



Info Booklet

My annual boiler service

(Included in your home emergency plan)

A warm welcome...

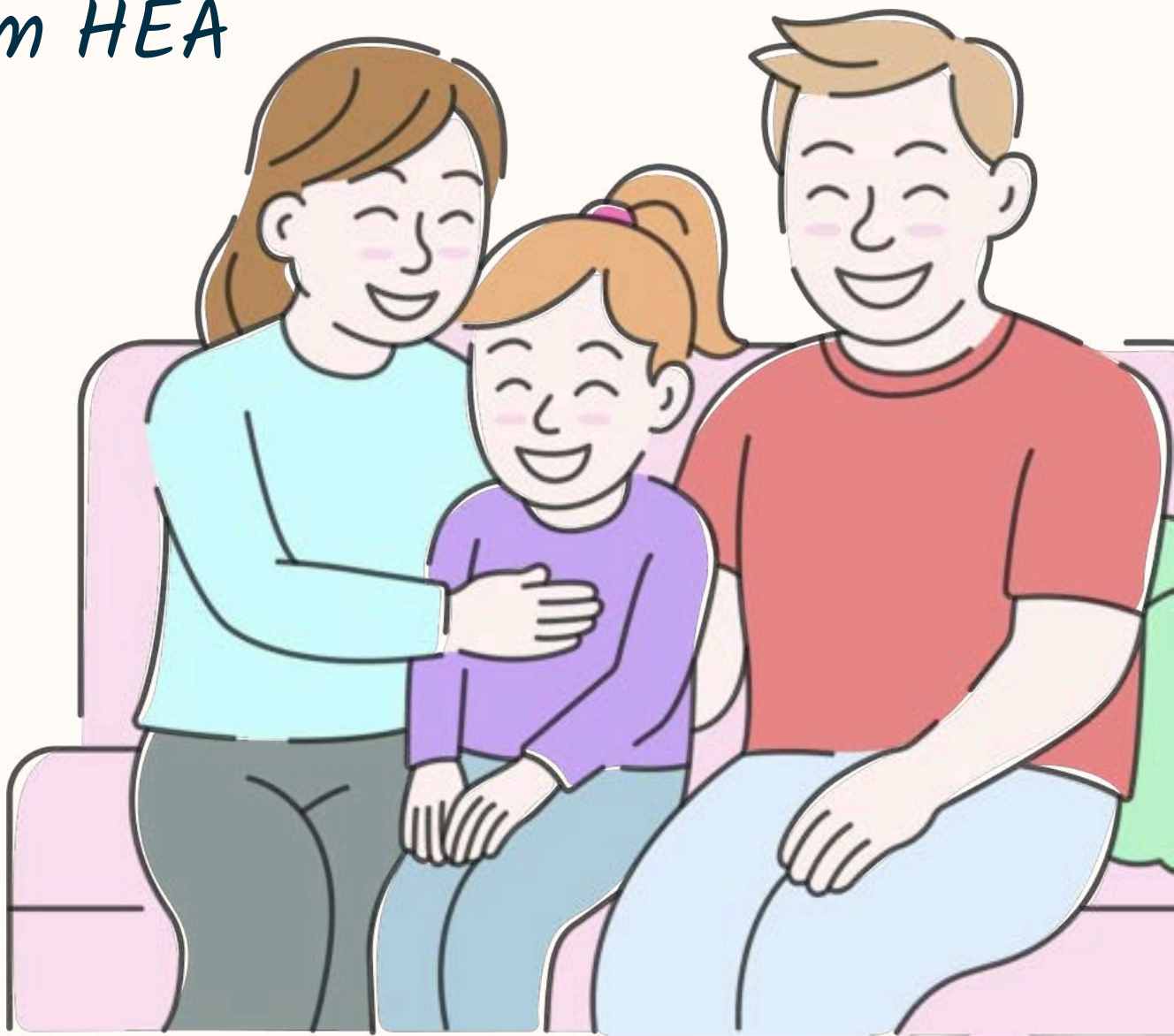
In this booklet, you'll find clear and helpful information about what your annual boiler service includes, so you know exactly what to expect.

This plan is a service agreement, rather than an insurance policy, so it's not regulated by the Financial Conduct Authority.

Don't worry though; everything we promise to deliver is clearly set out in this booklet, and we're committed to giving you the same reliable, friendly service you can count on, whenever you need us.

Welcome to the family.

Team HEA





This booklet is divided into clear sections, so you can easily find what you're looking for. Each section focuses on a different part of your annual boiler service, from what's included, key terms, and the important legal details that sit behind it.

Key terms

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Some words in your plan have special meanings. This section explains what they mean, so you always know exactly what's included.

About your service

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Find out exactly how to book your service, what's included, and what's not included in your annual boiler service.

Important information


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Everything you need to know about your contract, data protection, and other key details that keep your policy clear and transparent.

FAQs

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The most commonly asked questions, answered. You'll find quick, clear answers when you need them most.

 If **you** smell gas please call the National Gas Emergency Service immediately on 0800 111 999 before contacting **us**.

Key terms

This section is your glossary of important words used throughout the booklet. You'll see some words written in bold; these have special meanings, and you'll find their definitions here. If you're ever unsure what a word means as you read through your cover, just pop back for a quick reminder.





Some words in this policy have specific meanings, so **we've** highlighted them in bold each time they appear. **You'll** find a list of these words and what they mean just below.

BOILER

The boiler contained within and supplying **your** home that is powered by either natural gas or LPG from the appliance isolating valve, including all manufacturers fitted components within the boiler together with the pump, motorised valves, thermostat, time, temperature and pressure controls. **We** will not cover any boiler that has an output in excess of 70kW/hr.

BOILER SERVICE

This means **your** yearly boiler check, where one of **our** trusted **engineers** visits to make sure everything's working safely and efficiently.

ENGINEER/S

The qualified professionals **we've** chosen to carry out **your** boiler service -fully registered with trusted trade bodies like Gas Safe or OFTEC.

PLAN

This is the agreement between **you** and **us** to carry out your **boiler service**, based on these terms and conditions.

SCHEDULE

This is the document **we** send **you** that confirms when **your** cover starts, **your** personal details, and the home **you're** protecting with **us** under the home emergency **plan** you have.

REMEDIAL

Work that isn't covered by **your** policy, but may be spotted during a boiler service or claim - like unrelated repairs or general maintenance.

SERVICE PROVIDER

The partner who will complete **your** annual boiler service on **our** behalf.

WE/US/OUR

HEA, its authorised agents, and **engineers**, unless otherwise stated.

YOU/YOUR

This means the person who's covered by this plan. **Your** annual **boiler service** will continue each year while **your** insurance policy is active, unless cancelled by **you** or **us**. **You'll** find details on how to cancel further on. Just a heads-up - if **your** insurance policy is cancelled, this **boiler service plan** will end too.

2. About your service

This section explains exactly what's included in your boiler service, along with any exclusions you need to know about.



Your appointment



It's quick and easy to book your boiler service - just follow the simple steps below.

1

Make sure **you've** registered **your** boiler. **You** can do this through [your customer portal](#), or by giving **us** a quick call.

Having these details helps **us** make sure the right engineer arrives with the right tools. If **we** don't have **your** details, **we** might not be able to carry out the **service** and a refund won't be given.

2

Our service team will reach out to arrange a convenient date and time.

We'll try to contact **you** at least three times to get **your service** arranged. If **we** can't reach **you** and the **service** doesn't go ahead, **you** won't be eligible for a refund - but **you** can get in touch to get things back on track.

Please note: **your service** won't be carried out in the first 60 days of cover, but it will take place within **your** 12-month policy. That might mean there's more than 12 months between **services**.

Need to rearrange your appointment?

No problem - just let **us** know at least 48 hours in advance if **you** can't make **your** scheduled **boiler service**. If **you** cancel or reschedule with less than 48 hours' notice, or miss **your** appointment entirely, a £90 missed appointment fee will apply.

A quick heads up:

If **your** boiler can't be accessed, isn't working, or has a fault when **our** engineer arrives, **we** won't be able to complete the **service** but the appointment will still be chargeable. Any follow-up visit will also be charged at the standard rate. To avoid this, let **us** know about anything that might prevent the **service** from going ahead as soon as **you** can; with no less than 48hrs notice.

What's included



Here's what **you** can expect from **your** boiler service with **us**, to help keep **your** gas/LPG **boiler** running safely and efficiently.

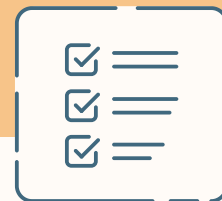
What's included

- Flues and terminal check
- All safety devices check
- Gas pressure and input verification
- Operating pressure reset
- Combustion fan check
- Heat exchangers check
- Gas and water seals check
- Burners check/clean
- Ignition system check
- Combustion performance check (where possible)
- Controls check
- Ventilation check
- Heating controls/efficiency advice

All our boiler services follow Gas Safe regulations, and the exact steps may vary depending on your specific boiler.

If **we** spot anything during the service - like maintenance needs or faults - **we'll** let **you** know what needs to be done. If those issues could impact any other cover **you** have with **us**, **we'll** inform the relevant team, as it may affect **your** ability to make a claim. It's **your** responsibility to get the repairs done and send **us** any proof **we** might need once the work is complete.

If there's a safety concern, **our** engineer will follow the Gas Industry Safe Situations Procedure. This might mean **your** boiler can't be used until the problem is sorted - but it's all to keep **you** and **your** home safe.



Your boiler service is all about keeping things running smoothly - but there are certain things that aren't included.

What's not included

Your service doesn't include the cost of any repairs or extra work needed to bring **your boiler** up to current standards. If maintenance or **remedial** work is required, that would need to be arranged and paid for separately.

If any issues are found, the **engineer** may offer **you** a quote to fix them - but this would be a private arrangement between **you** and the **service provider** and not something covered by **us** under this service or **your** home emergency policy.

General exclusions

There are a few situations where **we** won't be able to complete **your boiler service** - these include the following:

- If **your boiler** isn't working or has a known fault when the **engineer** attends
- Systems that haven't been installed or looked after in line with the manufacturer's guidance or British Standards
- Equipment that's been recalled by the manufacturer
- **Boilers** or systems that aren't easy to access
- Extra **boilers**, unless **you've** included these in **your plan**
- Warm air units or ground/air source heat pumps
- Oil **boilers**

3. Important information

From paying for your service and cancelling, to making a complaint and other important information — we've kept it clear and easy to follow.





If **you'd** like to cancel **your** annual **boiler service**, **you** can get in touch with **our** friendly customer service team.

If you cancel

If **you** cancel within 14 days of the start date of **your plan** and **your boiler** hasn't been serviced yet, **we'll** cancel the **plan** and **you** will receive a full refund. If the **service** has already taken place, no refund will be given.

If **you** cancel after the first 14 days, a refund won't be given. And, if **you're** paying in instalments and the **service** has already been carried out, **you'll** still need to pay the remaining balance.

If we cancel

We hope it never comes to this, but in certain circumstances, **we** may need to cancel **your plan**. If that happens, **we'll** always give **you** at least 14 days' notice and send confirmation to the email address linked to **your plan**.

If **we** do cancel, **we'll** refund any payments **you've** made, minus a fair amount for the time **your plan** was active.

Reasons **we** might need to cancel include:

- Missed payments
- Breaking the terms of **your plan**
- Aggressive or abusive behaviour
- Suspected or confirmed fraud
- Providing incorrect or incomplete information


In serious cases - like fraud or misrepresentation - **we** may need to cancel **your plan** immediately and backdate the cancellation to when the issue began.

How to make a complaint



We always aim to give **you** the best possible service, but if something hasn't gone right, **we'd** love to make it better.

If **you're** the named plan holder and would like to make a formal complaint, please get in touch with **us** over the phone, or in writing below.

 [03330 00 34 999](tel:033300034999)

 Online: [click here to submit a complaint using our webform](#)

 complaints@homeemergencyassist.com

Please note: as this **boiler service plan** isn't classed as a financial service, complaints about the **service** won't fall under the Financial Ombudsman Service.

Timeframes

Once **we've** received **your** complaint, **we'll** aim to get back to **you** within four weeks. **We'll** take a good look at everything **you've** told us and come back with a clear answer based on what **we've** found. If **we** can fully resolve things within that time, **we'll** let **you** know - and that will be **our** final response.

If **we** need a little longer to look into things, **we'll** explain why and give **you** an idea of when **you** can expect a full reply. Either way, **we'll** keep **you** updated, so **you're** never left wondering what's going on.



The payment method **you've** selected will be confirmed in **your** policy documents.

The cost of **your boiler service** is already included in the price on **your schedule**. If **you** pay annually, the full amount is taken up front. If **you** pay monthly, it's spread evenly across **your** instalments.

Timeframes

If a payment is missed, **we'll** send **you** a reminder within 5 working days. **Your boiler service** might be paused until everything's up to date. If the balance hasn't been paid within 30 days, **your** agreement will be cancelled - but **you'll** still need to pay anything that's outstanding. Worried about a payment? Just reach out.

Renewing your plan

Your plan will automatically renew each year, unless **you** tell **us** otherwise. **You** can opt out of automatic renewal at any time by contacting **our** customer service team.

If **you** choose to pay monthly through **our** finance partner, **we'll** run a quick credit check before offering **your** renewal terms. This helps **us** make sure **your** plan stays affordable and lets **us** offer a credit facility if needed.

Even if **you've** opted out of automatic renewal, the check will still take place but don't worry, **your** plan will only renew if **you** give **us** the go-ahead.



Sometimes things are out of our hands

If something happens that's beyond **our** control - like a flood, fire, strike, government action, terrorism, or a shortage of parts - **we** may not be able to carry out **our** usual service. If that's the case, **we'll** pause things temporarily and get back to helping **you** as soon as **we** possibly can.

Your privacy matters to us

We know **your** personal information is important, and **we're** committed to treating it with care. Our [Privacy Policy](#) explains clearly how **we** collect, use, and protect **your** data, and why **we** need it in the first place.

Our service guarantee

We want **you** to feel confident in the work **we** do. That's why every **service we** carry out has a 28-day guarantee, from the date the **service** is completed.

Applicable law

Unless **we've** agreed otherwise in writing, this **plan** is covered by English law. If there's ever a dispute, it'll be handled by the courts in England - or the part of the UK where **you** normally live.

Limitation of liability

We won't be liable for any loss, damage, or costs that couldn't have been reasonably expected as a result of **us** not meeting these terms. This also applies to any business-related losses or claims made by someone who isn't the **plan** holder.

4. FAQs

This section sets out the important details behind your cover. It explains who your underwriters are, how we handle fraud, your responsibilities, and how your information is used and protected. It also includes key legal rights and the protections available to you. Think of it as the small print made simple - so you always know where you stand.





We've put some of the most commonly asked questions below, but if **you** can't find what **you're** looking for, get in touch!

What if I miss my appointment?

If **you** weren't in when **we** came round to complete **your service**, but still want a service to be done, **you'll** need to pay **your** missed appointment fee of £90. Don't forget - a service is a requirement of **your** insurance cover and could affect claims.

What if I've been contacted x3 but not booked my service?

If **we've** tried to contact **you** three times and been unsuccessful, **we** won't try and contact **you** again, but **you** can [fill out our boiler service form](#) and **we'll** call to book **your service** in for **you**.

What if my boiler has broken down?

If **your boiler** has broken down, this may be covered under **your** insurance plan with **us**. **You** would need to get in touch with the [claims department](#) within 24 hours of noticing the issue, to log this with **us**.

What if my boiler has been condemned?

If **your** boiler has been condemned, this isn't covered under **your** policy, and **you** would need to contact a Gas Safe registered engineer urgently to complete any repairs needed. **Your** boiler is currently unsafe and future claims will be declined until the work has been completed.

Did you know...

At HEA, we don't just protect your home when things go wrong, we can also cover your appliances to keep everyday life running smoothly.

Our Appliance cover takes care of repairs or replacements (depending on your appliances age) if one of your insured appliances breaks down due to mechanical or electrical failure, or even accidental damage once the manufacturer's warranty has ended.

We'll send a trusted engineer to diagnose and repair the fault, or replace the appliance if it can't be fixed, helping you get back to normal as quickly as possible.

You can choose cover for:

- Domestic appliances – like washing machines, ovens, and fridge freezers.
- Electronic products – like coffee machines, sound systems, and smart tech.

Call us now

 [03330 00 34 999](tel:033300034999)





Getting you back to your happily ever after...

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