

SSE Heating Cover Insurance



Insurance Product Information Document

Company: OVO (S) Home Services Limited

Product: SSE Heating Cover

This Insurance Product Information Document is only intended to provide a summary of the main coverage and exclusions, and is not personalised to your specific individual needs in any way. Complete pre-contractual and contractual information on the product is provided in your Policy Booklet and Confirmation of Sale letter/Renewal letter.

What is this type of insurance?

This SSE Heating Cover insurance policy provides cover against breakdowns to your gas boiler, controls and central heating system.



What is insured?

- ✓ Repairs to your single boiler
- ✓ Repairs or replacement of:
 - ✓ Time and Temperature Controls
 - ✓ Frost/ Pipe Thermostats
 - ✓ Circulators/ Pumps
 - ✓ 2 and 3 Port Water Diverter valves
 - ✓ Printed Circuit Boards
 - ✓ Heat Exchangers
 - ✓ Radiator Supply Pipework (from Central Heating Boiler)
 - ✓ Standard Radiators and their Standard or Thermostatic Valves
 - ✓ System By-Pass Devices
 - ✓ Central Heating/Hot Water Storage Tanks and Cylinders
 - ✓ Condensate Pumps and Trace Heating Kits
- ✓ Parts, labour and unlimited call-outs
- ✓ 24/7 helpline
- ✓ 24-hour call-outs for emergency repairs
- ✓ For boilers less than seven years old, if we are unable to source spare parts from our approved suppliers, we will replace your boiler with one of a similar specification.



What is not insured?

- ✗ Repairs or flushes required as a consequence of sludge, limescale or corrosion
- ✗ Work required to upgrade or bring your system to a suitable standard for cover or to meet current legislation and industry standards for example the Gas Safety Regulations
- ✗ Pre-existing faults or system deficiencies
- ✗ Underfloor heating systems or associated specialist controls
- ✗ Problems caused by blocked or frozen condensate pipework
- ✗ Liquefied petroleum gas (LPG), oil and electrical heating systems
- ✗ Designer or non standard radiators, such as towel rail radiators
- ✗ Boilers greater than 70kW or in commercial properties
- ✗ Electric immersion heaters



Are there any restrictions on cover?

- ! For boilers seven years or older that have been condemned on the grounds of safety and/or have faulty components which are Obsolete Parts, we will discuss alternative new boiler installation options with you.
- ! If spare parts are available but, in our opinion, your System is considered to be Beyond Economic Repair then we will offer you a contribution towards a new boiler.
- ! For new customers, we do not cover any models for the following brands of boiler: Servowarm, Chaffoteaux, or Ferroli. Additionally, we do not cover the Ideal Istore boiler or any thermal store products made by Gledhill.
- ! Customers in their first policy year are unable to make a Claim within the first 18 days of the contract. This is known as the Claims Freeze period.



Where am I covered?

- ✓ This policy is available in mainland GB for the property stated in your policy documentation.



What are my obligations?

You must:

- provide us with honest, accurate and complete information.
- inform us without delay of any changes in your situation.
- in the event of a claim notify us as soon as possible.



When and how do I pay?

You can pay your premium as a one-off payment by debit/credit card or cheque, or in monthly instalments by direct debit for the 12 months duration of your contract.



When does the cover start and end?

Your cover will take effect on the date stated in your policy documentation. The duration of cover is 12 months.



How do I cancel the contract?

- You have an 18 calendar day period from the Product Start Date in which to cancel your Product with no penalty. This is known as your Cancellation Period.
- If we have carried out any works or you have made a claim, you will be responsible for the cost incurred.
- You may also cancel this cover at any time after the Cancellation Period by letting us know either in writing, by telephone or by email. However, you will be responsible to pay us for any cover provided and any fees incurred.
- To cancel, simply write to us at OVO (S) Home Services Limited, Grampian House, 200 Dunkeld Road, Perth, PH1 3GH telling us you want to cancel. If it's easier, you can phone us on 0345 076 7646, or email us at home.services@sse.com.
- Cancelling your Direct Debit without contacting us will not mean you have cancelled your cover with us.