Homeowner Care Plans

Professional boiler servicing and repair support for the systems you rely on at home.

ESSENTIAL | CARE | COMPLETE

Comfort you can count on

Gas / Plumbing / Heating / Renewables

01 / CHOOSE YOUR PLAN

Three levels of care

Start with annual servicing, add eligible repair labour or choose Complete for an annual parts allowance.

Base prices include VAT. 12-month commitment; additional charges may apply.

SERVICE / BENEFIT	ESSENTIAL £9/month	CARE £19/month	COMPLETE £34/month
Annual boiler service	**Included**	**Included**	**Included**
Priority booking & reminders	**Included**	**Included**	**Included**
Digital reports and records	**Included**	**Included**	**Included**
Priority support when you need us	**Included**	**Included**	**Included**
Breakdown diagnostics & call-outs[1]	Chargeable	**Included**	**Included**
Eligible repair labour[1]	Chargeable	**Included**	**Included**
Heating system & standard controls	Not included	Labour	Labour
Accessible internal gas pipework	Not included	Labour	Labour
Toilet internals, tap cartridges & washers	Not included	Labour	Labour
Smart control fault diagnosis	Not included	Diagnosis	Diagnosis
Eligible standard replacement parts	Chargeable	Chargeable	**£400 / year**
Limited internal waste-pipe clearance	Not included	Not included	**Included**
Visual accessible alarm safety checks	**Included**	**Included**	**Included**

[1] Eligible faults only, during normal working hours, after any applicable qualifying period. Parts and out-of-hours attendance may be chargeable. Homeowner plans do not include CP12s.

Choose your plan. All prices include VAT.

02 / THE DETAIL

What each plan includes

Clear boundaries mean you know which services are included and which costs need your approval.

Base prices include VAT. Inspection and age surcharge may apply.

ANNUAL SERVICE

Essential / Boiler care

£9/month

£108 / 12 months

Annual boiler service, accessible flue and gas pipework visual inspection, boiler operation and relevant safety checks. Receive electronic reports, reminders and priority booking. Accessible smoke and CO alarms receive a visual check where relevant. Breakdown visits, repairs and parts are chargeable.

ELIGIBLE LABOUR INCLUDED

Care / Maintenance & labour

£19/month

£228 / 12 months

All Essential benefits, plus eligible breakdown diagnostics and repair labour with unlimited eligible call-outs during normal hours, subject to reasonable use. Covers standard circulation pumps, motorised valves, TRVs, programmers, wired/wireless thermostats, accessible heating and domestic gas pipework, standard panel radiator repairs, toilet internals, tap cartridges and washers. Smart control diagnosis is included; replacement is chargeable. Parts and materials are charged separately.

£400 ANNUAL PARTS ALLOWANCE

Complete / Parts & labour

£34/month

£408 / 12 months

All Care benefits, plus eligible replacement parts up to £400 per property per contract year and limited clearance of straightforward accessible internal waste-pipe blockages. Eligible parts may include diverter valves, internal pumps, filling loops, pressure relief valves, thermistors, sensors, expansion vessels, air vents and eligible standard heating/minor plumbing components. No whole-house plumbing or external drainage cover.

Complete example: if £150 of eligible parts has been used, £250 remains. Unused allowance expires at renewal; there is no rollover or cash alternative. All repair benefits are subject to plan terms.

03 / KNOW THE BOUNDARIES

What is not included

Our plans support defined maintenance and repair needs, rather than unlimited whole-property repairs.

System water & condition

Sludge, scale, poor water quality, contamination, blockages arising from these conditions, power flushing, chemical treatment and descaling.

Inaccessible equipment

Buried, concealed or underground pipework; opening walls or floors; access works and making good unless agreed separately.

Non-standard systems

LPG, oil, electric boilers, heat pumps, biomass, commercial installations, systems above 70kW or pipework above 35mm; underfloor heating.

External causes

Accidental damage, freezing and frozen condensate pipes, fire, flood, power surges, structural movement, misuse and third-party damage or tampering.

Plumbing & drainage

Sanitary ware, booster pumps, shower cartridges, whole-house plumbing, external drains, jetting, CCTV, excavation, collapsed drains and root ingress.

Existing faults & upgrades

Pre-existing faults, unresolved inspection exclusions, system upgrades, cosmetic work, extensive repiping and equipment beyond economical repair.

Complete: excluded replacement parts

PCBs, main and secondary/plate heat exchangers, hot water and unvented cylinders, cold water storage tanks, smart controls, booster pumps, sanitary ware, shower cartridges, full radiators, decorative radiators and towel rails are not included as replacement parts. Diagnosis may still be included where expressly covered.

Where suitable, excluded work can be quoted separately for approval.

04 / GETTING STARTED

Joining is straightforward

We confirm your system, plan and payment arrangements before your agreement is activated.

01

Choose your tier

Select Essential, Care or Complete for your home.

02

Confirm eligibility

New customers generally need an inspection/service at £108 including VAT. Existing customers with sufficient service history may not need a separate visit. Gas work is undertaken by appropriately Gas Safe registered engineers.

03

Agree your terms

Unresolved faults may be listed as specific exclusions until satisfactorily repaired. The remaining eligible system can join if safe. A 60-day breakdown waiting period may apply; safety-critical attendance can be chargeable.

04

Receive confirmation

Your VAT-inclusive price, plan, payment schedule and benefit start dates are confirmed electronically. Service reports and applicable certificates are emailed and stored securely.

Your payment & renewal

12-month commitment, automatically renewed for another 12 months unless cancelled. Annual upfront or monthly Direct Debit may be available; monthly instalments are available at renewal. Monthly payment is not a rolling cancellation right. A 14-day cooling-off period applies at sign-up and renewal under the agreement. Early cancellation may make the remaining term balance payable, subject to applicable rights.

05 / SUPPORT & PRICING

Here when you need us

Understand additional costs, service targets and how to request your personalised plan.

Priority support when you need us

Care Plan customers receive priority booking over pay-as-you-go customers.
Normal engineer hours: Monday to Friday, 7:30am to 5:00pm. Emergency breakdown attendance target: 24 hours; non-emergency: 48 to 72 hours. Targets are not guarantees.
Out-of-hours attendance is separately chargeable, subject to availability.

Additional costs & useful information

£108	Initial inspection, where required (incl. VAT).
£54	Missed appointment/no access (incl. VAT); rearrange with at least 24 hours' notice.
£15	Failed or overdue payment administration charge, subject to terms; cover may be suspended after 14 days overdue.
£2	Monthly age surcharge per completed year above 10 years, cumulative; e.g. 12 years old = £4/month.

Renewal prices may change with CPI, age and justified cost/usage reviews, with 30 days' advance notice. Complete's £400 allowance resets each contract year; excess eligible parts costs are chargeable. HeaTek repairs have a 12-month parts and workmanship warranty, subject to terms. If repair is uneconomical, we offer a preferential replacement quotation, not a replacement allowance.

Our local service area

Margate, Broadstairs, Ramsgate, Westgate-on-Sea, Birchington, Minster, Manston, Sandwich, Herne Bay and surrounding agreed areas. Wider Kent by prior agreement; additional travel charges may apply.

Request your personalised homeowner quotation

Customer guide only. Eligibility, additional charges and full agreement apply.