



Warmth, trust & reliability - since 1990

Tower Care Plans - Homeowner Terms and Conditions

Our Mission is to provide excellent service at a fair price!

At Tower Heating we are committed to providing excellent customer service and we wholeheartedly believe this is based on **fairness** and **transparency**. With this principle in mind, our Terms and Conditions are designed to clearly explain what is included and what isn't, rather than being a list of 'get-out clauses'.

We value our customers and believe that when both parties know where they stand and can make informed decisions, we have the best foundation in place for building long-lasting relationships.



Please Note: Our Care Plans are Not Insurance Backed

Our Care Plans are not insurance policies and are not regulated by the Financial Conduct Authority (FCA). Our Care Plans are service agreements that provide maintenance and repair benefits for your heating system as described in these Terms and Conditions. Because our Care Plans are not insurance-backed, they do not offer cover for every eventuality (most notably damage caused by leaks or boiler replacement) and should not be considered a substitute for home insurance or boiler insurance should you require it.

Table of Contents

Homeowner Care Plans - What's Included Table	3
Service Plan	5
Annual Boiler Service	6
1 x Free Engineer's Visit (Call-Out)	7
Priority Customer	8
Discounted Parts	8
Automated Service Reminder	8
Online Booking Option	9
On-Call Engineer until 8pm	9
1 x Half Price Emergency Call-Out	10
Radiator Plan	11
Radiators, Valves and Pipework Repairs	11
Boiler Plan	16
Boiler Repairs	16
Complete Plan	19
Gas Pipework Repairs	19
Bolt-Ons	21
Additional Appliance Service	21
Unvented Hot Water Cylinder Service	22
Specialist Gas Appliance Service	22
Airing Cupboard Repairs	23
Additional Appliance Repairs	23
Annual Gas Safety Check	24
Air Conditioning Service	24
Payments	25
Pricing	25
Making Changes to your Care Plan	25
Cancellations	26
Fair Use Policy	27
Definitions	28
Care Plan Year	28
Our Hours	28
Emergency Issues	28
Initial Inspection	29
Repair Limits	29
Safe and Practical Access	31
Exclusions	33

Homeowner Care Plans - What's Included Table

	Service Plan	Radiator Plan	Boiler Plan	Complete Plan
We do not charge an Excess All of our price include VAT	£10 per month	£20 per month	£25 per month	£35 per month
Annual Boiler Service and Safety Check	✓	✓	✓	✓
Free Engineer's Visit (Call-Out) For boiler (or programmer), during Office Hours	1 per year	1 per year + Unlimited Call-Outs for radiators	Unlimited Call-Outs for boiler	Unlimited for radiators and boiler
Priority Customer Faster response time when you need it	✓	✓	✓	✓
Discounted Parts 10% discount on all parts	✓	✓	✓	✓
Automated Service Reminder	✓	✓	✓	✓
Online Booking Option	✓	✓	✓	✓
On-Call Engineer until 8pm Telephone access to our experts	✓	✓	✓	✓
Half Price Emergency Call-Out For Emergency Issues, during Emergency Hours	1 per year	✓	✓	✓
Radiators, Valves and Pipework Repairs*	✗	✓	✗	✓
Boiler Repairs*	✗	✗	✓	✓
Gas Pipework Repairs	✗	✗	✗	✓

* Repair Limits apply (£500 Single and £750 Total). 30 day waiting period. See Definitions.

Bolt-Ons:				
Additional Appliance Service Such as a gas fire or additional boiler	+ £7 per month			
Additional Appliances are not eligible for Free Engineer's Visits or repair cover. (aside from additional boilers)				
Unvented Hot Water Cylinder Service	+ £3.50 per month			
Specialist Gas Appliance Service Such as Warm Air Unit or Back Boiler Unit.	+ £3.50 per month	✗	✗	✗
Airing Cupboard Repairs*	✗	✓ + £7 per month	+ £7 per month	✓ + £7 per month
This is an optional Bolt-On for customers with a hot water cylinder due to the increased number of system components. It does not cover cylinder replacements , but does cover common components typically found in or around the Airing Cupboard. Items include: cold water storage and feed/expansion tanks, motorised valves, circulation pumps, unvented hot water cylinder ancillary components (expansion vessels, inlet valves and safety valves), heating programmers and thermostats.				
Additional Appliance Repairs* For additional boilers. Includes Annual Service. Gas fires can't be covered for repairs	✗	✗	✓ + £20 per month, per appliance	✓ + £20 per month, per appliance
Annual Gas Safety Check and Homeowner's Gas Safety Record. Only required in specific circumstances (rare for most homeowners)	+ £2.50 per month			
Air Conditioning Service Additional indoor units: + £5 per month	+ £10 per month			

Not Included:				
Boiler Replacements	✗	✗	✗	✗
Cylinder Replacements	✗	✗	✗	✗
System Cleaning and Corrosion Inhibitor	✗	✗	✗	✗
Hot/Cold Water Pipework	✗	✗	✗	✗
Wastewater Pipework	✗	✗	✗	✗

Service Plan

What's included in our Service Plan?

Annual Boiler Service

and Safety Check

1 x Free Engineer's Visit (Call-Out)

For boiler (or programmer), during Office Hours

Priority Customer

Faster response time when you need it

Discounted Parts

10% discount on all parts

Automated Service Reminder

Online Booking Option

On-call engineer until 8pm

Telephone access to our experts

1 x Half Price Emergency Call-Out

For Emergency Issues, during Emergency Hours

Each of which will now be explained in more detail.

Annual Boiler Service

and Safety Check

We will service your gas appliance in accordance with the Manufacturer's Instructions (where available) and industry best practices.

We will complete any required records to maintain the manufacturer's Guarantee or Warranty.

If we identify any issues that may affect the appliance now or in the future, we will make you aware and may recommend proactive maintenance work. A formal estimate will be provided for any chargeable work.

Some manufacturers specify different requirements for interim vs full service (for example, recommending the replacement of gaskets or electrodes after a certain number of years). Where replacement of consumable items is required as part of a service, these items will be chargeable, with a 10% discount applied. An invoice will be provided.

Annual Service Dates

During colder months of the year where heating becomes more of a necessity, demand for urgent repairs increases substantially. In order to be able to respond quickly to customers who urgently need us, we aim to complete the majority of annual gas appliance services through Spring and Summer. In view of this, we may look to move your Annual Boiler Service to this period, either directly or by a few months a year.

We promise to do this in such a way that it will not affect any manufacturer's Guarantee/Warranty.

We may look to complete your Annual Boiler Service whilst our engineer is attending your property for a Free Engineer's Visit, should timings allow.

Safety Check

We will visually inspect the installation of your primary gas appliance, including the flue along its entire length.

Our Safety Check may include checks that are not specified as part of the gas appliance service by the manufacturer. Our experienced engineers will communicate any issues found and may recommend further tests or improvement works at additional cost. In this instance a formal estimate will be provided.

1 x Free Engineer's Visit (Call-Out)

For boiler (or programmer), during Office Hours

Your Service Plan includes **one Free Engineer's Visit** per Care Plan Year. *We may also refer to this type of appointment as a Call-Out.*

Your Care Plan Year determines when this allocation renews – please refer to our Definitions section for details.

Your Free Engineer's Visit may be used for issues relating to your Primary Gas Appliance and associated programmers/thermostats.

Please refer to our Definitions section for Primary Gas Appliance.

Where two (or more) boilers work together to provide space heating and hot water and both are included on your Service Plan. I.e. Service Plan + Additional Appliance Service Bolt-On, your 1 x Free Engineer's Visit may be used for either boiler and associated programmers/thermostats.

An Engineer's Visit covers up to 45 minutes for our Engineer to investigate and diagnose the problem. If they can repair the fault during the visit then they will do. If further time, parts or materials are required, they will produce a formal estimate. Approval will be sought before parts are ordered and/or this chargeable work is scheduled.

Engineer's Visits are scheduled during our Office Hours.

Office Hours:

8am - 5pm weekdays (excluding Bank Holidays).

Emergency Hours:

5pm - 8pm weekdays and 8am - 8pm weekends (and Bank Holidays)

During our Emergency Hours we operate an on-call rota where we have a Gas Safe Registered engineer available by phone to triage Emergency Issues. If a site visit is required during these hours, it is classed as an Emergency Call-Out. An Emergency Call-Out is charged at a higher rate than an Engineer's Visit. Our current prices are always available on our website.

We reserve the right to schedule Engineer's Visits outside of our normal Office Hours at our discretion, this is usually during periods of high demand.

An issue not relating to your Primary Gas Appliance will require an Engineer's Visit which will be charged at our standard Engineer's Visit rate. Our current prices are always available on our website.

Priority Customer

Faster response time when you need it

Care Plan customers with Emergency Issues such as: gas leak or a smell of gas, no heating and/or hot water, an unmanageable water leak (i.e. more than a weeping joint or a drip), will be given priority over non-regular customers, and regular customers with non-urgent appointments, i.e. annual boiler servicing.

We always aim to provide the fastest possible response times for all of our customers and employ various strategies to achieve this, such as: reserving diary space in Winter for urgent appointments and shifting annual servicing appointments from Winter to Summer. However during spells of extreme cold weather we sometimes experience a surge in calls and requests for Engineer's Visits (Call-Outs). In this instance Care Plan customers will be given priority, then regular customers, then non-regular customers.

If you require an urgent appointment in an instance such as this, please call us on **01704 834363** and we will schedule one for you. If we are unable to answer immediately, please leave a voicemail with your name, address and the issue you are experiencing and we will call you back as soon as we can to schedule an appointment.

During periods of extreme demand, we sometimes schedule appointments, but add customers to a cancellations list. If we receive cancellations, no access appointments or our engineers are ahead of schedule, we call these customers in order to bring their urgent appointments forward. On this list, Care Plan customers will be given priority over regular customers and non-regular customers.

Discounted Parts

10% discount on all parts

Where our Care Plan customers require parts for their boiler or heating system, a 10% discount will be applied, compared to the standard rate that we charge for that component.

Automated Service Reminder

Our Care Plans aim to reduce hassle for our customers. We will remind you by email and text message prior to your Annual Boiler Service becoming due. At this point appointments can be made by calling us on **01704 834363** or by using our Online Booking Engine.

If we don't hear from you we will make reasonable attempts to contact you by phone.

If we are still unable to get in contact, we will post a physical reminder to your address and will forward your Service Reminder on to the following year.

Online Booking Option

We will remind you by email and text message prior to your Annual Boiler Service becoming due. Our email and text messages reminders contain a link to our Online Booking Engine which will present a list of available appointments in your postcode.

Using this facility is optional and enables customers to book their Annual Boiler Service outside of our Office Hours.

Should a suitable date not be available, or if you prefer to book over the phone, please call us on **01704 834363** and our office team will happily arrange an appointment with you.

On-Call Engineer until 8pm

Telephone access to our experts

We operate an on-call rota so that we have a Gas Safe Registered engineer available to our Care Plan customers **8am - 8pm, 365 days a year**. This service is to discuss Emergency Issues only.

Emergency Issues

We define an Emergency Issue as:

- A gas leak or a smell of gas
- No heating and/or hot water
- An unmanageable water leak (i.e. more than a weeping joint or a drip)

To contact us, please call **01704 834363**.

During Office Hours:

8am - 5pm weekdays (excluding Bank Holidays).

Our office team will answer your call and triage your issue before either assisting over the phone, transferring your call to an engineer for further advice or booking an Engineer's Visit for you. 1x Free Engineer's Visit for your boiler or programmer is included with your plan, per year. On occasion our office team may be on other calls and may be unable to answer your call. In this instance, please leave a voicemail and they will call you back as soon as they can.

During Emergency Hours:

5pm - 8pm weekdays and 8am - 8pm weekends (and Bank Holidays).

Our phone system will present you with two options:

Press 1 to leave a message (non emergency)

Press 2 to speak to our On-Call Engineer (Emergency Issues only)

Our Engineers endeavour to answer all calls, but sometimes due to the practical nature of their work, they aren't able to. In this instance, please leave a voicemail and they will call you back as soon as they can.

1 x Half Price Emergency Call-Out

For Emergency Issues, during Emergency Hours

A site visit during our Emergency Hours, is classed as an Emergency Call-Out.

Your Service Plan includes **one half price Emergency Call-Out** per Care Plan Year.

Your Care Plan Year determines when this allocation renews – please refer to our Definitions section for details.

Your Half Price Emergency Call-Out may only be used for Emergency Issues.

Emergency Issues

We define an Emergency Issue as:

- A gas leak or a smell of gas
- No heating and/or hot water
- An unmanageable water leak (i.e. more than a weeping joint or a drip)

To contact us, please call **01704 834363**.

An Emergency Call Out covers **up to 45 minutes** for our Engineer to make the issue safe.

Where the issue is **No heating and/or hot water**, our engineer will attempt to repair the fault during the visit. If further time, parts or materials are required, they will produce a formal estimate for your approval before ordering parts or scheduling chargeable work.

Radiator Plan

What's included?

All the benefits of our **Service Plan**, plus cover for **Radiators, Valves and Pipework Repairs**.

Annual Boiler Service

and Safety Check

1 x Free Engineer's Visit (Call-Out)

For boiler (or programmer), during Office Hours.

+ Unlimited Call-Outs for Radiators, Valves and Pipework Repairs

Priority Customer

Faster response time when you need it

Discounted Parts

10% discount on all parts

Automated Service Reminder

Online Booking Option

On-call engineer until 8pm

Telephone access to our experts

Half Price Emergency Call-Outs

For Emergency Issues, during Emergency Hours

As detailed within Service Plan.

Radiators, Valves and Pipework Repairs

Cover includes:

- Unlimited Call-Outs for Radiators, Valves and Pipework
- Repair or replacement of radiators
- Replacement of valves including Thermostatic Radiator Valves (TRVs) and Isolation Valves
- Repairs to heating pipework

Cover is subject to Repair Limits, please refer to our Definitions section.

When replacing radiators or valves, we use high-quality components that we know are reliable and perform well. While performance is our primary consideration, we also select products with a clean, modern appearance that suits most homes.

About Repair Cover

Our repair cover plans (Radiator Plan, Boiler Plan and Complete Plan) are designed for heating systems that are already in good working order. They provide peace of mind if faults develop in the future, rather than cover for issues that already exist when the plan is taken out.

This helps keep monthly payments fair and affordable for all customers.

System Specific Notes:

Microbore Pipework

Microbore pipework (typically 8-10 mm) is widely used and can be reliable when the system water quality is clean and well maintained.

However, microbore systems are more prone to blockages if corrosion or sludge builds up. In severe cases, blocked microbore sections cannot be power flushed and must be repiped.

Our approach:

- We include microbore systems under our Radiator Plan.
- If a system fails a water quality test, we will recommend chargeable maintenance work (e.g. a power flush, or addition of corrosion inhibitor). If this work is not carried out, cover will be limited to radiators and valves only, excluding radiator pipework.
- If a section of microbore pipework becomes completely blocked and cannot be cleared, **we will cover the first radiator repipe**, subject to our Repair Limits. After this, cover will be limited to radiators and valves only.
- If any further blockages occur, we will assess and advise whether it is more practical to repipe the full system or replace the affected section. A quotation will be provided, and this work would be chargeable.
- Pipework cover will be reinstated if a full microbore replacement is carried out.
- Partial section replacements are not eligible for reinstatement, as repeated blockages indicate that the original microbore pipework can no longer be considered in good working order.

When repairing or repiping microbore pipework, our responsibility is limited to restoring the function of your heating system.

Microbore pipework is often routed within walls or behind plasterboard. Chasing pipework into walls, plastering, redecorating or relaying floor coverings (where costs are incurred) is not included within your Care Plan.

Where repiping is required, we will install new copper pipework (15mm diameter or greater) using practical and accessible routes. This typically involves surface-mounted pipework, with vertical sections neatly enclosed in white plastic trunking.

We do not cover costs associated with reinstating decorative finishes such as plaster, paint, wallpaper, tiles or specialist floor coverings.

If you would prefer replacement pipework to be concealed within walls or under floors, where feasible, this can be arranged as a chargeable service. A formal quotation will be provided on request.

This approach aims to keep cover fair and reasonable for all customers.

Pipework Buried in Concrete Floors

If a leak occurs on pipework buried within a concrete floor:

- We will break out and repair **the first leak**, subject to our Repair Limits. After this, cover will be limited to radiators and valves only.
- If further leaks occur, we will assess and advise whether it is more practical to repipe the full system or replace the affected section. A quotation will be provided, and this work would be chargeable.
- Pipework cover will be reinstated if a full repipe is carried out so that no heating pipework remains buried within the concrete floor.
- Individual repairs or partial section replacements are not eligible for reinstatement, as repeated leaks indicate that the original buried pipework can no longer be considered in good working order.

When repairing pipework buried within a concrete floor, our responsibility is limited to locating the leak, carrying out the repair, protecting the pipework and reinstating the concrete.

We will refit existing floor coverings where this can be done within reasonable time and cost – for example, refitting carpet or vinyl.

However, we do not cover the cost of replacing or refitting flooring that cannot be removed and reinstated without damage, such as laminate, LVT, engineered wood or tiles. You may wish to check whether this is covered under your home insurance policy.

This approach aims to keep cover fair and reasonable for all customers.

Specific Exclusions:

Airing Cupboard Repairs

Heating systems with a **boiler and cylinder** (often called conventional systems) typically include additional components located within or around the airing cupboard, such as motorised valves, circulation pumps, expansion tanks, programmers and thermostats.

To keep prices fair and affordable for the majority of customers, these components are not covered under our Radiator, Boiler or Complete Plans. Instead, our **Airing Cupboard Repairs Bolt-On** provides cover for these items.

Programmers and Thermostats

Programmers, room thermostats and cylinder thermostats are not covered for repair or replacement under our **Radiator Plan**.

For combination boilers, programmable room thermostats (including smart controls) are covered under our **Boiler Plan and Complete Plan**.

For conventional systems, programmers, room thermostats and cylinder thermostats and related control components can be covered under our **Airing Cupboard Repairs Bolt-On**.

Skirting Board Radiators

Skirting board radiators cannot be covered under our Radiator Plan.

These low-level convectors are specialist in design and can make a heating system more difficult to balance. They can also be challenging to fully purge of air, and their long horizontal configuration makes them more prone to sludge build-up and blockages than traditional radiators.

Where repair or replacement is required, the work can be extensive, often involving significant alterations to pipework, as well as reinstating skirting boards, plasterwork, decor and floor coverings.

Excluding these items helps keep our Care Plans fair and affordable for the majority of customers.

All standard radiators, valves and pipework elsewhere in the property remain eligible for cover.

Twin-Entry Radiators

Radiators fitted with twin-entry radiator valves cannot be covered under our Radiator Plan.

These valves combine the flow and return connections into a single fitting at one end of the radiator. They are more prone to circulation issues, sludge build-up and component failure.

Where repair or replacement is required, it is often best to repipe the radiator so that flow and return pipework feed opposite ends of the radiator. This work can be extensive, often involving significant alterations to pipework, as well as reinstating plasterwork or floor coverings.

Excluding these items helps keep our Care Plans fair and affordable for the majority of customers.

All Standard radiators (with separate flow and return valves), valves and pipework elsewhere in the property remain eligible for cover.

Kick Space Heaters

Kick space heaters cannot be covered under our Radiator Plan.

These units are specialist fan-assisted appliances with pipework connections that are typically located beneath kitchen units where access is restricted. They are more susceptible to sludge build-up than standard radiators, and if a fan fails, the most practical option is often a full unit replacement. This can require adjustment or replacement of the kitchen kick board.

Excluding these items helps keep our Care Plans fair and affordable for the majority of customers.

All standard radiators, valves and pipework elsewhere in the property remain eligible for cover.

Underfloor Heating Manifolds and Pipework

Underfloor heating manifolds and pipework cannot be covered under our Radiator Plan.

These systems bespoke to each property and rely on design documents detailing flow rates, zoning and control specifications. In practice, these documents are often unavailable making diagnosis, balancing and repair time consuming and iterative.

Specialist components and extended labour requirements also make repairs disproportionately costly compared to standard radiator systems.

Excluding these items helps keep our Care Plans fair, affordable and practical for the majority of customers.

All standard radiators, valves and pipework elsewhere in the property remain eligible for cover.

One-Pipe Heating Systems

One-pipe heating systems are an older design where a single heating loop runs around the property. Hot water circulates through this loop, and heat rises into each radiator via convection. Because these systems rely on a delicate convection effect, they can be difficult to balance and often struggle to heat radiators evenly. This makes them less efficient and more challenging to maintain than modern two-pipe systems.

For these reasons, **one-pipe heating systems cannot be covered** under our Care Plans. Excluding them helps keep monthly payments fair and affordable for the majority of customers.

We can still assist customers with one-pipe heating systems on an ad-hoc basis, and we are happy to provide advice or a quote to upgrade to a more effective two-pipe system.

Although we carry out an Initial Inspection before activating Care Plans, one-pipe systems can be difficult to identify and may occasionally be missed. If this happens, and a customer has been paying for repair cover that we cannot provide, we will always handle the matter fairly and discuss suitable options with them.

Plastic Pipework and Push-fit Fittings

We don't cover heating systems that have been fully installed using plastic push-fit pipework.

However, systems where plastic pipework is used only in limited areas may still be eligible for cover.

The professional assessment of our engineer will form the basis of our decision regarding cover or repair.

Smart Thermostatic Radiator Valve Heads

Smart TRV Heads are not covered for repair or replacement under our Radiator Plan. The valve body to which they are fitted remains covered.

Boiler Plan

What's included?

All the benefits of our **Service Plan**, plus cover for **Boiler Repairs**.

Annual Boiler Service

and Safety Check

Including any required Consumable items

Unlimited Free Engineer's Visits (Call-Outs)

For boiler (or programmer), during Office Hours

Priority Customer

Faster response time when you need it

Discounted Parts

10% discount on all parts

Automated Service Reminder

Online Booking Option

On-call engineer until 8pm

Telephone access to our experts

Half Price Emergency Call-Outs

For Emergency Issues, during Emergency Hours

As detailed within Service Plan.

Boiler Repairs

Our Boiler Plan covers boiler repairs including, but not limited to the following:

- Main heat exchangers
- Secondary plate heat exchangers
- Hydraulic manifolds, diverter valves, flow and temperature sensors
- Pumps within the boiler case
- Fans and gas valves
- Ignition and flame-sensing components
- Internal seals, gaskets, hoses, etc
- Expansion Vessels and Pressure Relief Valves (PRVs)
- Printed Circuit Boards (PCB) and Internal wiring
- Condensate traps

Cover is subject to Repair Limits and Beyond Economical Repair Limits. Please refer to our Definitions section.

We reserve the right to use either genuine or high-quality alternative parts, depending on availability and suitability.

About Repair Cover

Our repair cover plans (Radiator Plan, Boiler Plan and Complete Plan) are designed for heating systems that are already in good working order. They provide peace of mind if faults develop in the future, rather than cover for issues that already exist when the plan is taken out.

This helps keep monthly payments fair and affordable for all customers.

Boiler Repair - Specific Notes:

Consumable Items

Consumable items that are required during your Annual Boiler Service are included within our Boiler Plan (and Complete Plan).

Condensate Pipework

Repair or replacement of condensate pipework is covered under our Boiler Plan, up to the point where it terminates or connects into wastewater pipework.

If a condensate pipe freezes, the Engineer's Visit (Call Out) to make the system safe and restore operation is included under our Boiler Plan.

Where appropriate, our engineer may recommend upgrade work to reduce the risk of future freezing (for example, enlarging or rerouting pipework). Such upgrade work is also included, subject to Repair Limits.

Magnetic System Filters

Where a magnetic system filter is installed to protect your boiler, the repair or replacement of this filter is covered under our Boiler Plan, subject to access being safe and practical.

Programmers and Room Thermostats

The repair or replacement of programmers and room thermostats is included where they are connected to a combination boiler (including smart programmers).

These items are not covered for conventional systems (i.e. separate boiler and hot water cylinder), as they combine with other components to form a network of controls, the entirety of which can be covered by our **Airing Cupboard Repairs Bolt-On**.

Specific Exclusions:

Specialist Gas Appliances

Specialist gas appliances, such as Warm Air Units and Back Boiler + Fire Units cannot be covered under our Boiler Plan. This is due to their complexity and the challenges associated with the specification and availability of replacement parts.

These types of gas appliance are eligible for our Service Plan.

Non-Condensing Boilers

Non-condensing boilers cannot be covered for repairs under our Care Plans. This is due to their age and the challenges associated with sourcing replacement parts.

Non-condensing boilers are eligible for our Service Plan.

We provide free, no-obligation quotations for boiler replacements if this becomes a consideration.

Airing Cupboard Repairs

Heating systems with a boiler and hot water cylinder (often called conventional systems) include several components typically located within or around the airing cupboard, such as:

- Heating Programmers, wiring centres, room thermostats and cylinder thermostats
- Cold water storage tanks and feed/expansion tanks
- Motorised valves
- Circulation pumps
- Unvented cylinder ancillary components (expansion vessels, inlet valves and safety valves)

To keep prices fair and affordable for the majority of customers, these components are not covered under our **Radiator, Boiler or Complete Plans**. Instead, our dedicated **Airing Cupboard Repairs Bolt-On** provides cover for these items.

Appliances in a State of Disrepair

We define an appliance as being in a State of Disrepair when faults or leaks are numerous, or when we determine that attempting a repair is likely to cause further issues.

Whether an appliance is deemed to be in a State of Disrepair will be determined by the professional assessment of our engineer and will form the basis of our decision regarding cover or repair.

Flues

Our Care Plans do not include the repair or replacement of appliance flues.

This exclusion helps us keep monthly payments as low as possible and ensures that our Care Plans remain cost-effective for the majority of customers.

Shock Arrestors and Scale Reducers

Our Care Plans do not include the repair or replacement of these components.

This exclusion helps us keep monthly payments as low as possible and ensures that our Care Plans remain cost-effective for the majority of customers.

Complete Plan

What's included?

All the benefits of our **Service Plan**, **Radiator Plan** and **Boiler Plan** combined, plus the added peace of mind that **Gas Pipework Repairs** are covered.

Annual Boiler Service

and Safety Check

Including any required Consumable items

Unlimited Free Engineer's Visits (Call-Outs)

For boiler (or programmer), during Office Hours

+ Unlimited Call-Outs for Radiators, Valves and Pipework Repairs

+ Unlimited Call-Outs for Gas Pipework Repairs

Priority Customer

Faster response time when you need it

Discounted Parts

10% discount on all parts

Automated Service Reminder

Online Booking Option

On-call engineer until 8pm

Telephone access to our experts

Half Price Emergency Call-Outs

For Emergency Issues, during Emergency Hours

As detailed within Service Plan.

Radiator, Valve and Pipework Repairs

As detailed within Radiator Plan

Boiler Repairs

As detailed within Boiler Plan

Gas Pipework Repairs

This benefit is exclusive to our Complete Plan.

Cover applies to all gas pipework in your home from the gas meter outlet to the isolation valve of each gas appliance.

Pipework upstream of the gas meter outlet is the responsibility of the gas network provider (Cadent), who can be contacted for free by calling the National Gas Emergency Service on: **0800 111 999**

What to Do if You Smell gas?

- Call the National Gas Emergency Service on **0800 111 999**
- Open doors and windows to ventilate the property
- Turn off the gas at the Emergency Control Valve (usually located next to your gas meter). If the gas leak is in a cellar or basement, do not enter and instead evacuate the building.
- Do not operate electric switches or use naked flames

If the gas leak is found to be on pipework downstream of your gas meter outlet, or on an appliance itself, we can assist in locating and repairing the leak – whether you are on one of our Care Plans or not.

About Repair Cover

Our repair cover plans (Radiator Plan, Boiler Plan and Complete Plan) are designed for heating systems that are already in good working order. They provide peace of mind if faults develop in the future, rather than cover for issues that already exist when the plan is taken out.

This helps keep monthly payments fair and affordable for all customers.

Gas Pipework – What's Covered

- All accessible gas pipework downstream of the gas meter outlet up to each appliance isolation valve (inside and outside the property).
- Pipework beneath timber floors where reasonable access is available
- One repair to gas pipework buried within a concrete floor (see below)

Gas Pipework Buried in Concrete Floors

If a gas leak occurs on pipework buried within a concrete floor:

- We will break out and repair the first leak, subject to our Repair Limits.
- After this repair, gas pipework cover will be limited to accessible pipework only.
- If further leaks occur, we will assess whether it is more practical to repipe the affected section or install new pipework via an alternative accessible route. A quotation will be provided, and this work would be chargeable.
- Gas Pipework cover will be reinstated if a full repipe is carried out so that no gas pipework remains buried within the concrete floor.
- Individual repairs or partial section replacements are not eligible for reinstatement, as repeated leaks indicate that the original buried pipework can no longer be considered in good working order.

When repairing gas pipework buried within a concrete floor, our responsibility is limited to locating the leak, carrying out the repair, protecting the pipework and reinstating the concrete.

We will refit existing floor coverings where this can be done within reasonable time and cost – for example, refitting carpet or vinyl.

However, we do not cover the cost of replacing or refitting flooring that cannot be removed and reinstated without damage, such as laminate, LVT, engineered wood or tiles. You may wish to check whether this is covered under your home insurance policy.

This approach aims to keep cover fair and reasonable for all customers.

Bolt-Ons

Additional Appliance Service

Such as a gas fire or second boiler

We will service your additional gas appliance(s) in accordance with the Manufacturer's Instructions (where available) and industry best practices.

We will complete any required records to maintain the manufacturer's guarantee or warranty.

If we identify any issues that may affect the appliance now or in the future, we will make you aware and may recommend proactive maintenance work. A formal estimate will be provided for any chargeable work.

Some manufacturers specify different requirements for interim vs full services (for example, recommending the replacement of gaskets or electrodes after a certain number of years). Where replacement of consumable items is required as part of a service, these items will be chargeable, with a 10% discount applied. An invoice will be provided.

The cost of this Bolt-On is based on completing all applicable services during the same appointment. If separate visits are required for each appliance, we will provide an invoice for the difference between the amount paid annually for Additional Appliance Services and our standard Gas Appliance Service price.

In most cases, we will service your additional appliance during the same visit as your primary gas appliance. However, we reserve the right to schedule separate appointments where necessary.

Free Engineer's Visits included within your Care Plan apply only to the Primary Gas Appliance and its associated programmers/thermostats. Appliances included under your Additional Appliance Service Bolt-On are not eligible for Free Engineer's Visits.

The only exception is where two (or more) boilers work together to provide space heating and hot water. In this instance, Free Engineer's Visits may be used for either boiler and associated programmers/thermostats.

Unvented Hot Water Cylinder Service

We will service your unvented hot water cylinder in accordance with the Manufacturer's Instructions (where available) and industry best practices.

We will complete any required records to maintain the manufacturer's guarantee or warranty.

If we identify any issues that may affect the cylinder or its ancillary components now or in the future, we will make you aware and may recommend proactive maintenance work. A formal estimate will be provided for any chargeable work.

Where replacement of consumable items is required as part of a service, these items will be chargeable, with a 10% discount applied. An invoice will be provided.

The cost of this Bolt-On is based on completing all applicable services during the same appointment. If separate visits are required for each appliance, we will provide an invoice for the difference between the amount paid annually for Unvented Hot Water Cylinder Service and our standard Gas Appliance Service price.

In most cases, we will service your additional appliance during the same visit as your primary gas appliance. However, we reserve the right to schedule separate appointments where necessary.

Free Engineer's Visits included within your Care Plan apply only to the Primary Gas Appliance and its associated programmers/thermostats. Unvented Hot Water Cylinders are not eligible for Free Engineer's Visits.

Specialist Gas Appliance Service

Available for Service Plan only.

Examples of specialist gas appliances include but are not limited to, **Warm Air Units** and **Back Boiler + Fire Units**.

Due to the specialist qualifications and experience required to service and maintain these appliances, **this Bolt-On is mandatory** for customers with specialist gas appliances who wish to join our Service Plan.

We reserve the right to determine whether your gas appliance is classed, for our purposes, as a standard gas boiler or a specialist gas appliance.

Airing Cupboard Repairs

This **optional Bolt-On** is available to customers on our **Radiator, Boiler or Complete Plans** who have a hot water cylinder.

Heating systems with a boiler and cylinder (often called conventional systems) include several components, external to the boiler, that aren't covered under our Boiler, Radiator or Complete Plans. This Bolt-On provides repair and replacement cover for those components.

This Bolt-On **does not cover hot water cylinder replacements**, but it **does include the repair or replacement** of common components located within or around the airing cupboard, such as:

- Heating Programmers, wiring centres, room thermostats and cylinder thermostats
- Cold water storage tanks and feed/expansion tanks
- Motorised valves
- Circulation pumps
- Unvented cylinder ancillary components (expansion vessels, inlet valves and safety valves)

The following items are **not covered** under this Bolt-On:

- Hot water cylinder repair or replacement
- Shower pumps, shower valves, secondary circulation pumps and hot water circulation pumps
- Immersion Heaters and associated timers
- Magnetic System Filters (instead covered under Boiler Repairs within our Boiler and Complete Plans)

If mechanical components such as pumps, motorised valves and automatic bypass valves cannot be isolated to allow simple replacement, we won't be able to provide cover under this Bolt-On. In this instance, we will provide a formal estimate to bring the installation up to the required standard.

Repairs or replacements can only be carried out where access is practical and safe for our engineers. Please refer to Safe and Practical Access in our Definitions section.

Additional Appliance Repairs

Available to customers on our **Boiler Plan or Complete Plan**.

This Bolt-On is designed for homes with more than one boiler. It provides repair cover for the additional boiler(s) and includes an **Annual Boiler Service** for each additional appliance. Some models of gas fired water heaters may also be eligible for this Bolt-On.

An extra charge applies for each additional appliance added to your Care Plan.

Please note: Gas Fires cannot be covered for repair under our Care Plans due to the challenges associated with the specification and sourcing of replacement parts.

Annual Gas Safety Check

and Homeowner's Gas Safety Record.

An annual Gas Safety Check is only required in specific circumstances, which are rare for homeowners.

Air Conditioning Service

This optional Bolt-On is available to customers with domestic air conditioning systems.

An **Air Conditioning Service** is usually carried out during the warmer months, at the same time as your Annual Boiler Service. This helps us schedule efficiently and ensures outdoor maintenance is completed in suitable conditions.

Regular servicing helps keep your system running smoothly, prevents unpleasant odours from forming in indoor units, and promotes cleaner, healthier air.

This Bolt-On includes the servicing of one indoor unit and its associated outdoor unit. Additional indoor units may be added to your Care Plan for a monthly fee.

Payments

We use GoCardless to set up Direct Debit mandates and collect payments for our Care Plans.

An active Direct Debit mandate is required to be eligible for our Care Plans. GoCardless will send you the notification when your mandate is set up and before any payments are collected.

Invoices are generated on the **1st of each month** (unless you have requested an alternative date). These invoices are for our internal records and are not automatically emailed to customers. If you would like to receive these invoices by email, please let us know and we will enable this for your account.

Payments are collected by Direct Debit through the Bacs system. If the 1st falls on a weekend or Bank Holiday, or when Bacs processing times apply, the payment may be collected on the next working day or shortly afterwards. This is a normal part of the Bacs cycle and does not affect your cover.

The first payment after setting up a Direct Debit mandate may take longer than usual to process, but is typically collected within a week.

GoCardless will send you the required Direct Debit notifications, including advance notice of upcoming payments, confirmation of any mandate changes, and alerts if a payment fails.

If you prefer to pay annually in advance, please contact us on **01704 834363** or email office@towerheating.com and we'll be happy to arrange this for you.

An active Direct Debit mandate is still required so your plan can renew automatically after 12-months. If you choose not to continue, you can cancel at any time, and we will refund any unused portion on a fair, pro-rata basis.

Pricing

We are committed to being fair and upfront with our prices. While prices may occasionally change to reflect market conditions, our current prices will always be available on our website.

If our Care Plan prices change, we will notify customers by email at least one month in advance. Monthly payments will then be adjusted from the following month as advised.

Making Changes to your Care Plan

If changes to your Care Plan are required, such as adding or removing Additional Appliance Services, upgrading or downgrading your chosen Care Plan, please contact us by either calling **01704 834363** or by emailing office@towerheating.com

We will handle the matter as swiftly as possible to ensure that the correct payment is taken and that the correct appliances/cover is included.

Cancellations

You can cancel your Care Plan at any time - there is no fixed contract period.

If you wish to cancel, please contact us by calling **01704 834363** or emailing office@towerheating.com.

We'll process your cancellation promptly and will cancel your Direct Debit mandate to prevent further payments from being taken.

Direct Debit mandates can also be cancelled via GoCardless or directly with your bank. However this may cause a short delay, resulting in a further payment being taken. Payments received will not usually be refunded if we were not notified of your cancellation, as your Care Plan benefits remained active and available to you during that period.

At the point of cancellation, we'll calculate the value of any services you've received during your current Care Plan Year (for example, your Annual Boiler Service or any Engineer's Visits). We'll then deduct the total amount of Direct Debit payments received during the same period.

If the value of services received exceeds the payments made, an invoice will be issued for the difference.

The refund of monthly payments will not usually be given, as Care Plan benefits will have been available during this period.

Please refer to our Definitions section for Care Plan Year.

Cancellation by Tower Heating

We reserve the right to cancel, downgrade, or remove elements of cover, such as Bolt-Ons, from a Care Plan if:

- We believe a customer's intentions have not been genuine, and there is reasonable evidence that the plan has been misused or taken out in bad faith, or
- The relationship of trust and fairness between the customer and Tower Heating has broken down.

We will always aim to handle such situations fairly and professionally. Wherever possible, we'll discuss the circumstances with you before taking action.

If we deem an appliance to be in a **State of Disrepair** or **Beyond Economical Repair** (see Definitions), we may decline to carry out further work under the plan, even if work has already begun.

We'll work with you to find a practical, timely and cost-effective solution. In some cases, we may offer a goodwill discount towards the cost of a repair or replacement, taking into account the length of time you've been on the plan.

Fair Use Policy

Our Care Plans are designed to provide a fair and consistent level of service for all customers. We carefully balance our pricing and resources so that we can offer excellent value while maintaining high standards of response and workmanship.

From time to time, some customers may require more contact or support than is typical. While we will always do our best to help, if the number of phone calls, written correspondence (including messages, emails and letters), Engineer's Visits, or Emergency Call-Outs becomes significantly higher than the average expected use of the plan, we may consider this to be beyond fair use.

In such cases, we may contact you to discuss the situation and agree on the most appropriate next steps. This may include recommending system improvements, adjusting your Care Plan, or, in rare cases, limiting further visits or support under the plan.

This approach helps ensure that our engineers and office team remain available to all customers and that our Care Plans continue to offer the best possible value and service for all.

Definitions

Care Plan Year

Your Care Plan Year runs from the earlier date of:

- The date you had your first inclusive Annual Boiler Service
- The date you had your first Free Engineer's Visit
- The date you completed your Direct Debit Mandate form
- The date they had their first inclusive Annual Gas Safety Check (*Homeowners with Annual Gas Safety Check Bolt-On*)

Our Hours

Office Hours

8am - 5pm weekdays (excluding Bank Holidays).

On rare occasions, such as for staff training, we may close during these times. If this happens, our phone system will operate as it does during Emergency Hours.

Emergency Hours

5pm - 8pm weekdays and 8am - 8pm weekends and Bank Holidays.

Engineer's Visit (Call-Out)

An Engineer's Visit or Call-Out is when an engineer attends your property during our Office Hours (8am - 5pm weekdays, excluding Bank Holidays).

We may occasionally schedule Engineer's Visits outside Office Hours at our discretion, usually during periods of high demand.

Emergency Call-Out

An Emergency Call-Out is when an engineer attends your property during our Emergency Hours (5pm - 8pm weekdays and 8am - 8pm weekends and Bank Holidays).

Emergency Call-Outs are charged at a higher rate than Engineer's Visits. Our current prices are always available on our website.

Emergency Issues

We define an Emergency Issue as:

- A gas leak or a smell of gas
- No heating and/or hot water
- An unmanageable water leak within the house (i.e. more than a weeping joint or a drip)

Initial Inspection

To make sure your heating system is in good working order, we'll carry out an **Initial Inspection** before starting cover on our **Radiator, Boiler, or Complete Plans**.

An Initial Inspection will be completed by one of our engineers during your Annual Boiler Service, an Engineer's Visit, or a dedicated appointment, depending on what's most practical.

If anything needs attention to meet our minimum standards, we'll explain what's required and provide clear, no-obligation quotes for any work. Once everything's up to standard, your Care Plan cover can begin.

If a system does not meet our minimum standards and the recommended improvements are not carried out, we will be unable to provide repair cover until those works have been completed. Your system will remain eligible for our **Service Plan**.

Waiting Period

A 30-day waiting period applies from the start date of your Care Plan before any repair-related claims can be made.

This period exists because our Radiator, Boiler, and Complete Plans include repair cover for specific parts of your heating system, and we want to ensure fairness and prevent misuse.

During this time, you may still receive your **Annual Boiler Service** and **1 x Free Engineer's Visit (Call-Out)**, but other repair benefits – such as unlimited Engineer's Visits and replacement parts – will begin once the waiting period has ended.

Repair Limits

To keep our Care Plans fair, we apply the following limits to repair costs:

- **Single Repair Limit:** £500 for any single repair
- **Total Repair Limit:** £750 within a rolling 24-month period

These limits apply to the total combined value of all repairs carried out in your home, under your Care Plan.

For example, if you're on our **Complete Plan**, which includes both boiler and radiator cover, the £750 Total Repair Limit applies to the combined cost of all boiler and radiator repairs completed within a rolling 24-month period.

Similarly, if you're on our **Radiator Plan** and have added our **Airing Cupboard Repairs Bolt-On**, the same £750 Total Repair Limit applies to the combined cost of all radiator and airing cupboard repairs completed within a rolling 24-month period.

If the estimated cost of repair exceeds either the Single or Total Repair Limit, you may choose to proceed with the repair by paying the difference. We'll always provide a clear estimate, so you can make an informed decision.

This approach ensures that our pricing remains consistent and fair for all customers while continuing to offer excellent value and comprehensive cover.

Beyond Economical Repair

We define an appliance as Beyond Economical Repair if the estimated cost of parts and labour to fix it exceeds £500 for any single repair, or exceeds £750 across multiple repairs within a rolling 24-month period. These estimates include VAT.

Feedback from our customers suggests that £500 is generally the point at which most people choose to invest in a new boiler rather than repair their existing one.

State of Disrepair

We define an appliance as being in a State of Disrepair when faults or leaks are numerous, or when we determine that attempting a repair is likely to cause further issues.

Whether an appliance is deemed to be in a State of Disrepair will be determined by the professional assessment of our engineer and will form the basis of our decision regarding cover or repair.

Fair Use

We define **Fair Use** as the reasonable use of your Care Plan benefits – including phone support, written correspondence, Engineer's Visits, Emergency Call-Outs, and Repairs – in line with our Fair Use Policy.

Primary Gas Appliance

We define the Primary Gas Appliance as the appliance that covers the largest proportion of the property's space heating requirements.

Where two (or more) boilers work together to provide space heating and hot water and both are included on your chosen Care Plan. I.e. Service Plan + Additional Appliance Service Bolt-On, or Boiler Plan + Additional Appliance Repairs Bolt-On, your Free Engineer's Visit(s) can be used for either boiler or associated programmers.

Consumable Items

Consumable items (such as gaskets and electrodes) may need replacing during a boiler service to ensure safe and efficient operation. These are classed as consumable because they naturally wear out over time and require periodic replacement.

Consumable items **are not included** within our **Service Plan** as excluding them helps keep the monthly price fair and affordable for all customers. They **are included** within our **Boiler and Complete Plan**, as these plans include cover for Boiler Repairs.

Conventional System

A conventional system is a type of heating system that uses a **boiler and a separate hot water cylinder**, along with external components such as heating programmers and thermostats, motorised valves, circulation pumps and header tanks.

These systems are also commonly known as **regular** or **heat-only** systems.

The hot water cylinder may be either:

- Open-vented – a traditional cylinder fed via a header tank, usually located in the loft.
- Unvented – a modern, pressurised cylinder with an expansion vessel and safety valves, fed directly from the cold water main, rather than a tank.

Safe and Practical Access

We take our Health and Safety responsibility to our employees and customers very seriously. Our engineers will take reasonable and practical steps to ensure the safety of themselves, our team, customers, minors, pets and visitors.

Loft Access

Ideal access is via a fixed, fit-for-purpose loft ladder, safe timber boarding and fixed lighting. This is a requirement of most boiler manufacturers when a boiler is installed in a loft. Where pipework, valves or tanks are situated in a loft, access will be assessed on a property-by-property basis.

Our engineer will make a professional judgement on whether access is safe and practical.

Under-Floor Access

Where access is required below a floor (without a staircase and lighting), a minimum of two members of staff are required for safety.

Our engineer will assess whether access is safe and practical before any work is carried out.

Working at Height

Where scaffolding or specialist access equipment is required to carry out work safely, these costs are not covered under our Care Plans.

We will always aim to advise you in advance if such equipment is required.

Asbestos

Asbestos-containing materials may be present in older properties, particularly around heating systems. Safety legislation requires that asbestos must not be disturbed unless assessed and handled by licensed professionals.

If our engineer discovers or suspects asbestos:

- they will not disturb it
- they will assess whether it is safe and practical to continue working around it
- if work cannot continue safely, we will stop and inform you immediately

In these cases, we will recommend that you appoint a specialist contractor for testing and/or safe removal. We can provide contact details for a suitably qualified local specialist if required. In many cases, removal by a specialist contractor is more practical and cost-effective than having the material tested first.

Once the asbestos issue has been resolved and the area made safe, we will arrange to return and complete the work.

Pets

Pets must be supervised and kept safely away from the work area at all times.

This is to protect both our engineers and your pets, as work may involve open floorboards, loft hatches, tools, electrical components or external doors that need to be opened.

Our engineers cannot take responsibility for preventing pets from escaping or accessing unsafe areas. If they feel a pet presents a risk — for example, a dog that is not securely controlled, or a cat that may access unsafe spaces — they may pause or postpone work until the environment is safe.

We will always communicate any concerns respectfully and will rearrange appointments promptly where postponement is necessary.

Minors

For safeguarding and safety reasons, an adult (18+) must be present and responsible for the duration of any appointment when minors are in the property. This is to ensure that our engineers can work safely and without situations arising that may be unsafe, feel inappropriate or uncomfortable for either party.

Our engineers will always use their professional judgement. For example, the presence of a young child in a communal room may be entirely appropriate, whereas entering private rooms occupied by unaccompanied minors may not be.

If, on arrival or during the visit, our engineer feels that a situation is unsuitable or unsafe, they may decide not to proceed.

In such cases, we will handle matters sensitively and will rearrange appointments promptly where postponement is necessary.

Failure to Meet Safety Requirements

We reserve the right to cancel a Care Plan or refuse elements of cover where any of the above safety requirements are not met or where our staff do not feel safe.

We will always work with customers to find a swift, fair and cost-effective resolution to any access or safety issue.

Exclusions

Consumable Items

Consumable items required during a boiler service (such as gaskets and electrodes) **are not included** within our **Service Plan**.

This helps keep the monthly price fair and affordable for all customers. Different boilers have different servicing requirements and consumable costs, including these within the Service Plan would mean some customers effectively paying more to cover the higher maintenance needs of others. By charging only when these items are actually required, each customer pays a fair and proportional amount.

Consumable items **are included** within our **Boiler** and **Complete Plan**, as these plans include boiler repair cover.

System Cleaning and Corrosion Inhibitor

Our Care Plans do not include cleaning of central heating systems (such as chemical flushes or Power Flushes) or the routine addition of Corrosion Inhibitor.

However, if we need to drain the heating system or remove radiators in order to complete work covered under the plan, we will add corrosion inhibitor afterwards to restore correct levels.

We regularly carry out water quality tests during your Annual Boiler Service or an Engineer's Visit. If the results show that cleaning is needed, we may recommend the addition of corrosion inhibitor or a Power Flush. These measures are designed to improve your heating system and reduce the risk of future problems.

If you choose not to proceed with this work, we may need to limit the level of cover we can provide under your Care Plan. Please note, our intention is never to avoid repairs, but to make proactive recommendations that help keep your system running safely and efficiently.

Flues

Our Care Plans do not include the repair or replacement of appliance flues.

This exclusion helps us keep monthly payments as low as possible and ensures that our Care Plans remain cost-effective for the majority of customers.

Water Pipework

Our Care Plans do not cover water pipework, including incoming water mains, internal cold water pipework and hot water pipework.

Waste Water Pipework

Our Care Plans do not cover wastewater pipework with the exclusion of overflow pipes from tanks (**Airing Cupboard Repairs Bolt-On**) and condensate drains from boilers (**Boiler Plan** and **Complete Plan** - up to the point where they connect into wastewater pipework).

Underfloor Heating Pipework and Manifolds

Excluding these specialist items helps us keep monthly payments affordable and ensures that our Care Plans remain cost-effective for the majority of customers.

One-Pipe Heating Systems

One-pipe heating systems are an older design where a single heating loop runs around the property. Hot water circulates through this loop, and heat rises into each radiator through convection. Because these systems rely on a delicate convection effect, they can be difficult to balance and often struggle to heat radiators evenly. This makes them less efficient and more challenging to maintain than modern two-pipe systems.

For these reasons, **one-pipe heating systems can't be covered** under our Radiator Plan. Excluding them helps us keep monthly payments fair and affordable for the majority of customers while maintaining consistent service standards.

We are happy to assist customers with one-pipe heating systems on an ad-hoc basis and can provide advice or a quote to upgrade to a more effective two-pipe system.

Shower Pumps and Secondary Circulation Pumps

Our Care Plans do not include the repair or replacement of shower pumps or secondary circulation pumps (including those used for hot water circulation) as these are specialist items used only in specific installations.

Excluding them helps us keep monthly payments affordable and ensures that our Care Plans remain cost-effective for the majority of customers.

Damage Caused by Leaks

Where your chosen Care Plan includes the repair of leaks on pipework or within your boiler (for example, our Radiator, Boiler or Complete Plan), it does not extend to repairing any damage caused by those leaks.

Most standard home insurance policies, specifically the buildings insurance component, cover damage caused by a sudden, accidental leak (such as a burst pipe). However, they usually do not cover the cost of repairing or replacing the faulty pipework itself. This is where our Care Plans come in.

If a leak is directly attributable to work carried out by Tower Heating within the previous two years, it will be covered by our company warranty. In this case, we will fix the leak and repair any resulting damage.