

# Care Plans that cover your whole property









# Take care of your home, heating and we will take care of you

Custom Heat are proud to offer our customers a new range of comprehensive care plans that provide cover for your boiler, central heating system, and so much more.

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





## Custom Heat 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**

















# Which is the best care plan for me?

## Gas & LPG Care Plans

Boiler Service	Boiler Only	System Only	Full System <small>Most popular</small>	Full System with Plumbing <small>Most included</small>
Gas/LPG	Gas/LPG	Gas/LPG	Gas/LPG	Gas/LPG
£12.50 a month  or £150 a year	£17 a month  or £200 a year	£17 a month  or £200 a year	£20 a month  or £230 a year	£27 a month  or £325 a year

## Air Conditioning & Renewables

Air Con	Air Source Heat Pump
£25 a month  or £300 a year	£25 a month  or £300 a year

 Annual Boiler Service	✓	✓	✓	✓	✓	Annual AC unit service.	Air Source Heat Pump Service
 No Call out charges <small>labour charges apply</small>	✓	✓	✓	✓	✓	✓	✓
 Guaranteed same day call out	✓	✓	✓	✓	✓	✓	✓
 Discounted Price Parts	✓	✓ <small>parts included</small>	✓ <small>parts included</small>	✓ <small>parts included</small>	✓ <small>parts included</small>	✓ <small>parts included</small>	✓ <small>parts included</small>
 Unlimited call outs		✓	✓	✓	✓	✓	✓
 System breakdown parts and labour		✓		✓	✓	N/A	✓ <small>external unit not included</small>
 Radiator, valves & Pipework			✓	✓	✓	N/A	
 Plumbing Cover					✓	N/A	















# Which is the best care plan for me?

## Oil Care Plans

Boiler Service	Boiler Only	System Only	Full System <small>Most popular</small>	Full System with Plumbing <small>Most included</small>
Oil	Oil	Oil	Oil	Oil
<div style="border: 1px solid black; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;"> <div style="text-align: center;"> <p><b>£15</b></p> <p>a month</p> </div> </div> <p>or <b>£175</b> a year</p>	<div style="border: 1px solid black; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;"> <div style="text-align: center;"> <p><b>£22</b></p> <p>a month</p> </div> </div> <p>or <b>£260</b> a year</p>	<div style="border: 1px solid black; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;"> <div style="text-align: center;"> <p><b>£22</b></p> <p>a month</p> </div> </div> <p>or <b>£260</b> a year</p>	<div style="border: 1px solid black; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;"> <div style="text-align: center;"> <p><b>£28</b></p> <p>a month</p> </div> </div> <p>or <b>£335</b> a year</p>	<div style="border: 1px solid black; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;"> <div style="text-align: center;"> <p><b>£32</b></p> <p>a month</p> </div> </div> <p>or <b>£385</b> a year</p>

 Annual Boiler Service	✓	✓	✓	✓	✓
 No Call out charges	✓ <small>labour charges apply</small>	✓	✓	✓	✓
 Guaranteed same day call out	✓	✓	✓	✓	✓
 Discounted Price Parts	✓	✓ <small>parts included</small>	✓ <small>parts included</small>	✓ <small>parts included</small>	✓ <small>parts included</small>
 Unlimited call outs		✓	✓	✓	✓
 Boiler Breakdown parts and labour		✓		✓	✓
 Radiator, valves & Pipework			✓	✓	✓
 Plumbing Cover					✓

# Care Plan Cover

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



**Gas Boilers & LPG boilers**



**Oil Boilers**



**Air Conditioning**



**Air Source Heat Pumps**



**To start your Care Plan today visit**  
[customheat-southwest.co.uk/care-plans](https://customheat-southwest.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 the system and service the boiler. If the system or boiler is not suitable for the selected plan, as a minimum we would offer the service only plan or would charge a one off fee of £102 (Inc VAT) for gas/LPG and £132 (Inc VAT) for an Oil Boiler.
- 3** Upon confirmation of your Care Plan, cover will start immediately to give you total peace of mind.

Alternatively, call us on **01208 244024** and **Press Option 1** to speak to one of our team for more information about our Care Plans.



# What's not included in my Care Plan?

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

- ✗ 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.
- ✗ 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.

**For detailed information on the scope and terms of our Care Plans, please see our separate [Terms and Conditions brochure](#) for full plan specific inclusions and exclusions**









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[customheat-southwest.co.uk/care-plans](https://customheat-southwest.co.uk/care-plans)

