is carried out during the 12-month period of your plan. Only one to be carried out per 12-month period. No refund or credit is provided for any missed services.

**Beyond Economic Repair:** in the opinion of an engineer where the cost of repair is more than 80% of the cost of replacement (appliance only).

**Call Out:** Attendance by qualified engineer.

**Customer Responsibility:** customer to be conversant with appliance operation, controls and system including repressuring systems, setting timers/programmers.

Getting into your property – our engineers will only work on your property if there's someone 18 years old or older there at all times during the visit.

Tenanted property – it remains the landlord's responsibility for allowing access to carry out inspections and will be asked to intercede where 3 or more failed visits have been recorded.

It is your responsibility to ensure all contact information we hold is up to date.

**Customer Duty of Care:** residents within the property have duty of care to take all reasonable precautions to prevent an emergency. Residents responsible for access to all aspects of the heating system.

**Domestic Boiler:** central heating boiler supplying your home less than 60kW/hr. All components with the casing (**excluding heat exchangers**).

**Domestic Heating Controls:** external pump, motorised valves, cylinder thermostat, timer (**excludes smart controls**), temperature and pressure controls.

**Domestic Heating Systems:** heating system within your home that is powered by domestic boiler. Heating system components: radiators (**excludes designer/column styles**), radiator valves and accessible pipework.

**Emergency:** unexpected event which cannot be contained utilising all means necessary and therefore cause damage to health and property.

**Engineer:** qualified person.

**Pest:** rodents, wasps, cockroaches etc

**Plumbing & Taps:** internal plumbing waste pipework includes kitchen, bath, basin, shower waste pipework for repair or replacement. Includes replacement kitchen, bathroom taps (**excludes designer & boiling water taps**)

**Reinstatement:** work carried out to make good any surface(s) or flooring which has been removed for access in the event of an emergency.

**Warm Air Unit:** warm air heating boiler including all components with casing and timer, temperature controls. Water heater unit components included if contained within Warm Air Unit casing.

## **Section – Cover**

### **Call Outs, Parts, Labour & Annual Service (Gas Safety Check)**

#### **HPP2**

Domestic Boiler, Domestic Heating Controls and Annual Service.

#### **HPP3**

Domestic Boiler, Domestic Heating Controls, Domestic Heating System and Annual Service.

#### **HPPGold**

Domestic Boiler, Domestic Heating Controls, Domestic Heating System, Plumbing & Taps and Annual Service.

#### **HPPW3**

Warm Air Unit

#### **HPP4** (Boiler covered by manufacturer warranty)

Domestic Heating Controls, Domestic Heating System and Annual Service.

#### **HPP5** (Boiler covered by manufacturer warranty)

Domestic Heating Controls and Annual Service.

#### **HPPGC2**

Domestic Boiler, Domestic Heating Controls, Annual Service and Gas Safety Inspection.

#### **HPPGC3**

Domestic Boiler, Domestic Heating Controls, Domestic Heating System, Annual Service and Gas Safety Inspection.

**Spare Parts:** we undertake to obtain spare parts as quickly as reasonably possible. We cannot be held responsible for any delays in obtaining spare parts.

**Obsolete Parts:** if we are notified that parts are obsolete, we will provide a quotation to replace where necessary.

**We do not cover:**

- a) Any appliance still covered by manufacturer warranty.
- b) Appliance flueing systems.
- c) Fuel (gas, oil, lpg) supply pipework.
- d) Cold- water system including stop tap, storage tank, Feed & Expansion (F&E) tanks.
- e) Pipework which is outside (external) to the dwelling including to or from detached outbuilding or detached garage.
- f) Pipework within the fabric of the property.
- g) Internal or external pipework blockages/air locks.
- h) Frozen pipework.
- i) System Filters of any type.
- j) Hot water systems including cylinder, or cylinder controls (motorised valve, t & p, pressure controls)
- k) Corrosion or any work arising from hard water scale deposits.
- l) Parts damaged by sludge or hard water scale.
- m) Removal of sludge or hard water scale.
- n) Sanitaryware (baths, basin, toilets), shower units
- o) Pumps – condense or saniflo
- p) Solar heating or hot water system including pump, controls.
- q) Damaged caused by **pests**

**General Exclusions:**

- 1) Any incident within the **initial exclusion period** after the start date of the plan.
- 2) Circumstances known to you prior to commencement of the plan.
- 3) Any work carried out by you or any other person which is not qualified.
- 4) Any defect caused by property damage.
- 5) Any defect, damage or breakdown caused by malicious or deliberate action, negligence, misuse or third-party interference.
- 6) Loss of or damage arising out of disconnection from or interruption to the public supply of gas or water or electricity to your property.
- 7) Any repair that is, impossible to undertake due to problems with the access needed to carry out the repair.
- 8) Any losses caused by any delays in getting spare parts.
- 9) Instances where a repair or replacement is needed due to changes in legislation or health and safety guidelines.
- 10) Any items required/missing to comply with Gas Safe Regulations.

**Cancellation by Us:**

We may cancel your plan at any time by giving 30 days' notice in writing, providing reason for doing so. Cancellation of your plan with immediate effect include but not limited to

- a) Non-payment of premium.
- b) Threatening and abusive behaviour
- c) Non-compliance with terms and conditions.