Care Plans that cover your whole property

CUSTOM HEAT COOL





Relax at home knowing we're only a phone call away

We offer a range of comprehensive Care Plans covering your boiler, central heating and electrics, plus dedicated plans for air conditioning and air source heat pumps. Whatever you have at home, you'll know exactly who to call.

- **Guaranteed same working day call-out**
  When reported before 10am Mon-Fri
- **Local family business**
  Established since 1980
- **£0 excess or call-out fee**
  No hidden or surprise charges (some plans incur labour charges)
- **Cover from 41p per day**
  Low cost peace of mind
- **Book your Care Plan online 24/7**
  Take out cover for your home anytime via our website
- **Rated 'excellent' on Trustpilot**
  Reviewed by our local customers
- **Unlimited call-outs**
  We don't cap our support service
- **Prices remain the same**
  Costs do not go up after call-outs
- **Dedicated phone line**
  Direct access to our office team
- **Experienced in-house team**
  All work is carried out by our highly trained employed engineers



Trustpilot

Custom Heat & Cool always provide an excellent service

From the biggest to the smallest jobs. Recently received a really prompt response to our leaking pipe problem. Polite, knowledgeable, caring and friendly staff, especially the engineers.

SM Brooks



**“Always professional.
On time with good communication.”**

Mrs. R Kenshole

Which is the best Care Plan for me?

Gas & LPG Care Plans

	Boiler service	Boiler only	System only	Full system (Most popular)	Full system with plumbing (Most included)	Full system with electrics	Full system plumbing and electrics
	Gas/LPG	Gas/LPG	Gas/LPG	Gas/LPG	Gas/LPG	Gas/LPG	Gas/LPG
	£12.50 a month	£17 a month	£17 a month	£20 a month	£27 a month	£24 a month	£29 a month
	or £150 a year	or £200 a year	or £200 a year	or £230 a year	or £325 a year	or £280 a year	or £350 a year
Annual boiler service	✓	✓	✓	✓	✓	✓	✓
No call-out charges	✓ labour charges apply	✓	✓	✓	✓	✓	✓
Guaranteed same day call-out	✓	✓	✓	✓	✓	✓	✓
Discounted price parts	✓	✓ parts included	✓ parts included	✓ parts included	✓ parts included	✓ parts included	✓ parts included
Unlimited call-outs		✓	✓	✓	✓	✓	✓
Repair bills covered up to £500		✓		✓	✓	✓	✓
Radiator, valves & pipework			✓	✓	✓	✓	✓
Plumbing cover					✓		✓
Electrical cover						✓	✓

Air conditioning & renewables

	Air conditioning	Air source heat pump
	£25 a month	£25 a month
	or £300 a year	or £300 a year
Annual boiler service	Annual AC unit service	Air source heat pump service
No call-out charges	✓	✓
Guaranteed same day call-out	✓	✓
Discounted price parts	✓ parts included	✓ parts included
Unlimited call-outs	✓	✓
Repair bills covered up to £500	N/A	✓ external unit not included
Radiator, valves & pipework	N/A	
Plumbing cover	N/A	
Electrical cover	N/A	


WORCESTER
bake

Which is the best Care Plan for me?

Oil Care Plans

	Boiler service	Boiler only	System only	Full system Most popular	Full system with plumbing Most included	Full system with electrics	Full system plumbing and electrics
	Oil £15 a month or £175 a year	Oil £22 a month or £260 a year	Oil £22 a month or £260 a year	Oil £28 a month or £335 a year	Oil £32 a month or £385 a year	Oil £32 a month or £385 a year	Oil £36 a month or £435 a year
Annual boiler service	✓	✓	✓	✓	✓	✓	✓
No call-out charges	✓ labour charges apply	✓	✓	✓	✓	✓	✓
Guaranteed same day call-out	✓	✓	✓	✓	✓	✓	✓
Discounted price parts	✓	✓ parts included	✓ parts included	✓ parts included	✓ parts included	✓ parts included	✓ parts included
Unlimited call-outs		✓	✓	✓	✓	✓	✓
Repair bills covered up to £500		✓		✓	✓	✓	✓
Radiator, valves & pipework			✓	✓	✓	✓	✓
Plumbing cover					✓		✓
Electrical cover						✓	✓

Comfort you can count on

Our policies are for all types of boilers and systems including:

- **Gas boilers & LPG boilers**
- **Oil boilers**
- **Household electrics**
- **Air conditioning**
- **Air source heat pumps**



To start your Care Plan visit customheat.co.uk/care-plans

1. Complete our quick and easy online form to select the Care Plan you require.
2. After you request your Care Plan, one of our experienced engineers will inspect and service your system. If it isn't suitable for the plan you've selected, we'll offer the service only plan as a minimum, or a one off fee depending on your system.
3. Upon confirmation of your Care Plan, cover will start immediately to give you total peace of mind.

Alternatively, call us on **0330 383 0000** and press option 1 to speak to one of our team about our Care Plans.

What's not included in my Care Plan?

Whilst we offer you comprehensive cover, there are a few things to note before taking out your plan with us.

For detailed information on the scope and terms of our Care Plans, please see our separate Terms and Conditions brochure.

- Adjustment to time and temperature controls.
- Call-outs during the evening, weekends and bank holidays.
- The whole flue system.
- Oil tanks, oil lines and components on the oil line.
- Electrical elements in radiators.
- The gas supply pipe and the size of the pipe.
- A replacement boiler if the existing boiler is beyond economical repair.
- Replacing or topping up your system inhibitor unless we've removed it.
- Plumbing work that connects to hot, cold or waste water pipes (for plans that exclude plumbing).
- Plumbing items such as showers and taps.
- Resetting your controls or replacing the batteries.
- Any parts that are designed specifically for underfloor heating.
- Supply of curved or designer radiators.
- Costs arising from the failure of the appliance or a component under the cover, including damage caused by water leaks.
- The replacement of decorative parts.
- Any defect or inadequacy attributable to the original design of the gas central heating system/appliances.
- The fabric of the building or pipework and flue pipework buried in it.
- Any defect caused through malicious or wilful action, negligence or third-party interference.
- Any defect or damage occasioned by fire, lightning, explosion, flood, storm, tempest, frost, impact, ingress or other extraneous cause.
- Consequential damage or loss arising as a result of a defect occurring in the central heating appliance, system or the appliances unless such a defect damage or loss is attributable to the negligence of Custom Heat & Cool.
- Any defect or damage occurring from a failure of the gas, oil, electricity or water supply.
- Descaling and any work arising from hard water scale deposits or from damage caused by aggressive water or an ingress of silt/debris from the water supply main e.g. boiler noises, debris, blockage.
- Damage caused by internal corrosion.
- The routine refill /top-up of sealed systems.
- Damage to components caused by central heating system debris or by poor quality heating water or lack of system inhibitors. Additional system inhibitor chemicals are charged at extra cost.
- Repair bills exceeding £500.

CUSTOM HEAT COOL

Comfort, all year round

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Trusted by thousands

Trustpilot

Google Reviews

WORCESTER BOSCH OFTEC C6479 safe 21176 BESA iphe Registered Plumber FCA FINANCIAL CONDUCT AUTHORITY PayPal stripe