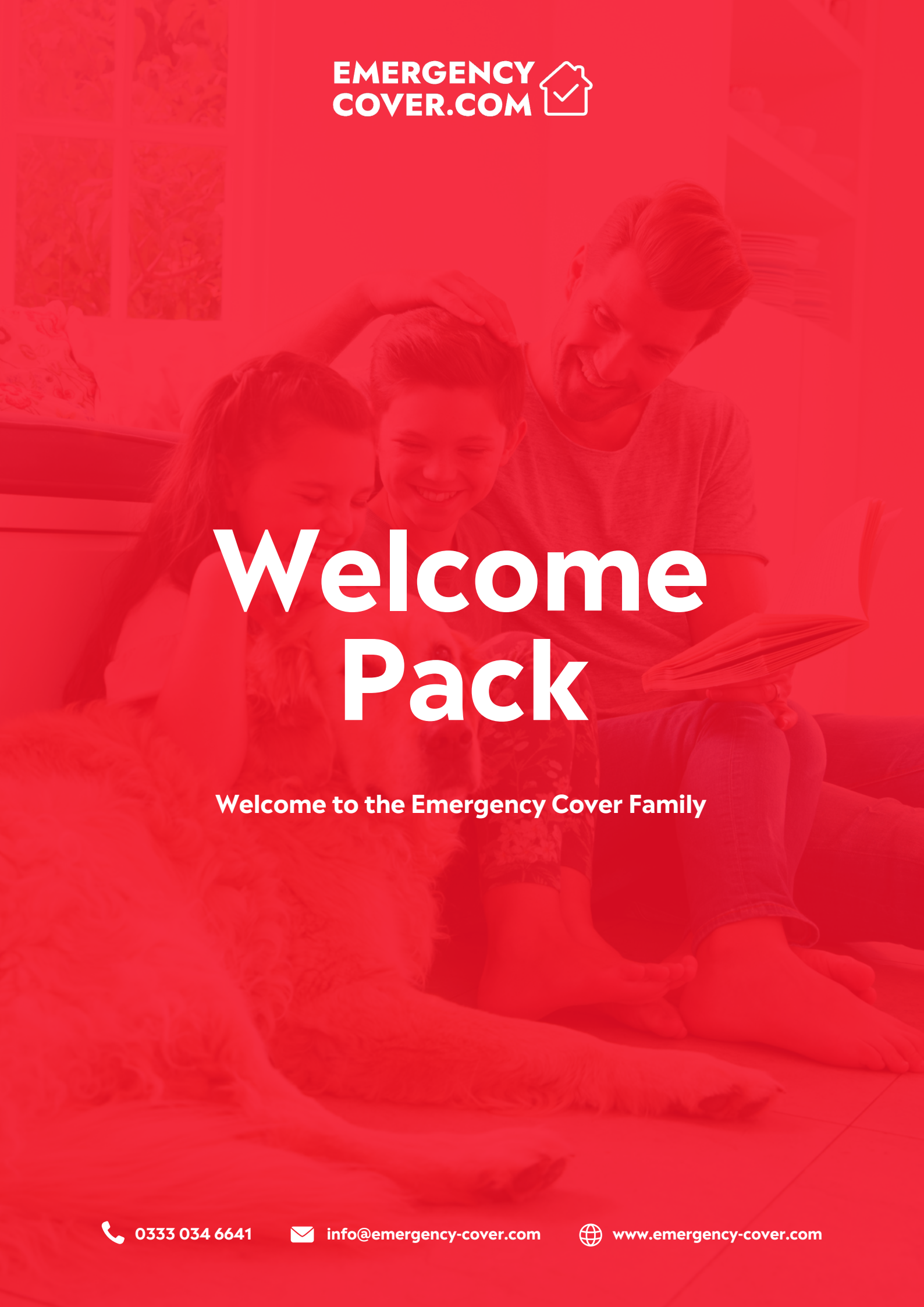
EMERGENCY COVER.COM



Welcome Pack

Welcome to the Emergency Cover Family

0333 034 6641 info@emergency-cover.com www.emergency-cover.com

Welcome To The Emergency Cover Family

We believe home maintenance should be straightforward, affordable, and backed by excellent customer service – without unfair price increases or confusing small print.

We've written this Service Agreement to be clear, transparent, and easy to understand, so you know exactly what is and isn't included in your plan.

Please take a few moments to read through it, as it explains the cover you have purchased, how your plan works, and what you can expect from us.

Our products have been developed by listening to our customers and understanding what matters most. We're always looking for ways to improve, so if you have any questions, feedback, or suggestions, we'd love to hear from you.

This Service Agreement forms the agreement between you and Emergency Cover, a trading name of Elite Energy Personnel Ltd.

Unless specifically included within your chosen plan, any repairs, replacement parts, or additional works identified during an annual service or at any other time may be chargeable. Where applicable, we will always discuss any costs with you before carrying out any additional work.

Your Cover Plan

£199 Repair & Care ASHP Gold

Homeowner Plan
This cover plan is for **Homeowners**
Homeowners whose properties are heated by ASHP and want cover for their ASHP
This cover plan is not for **Landlords**
Price: £35.00 Per Month (Annual: £420) Parts Allowance: £500 Per Month Includes FREE Annual Service

Contract Term:	12 Months
Call Out Charge:	You have chosen our £60.00 Call Out Option

The table below highlights the main inclusions and exclusions of your plan, making it easy to see what's covered. Full details can be found throughout this Service Agreement. If you're ever unsure about anything, just get in touch - we're here to help.

What's Included In Your Plan?

- A free annual ASHP service
- ASHP Repair
- Heating Controls
- Central Heating System
- Plumbing Pipework
- Home Electrics

What's Not Included In Your Plan?

- Taps, Toilets and Drains

01 Service & Support Plans

- Definitions
- Plan Term
- Annual Servicing
- Boiler
- Air Source Heat Pump (ASHP)
- Landlord Gas Safety Inspection
- How To Request a Call Out
- Call Out Fees

02 Our Plan Specific Terms

- Heating Controls
- Central Heating
- Plumbing & Gas Pipework
- Home Electrics
- Taps, Toilets & Drains
- Roof Protection
- Air Source Heat Pumps
- Included Parts Allowance

03 Terms & Exclusions

- Eligibility & Existing Faults
- Installation & Maintenance
- Damage & External Causes
- Systems & Property
- Components Not Covered
- Beyond Economical Repair “BER”
- Boiler Replacement Contribution

04 General Terms

- About Your Service Agreement
- General Conditions
- Price & Monthly Payments
- Missed Payments
- Appointments
- Our Engineers
- Additional Call-Outs
- Parking & Property Access
- Replacement Parts

05

Cancellation & Complaints

- Cancellation
- Cooling-Off Period
- Renewal
- When We May Cancel Your Service Agreement
- Moving Home
- Complaints
- Contact Us

About Your Service Agreement

Please read this Service Agreement carefully, as it explains how your plan works, what's included, what's not covered, how to request assistance, your cancellation rights, and how to make a complaint if you're unhappy with our service.

This Service Agreement is a maintenance agreement and is not an insurance policy.

Section 1: Support Plans

DEFINITIONS

Throughout this Service Agreement:
"**We**", "**us**" and "**our**" mean Elite Energy Personnel Ltd, trading as Emergency Cover (Company No. 09971569). We provide and administer your plan and arrange for our own engineers or authorised service partners to carry out the services included.

"**You**" and "**your**" mean the person named as the plan holder.

"**Service Agreement"** mean this document, together with your plan confirmation, forms the agreement between you and Emergency Cover.

"**Plan"** mean the home maintenance plan you have purchased from Emergency Cover.

"**Call-out**" mean attendance by one of our engineers to inspect, diagnose or carry out work relating to a fault covered under your plan.

"Call-out Fee" mean the amount payable before an engineer attends your property where applicable under your chosen plan.

This Service Agreement is not an insurance policy and is not underwritten by an insurer.

PLAN TERM

Your plan runs for an initial period of 12 months from the plan start date and will continue in accordance with the terms of this Service Agreement unless cancelled. To help protect against pre-existing faults, no call-outs can be requested during the first 30 days of your plan.

ANNUAL SERVICING

Every eligible plan includes one annual service during each 12-month period of cover.

When you join, we'll ask when your next annual service is due. We'll use this information to schedule your first service at the appropriate time. Future annual services are generally arranged between March and September to help prepare your heating system for the colder months.

Boiler Annual Service Includes:

- Visual inspection of the boiler and accessible pipework.
- Inspection of the appliance casing and internal components, where required.
- Flue gas analysis and efficiency test.
- Checking and adjusting system pressure, where necessary.
- Cleaning the condensate trap, where required.
- Operational safety checks to ensure the boiler starts, operates and shuts down correctly.
- Inspection of the flue and ventilation to ensure compliance with current Gas Safety Regulations.
- Completion of a service record.

Not Included:

- Chemical system cleansing or power flushing.
- Repairs or replacement parts (unless included under your plan).
- Rectification of faults identified during the service.

Air Source Heat Pump (ASHP) Annual Service Includes:

- Visual inspection of the outdoor and indoor units.
- Inspection of accessible pipework and electrical connections.
- Checking system operating pressures and temperatures.
- Inspection of condensate drainage.
- Cleaning of the outdoor unit where appropriate.
- Checking the system's antifreeze protection, where applicable.
- Checking the operation of safety controls and system settings.
- Inspection of insulation and accessible components.
- Completion of a service record.

Not Included:

- System filter cleaning (available for an additional charge of £70).
- Glycol replacement or concentration adjustment. (available for an additional charge)
- Refrigerant top-ups or re-gassing.
- Repairs or replacement parts (unless included under your plan).
- Rectification of faults identified during the service.

LANDLORD GAS SAFETY INSPECTION

If you have selected a landlord plan that includes a Gas Safety Inspection, we'll arrange an annual visit by a Gas Safe registered engineer.
During the visit, the engineer will carry out a gas safety inspection in accordance with current legislation.
This includes:

- The gas meter and accessible gas pipework.
- Up to three gas appliances at the property (where applicable).
- Associated flues and ventilation.

Once the inspection has been successfully completed, you'll receive a Landlord Gas Safety Record (CP12) for your records.

HOW TO REQUEST A CALL-OUT

If you experience a fault covered by your plan, please contact us as soon as possible to request a call-out. A call-out can be requested by you or someone acting on your behalf.

Once we've received your request, our Support Team will assess the information provided and arrange for one of our engineers or authorised service partners to attend, where appropriate. Please note:

- We won't reimburse the cost of work carried out by engineers who haven't been authorised by us.
- Call-outs cannot be requested for pre-existing faults or during the first 30 days of your plan unless your plan specifically states otherwise (for example, the £99 Repair & Cover Plan).
- Additional exclusions are detailed throughout this Service Agreement.

CALL-OUT FEES

Where your plan includes a call-out fee, this must be paid by debit or credit card before we can arrange your engineer visit.

No call-out fee applies to:

- your annual service;
- your annual Landlord Gas Safety Inspection (where included);
- planned maintenance visits included within your plan.

If an unusually high number of call-outs are requested, we reserve the right to review the call-out fee applicable to your plan. Where this applies, we'll notify you in writing before any changes take effect.

If you don't wish to continue following the proposed change, you may cancel your Service Agreement by notifying us within 14 days of receiving our notification.

If our engineer determines that the same fault has reoccurred within 30 days of the original repair, no additional call-out fee will be charged for the return visit.

If you cancel a call-out after an engineer has been allocated or dispatched, or our engineer attends but is unable to carry out work because the fault isn't covered by your plan, any call-out fee already paid won't be refunded.

If a separate, unrelated fault is identified during the visit, this will be treated as a new call-out and an additional call-out fee may apply.

HEATING CONTROLS

This section covers the electrical controls that tell the heating system when to operate.

What's Included:

- Room thermostats
- Cylinder thermostats
- Frost thermostats (frost stats)
- Time clocks
- Timers
- Programmers
- Standard wired heating controls
- Standard wireless heating controls and receivers

What's Not Included:

- Smart or internet-connected thermostats and controls (including app-controlled devices).
- Resetting or reprogramming heating controls.
- Replacing batteries.
- Accidental damage, misuse, neglect, or malicious damage.
- Cosmetic damage.
- Faults caused by anything other than fair wear and tear.

CENTRAL HEATING

What's Included:

Repairs to the following components of your central heating system:

- Central heating pumps.
- Motorised valves.
- Standard radiator valves.
- Standard radiators.
- Accessible central heating pipework.
- Hot water heating systems.

What's Not Included:

- Servicing, cleaning, repairing or replacing magnetic system filters.
- Re-pressurising your heating system or bleeding radiators (routine homeowner maintenance).
- External expansion vessels or expansion tanks.
- Designer radiators, curved radiators, towel rails and towel rail valves.
- Airlocks or balancing and venting radiators.
- Underfloor heating systems (if excluded).
- Damage caused by anything other than fair wear and tear.

PLUMBING & GAS PIPEWORK

What's Included:
Repairs to:

- Leaks on accessible hot and cold-water supply pipes inside your property, between the internal stopcock and your taps or connected appliances.
- Accessible gas leaks on copper gas pipework supplying domestic gas appliances from the gas meter.
- Accessible leaking pipework.

What's Not Included:

- Flexible appliance hoses and connections (including washing machines and dishwashers).
- Flexible gas hoses or appliance connections serving cookers, hobs, gas fires or other gas appliances (excluding the boiler where covered under your plan).
- Taps, mixer taps and sanitaryware.
- Concealed or inaccessible pipework.
- Trace and access to locate leaks.
- Accidental damage, misuse, neglect or faults caused by anything other than fair wear and tear.

HOME ELECTRICS

What's Included:
Repairs to faults affecting the fixed electrical installation within your property, including:

- Internal mains wiring.
- Electrical circuits connected to your property's main electrical supply.
- Consumer units, fuse boards, circuit breakers and RCDs.
- Standard wall sockets, light switches and ceiling rose fittings.
- Main isolator switches and accessible internal junction boxes.
- Internal electrical faults causing a loss of power within your property.
- Making your electrical installation safe following an internal electrical fault.
- Where a power outage is caused by an external electricity network issue, we'll ensure your internal electrical installation is safe but won't be able to restore the external power supply.

What's Not Included:
Decorative, Smart & Specialist Electrical Products

- Decorative or designer light fittings, feature lighting and chandeliers.
- LED strip lighting, mood lighting and colour-changing lighting.
- Smart electrical devices, including smart switches, smart lighting and smart thermostats.
- Home automation systems and integrated speaker systems.

Appliances & Equipment

- Domestic appliances (including ovens, hobs, extractor hoods, fridges, freezers, washing machines and dishwashers).
- Electric showers, shower pumps and electric heating appliances.
- Solar PV systems, battery storage systems and inverters.
- EV charging equipment.
- Burglar alarms, CCTV, door entry systems and video doorbells.
- Smoke, heat and carbon monoxide detectors.

External Electrical Installations

- External lighting and power supplies.
- Garages, sheds, workshops, outbuildings and summer houses.
- External sockets.
- Electric gates.

Electrical Supply & Property Upgrades

- Electricity supplier equipment and supply cables serving your property.
- Property rewiring.
- Electrical upgrades or alterations required to meet current regulations.
- Electrical installations forming part of extensions, conversions or alterations.

General Exclusions

- Accidental damage, misuse, neglect or DIY installations.
- Cosmetic damage.
- Rodent, pest or water ingress damage.
- Damage caused by storms, flooding or other external events.
- External electricity network failures outside our control.

TAPS, TOILETS & DRAINS

What's Included:

Repairs to the following within your property's boundary:

- Standard dripping or seized taps, including the replacement of non-ceramic tap washers.
- Standard toilets that are leaking, blocked, not filling, not flushing or overflowing, including replacement of standard mechanical parts that are readily available from major UK trade suppliers.
- Accessible internal and external domestic drains within your property boundary that you are legally responsible for.

If a tap can't be repaired, we'll fit a replacement tap supplied by you, provided it is readily accessible and no alterations to the plumbing are required. Replacement taps must be supplied by you.

Where your property has more than one usable toilet, we'll make the faulty toilet safe (for example, by isolating the water supply or stopping an active leak). Further repairs or replacement parts won't be included while another fully functioning toilet is available.

What's Not Included:

Taps & Toilets

- Outside taps.
- Electric toilets, macerators and Saniflo systems.
- Non-standard toilets, including wall-mounted, concealed or pressurised toilets.
- Toilets that need to be removed to complete repairs.
- Toilets that require replacement rather than repair.
- Repair or replacement of sanitaryware, including sinks, basins, baths and toilet pans.

Drains

- Shared drains that you are not solely responsible for.
- Drains damaged by collapse, ground movement or tree roots.
- Blockages caused by inappropriate items, including fats, oils, nappies, baby wipes, sanitary products, toilet fresheners or any other non-flushable items.
- Rainwater guttering, downpipes, soakaways, cesspits, septic tanks, treatment plants, drainage pumps, manholes and covers.

Waste Pipe Components

- Waste fittings connected to sanitaryware, including plug holes, pop-up wastes and overflow fittings.

General Exclusions

- Parts that are obsolete, non-standard or not readily available from major UK trade suppliers. Where suitable replacement parts cannot be sourced, you'll need to supply the required parts before we can complete the repair.
- Accidental damage, misuse, neglect or faults caused by anything other than fair wear and tear.

ROOF PROTECTION (OPTIONAL ADD-ON)

What's Included:

Emergency attendance to supply and securely fit a temporary weatherproof tarpaulin where extreme wind has caused damage to the tiled pitched roof of your main residence, resulting in water entering the property.

This temporary protection is intended to help minimise further water damage until permanent repairs can be arranged.

Temporary protection will only be provided where it is safe and practical for our engineer or authorised contractor to do so.

What's Not Included:

- Permanent roof repairs or roof replacement.
- Flat roofs or any roof that isn't a tiled pitched roof over your main residence.
- Damage caused by anything other than extreme wind.
- Damage that existed before the weather event.
- Internal damage caused by water ingress.
- Removal or replacement of roof tiles as a permanent repair.
- Any work requiring scaffolding, specialist access equipment or structural repairs.
- Cosmetic repairs.

AIR SOURCE HEAT PUMPS

What's Included:

- One annual Air Source Heat Pump service during each 12-month plan period (see Annual Air Source Heat Pump Service for full details).
- Diagnosis of mechanical and electrical faults affecting the normal operation of your Air Source Heat Pump.
- Repairs to covered components that have failed due to fair wear and tear.
- A service report following your annual service detailing the condition of your system and any recommended remedial work.

For health and safety reasons, servicing or repairs to roof-mounted Air Source Heat Pumps can only be carried out during daylight hours and in suitable weather conditions.

The components listed below are covered where fitted to your Air Source Heat Pump and are subject to your plan's parts allowance and the general terms and exclusions of this Service Agreement.

Hydraulic & Water System Components

- Expansion vessel
- Pressure relief valve (PRV)
- Automatic air vent
- Filling loop (where integral to the unit)
- Pressure gauge
- Isolation valves
- Drain valves
- Circulation pump
- Diverter valve
- Motorised valves
- Actuators
- Check valves
- Internal pipework joints
- Drain connections

Sensors & Controls

- Flow switch
- Water flow sensor
- Flow temperature sensor
- Return temperature sensor
- Thermistors
- Temperature sensors
- Frost protection sensors
- Pressure sensors
- Standard controller/display panel

- Electrical Components
- Contactors
- Relays
- Capacitors
- Serviceable fuses
- Terminal blocks
- Internal wiring faults
- Electrical isolator (where supplied with the unit)

What's Not Included:
Your plan doesn't incl:ude repairs to the sealed refrigeration system or major manufacturer-specific electronic components.

Refrigeration System
- Compressors
- Condensers
- Evaporators
- Plate heat exchangers
- Refrigerant pipework
- Refrigerant
- Refrigerant leaks
- Re-gassing or refrigerant top-ups (available at an additional charge)
- Filter driers
- Expansion valves
- Four-way reversing valves
- Accumulators

Electronic Components
- Main PCB/control boards
- Inverter boards
- Power modules
- Smart controls, Wi-Fi modules and internet-connected controllers

System Maintenance & Other Exclusions
- Filter cleaning (available at an additional charge)
- Glycol replacement or glycol flushing (available at an additional charge)
- Power flushing or system cleaning (available at an additional charge)
- Repairs arising from incorrect installation, poor commissioning or incorrect system sizing
- Manufacturer recalls
- MCS compliance issues
- Frozen pipework
- Structural pipework
- Radiators and underfloor heating systems
- Damage caused by misuse, neglect, accidental damage or anything other than fair wear and tear

INCLUDED PARTS ALLOWANCE

Your plan includes a monthly parts allowance up to the value shown for your chosen plan. This allowance can be used towards approved repairs carried out under your plan. Any parts costs exceeding your monthly allowance will be chargeable. If your appliance or system is deemed Beyond Economical Repair (BER), the allowance doesn't apply. Please refer to the BER section for full details.

Boiler Plan	Max. Parts Allowance
BRONZE	£250
SILVER	£500
GOLD	£500
PLATINUM	£750
SYSTEM ONLY	£250

ASHP Plan	Max. Parts Allowance
BRONZE	£250
SILVER	£500
GOLD	£500
PLATINUM	£750
SYSTEM ONLY	£250

The parts allowance applies to replacement parts supplied and fitted by Emergency Cover as part of an approved repair. It has no cash value, cannot be exchanged for cash, and cannot be carried forward or transferred between repairs or plan periods.

Section 3: Terms & Exclusions

The following general exclusions apply to all Emergency Cover plans unless expressly stated otherwise. Please also refer to the plan-specific exclusions in Section 2 of this Service Agreement.

Eligibility & Existing Faults

- Faults or damage that existed before your plan started.
- Faults reported during the first 30 days of your plan, unless your chosen plan specifically includes immediate repair cover (such as the £99 Repair & Cover Plan).
- Faults not reported within 24 hours of you becoming aware of the issue.
- Intermittent faults that cannot be identified during our engineer's visit.
- We won't cover faults resulting from alterations, additions or repairs carried out by anyone other than Emergency Cover or our authorised contractors after we've completed our work.

Installation & Maintenance

- Systems or appliances not installed, commissioned, maintained or used in accordance with the manufacturer's instructions, current regulations or recognised industry standards.
- Routine maintenance required to keep your system operating correctly.
- User maintenance described within the manufacturer's instructions (such as repressurising your heating system or bleeding radiators).
- Upgrades, improvements or system modifications.
- Replacement of consumable items, including batteries, external fuses, seals, gaskets and fuel.

Damage & External Causes

- Accidental damage, misuse, neglect or malicious damage.
- Damage caused by third parties.
- Damage resulting from flooding, water ingress or submersion.
- Damage caused by frozen pipes or freezing conditions.
- Damage arising from your gas, water or electricity supply.
- Damage covered by another insurance policy.
- Parts or equipment still covered by a manufacturer's warranty.

Systems & Property

- Systems or appliances not included within your chosen plan.
- Non-standard systems or components, unless specifically stated as covered.
- Trace and access work to locate faults.
- Systems used for commercial purposes or not located entirely within a domestic property.
- Faults occurring after your property has been unoccupied for more than 30 consecutive days.
- Faults arising between tenancies under landlord plans.
- Systems requiring commercial gas qualifications, including commercial gas meters or gas supplies of 35mm or greater.
- Systems that present a health and safety risk preventing safe access or repair.
- Cosmetic defects or faults that don't affect the safe operation or performance of the covered appliance or system.

Components Not Covered

- Heat exchangers damaged by limescale, sludge or system debris.
- Steel, lead or iron pipework.
- Concealed showers and shower pumps.
- Any type of system filter, including central heating magnetic filters.

BEYOND ECONOMICAL REPAIR (BER)

What is Beyond Economical Repair?

A boiler or Air Source Heat Pump (ASHP) is considered Beyond Economical Repair (BER) when the cost or practicality of repairing the appliance is no longer reasonable compared with replacing it. If your appliance is assessed as BER, we won't proceed with the repair. Where applicable, we'll discuss the available options with you in accordance with your chosen plan.

An appliance may be deemed Beyond Economical Repair if:

- Replacement parts are obsolete, discontinued or no longer available from the manufacturer or an approved supplier.
- An independent Gas Safe registered engineer (for boilers) or suitably qualified heat pump engineer (for ASHPs) determines that the appliance cannot be repaired safely or economically.
- The appliance must be removed from its installed position to complete the repair.
- The estimated cost of parts and labour exceeds the maximum repair value determined by our BER Ratio Scale.
- The total repair cost exceeds the current value of the appliance based on our BER Ratio Scale.

Our BER Ratio Scale is an internal assessment that compares the cost of repairing the appliance against its age, condition, availability of replacement parts and current replacement value.

BOILER REPLACEMENT CONTRIBUTION

If your boiler is deemed Beyond Economical Repair (BER), we don't provide a free replacement boiler. However, we may, at our discretion, offer a contribution of up to £500 towards the supply and installation of a new boiler by Emergency Cover.

Eligibility

- Any contribution is subject to the following conditions:
- Your existing boiler has been assessed as Beyond Economical Repair (BER) by our authorised engineer.
- The new boiler is supplied and installed by Emergency Cover.
- The contribution is approved following our assessment of the appliance, its condition and the circumstances of the fault.
- The boiler hasn't been damaged as a result of misuse, neglect, accidental damage, poor installation or a lack of routine servicing.

Important Information

- The contribution can't be exchanged for cash or used towards a boiler supplied or installed by another company.
- The replacement boiler will be selected to meet the heating and hot water requirements of your property. It may not be the same make, model or specification as your existing boiler.

- Any additional work required to meet current Building Regulations, Gas Safety Regulations or manufacturer installation requirements isn't included and may incur an additional charge.
- If your boiler is assessed as Beyond Economical Repair (BER), you may cancel your Service Agreement without any additional cancellation charges.
- Where a boiler is deemed Beyond Economical Repair (BER), the parts allowance no longer applies, and any contribution towards a replacement boiler will be considered under this section.

If your boiler is assessed as Beyond Economical Repair, our team will explain the available options, provide a quotation where applicable, and answer any questions before any work is carried out.

Section 4: General Terms

About Your Service Agreement
This Service Agreement provides access to 24/7 telephone support and our network of approved engineers. It is a maintenance service agreement and not an insurance contract. As such, it is not regulated by the Financial Conduct Authority (FCA). If, in the future, we introduce a comparable insurance product, we may offer to transfer your cover to that product at renewal, or earlier where required by law or regulation.

General Conditions
This Service Agreement is governed by the laws of England and Wales.
We will fulfil our obligations within a reasonable time, except where circumstances beyond our reasonable control prevent us from doing so.
This Service Agreement is personal to you and cannot be transferred without our written agreement.
We may transfer our rights and responsibilities under this Service Agreement to another organisation. If we do, your rights won't be affected.
We may amend this Service Agreement from time to time. Where changes are significant, we'll provide reasonable notice before they take effect.
We process your personal information in accordance with our Privacy Policy.

Price & Monthly Payments
The annual price of your chosen plan is shown on your Plan Summary.
If you pay monthly, your payments will be collected by Direct Debit.
All prices include VAT where applicable.
If we're unable to collect a payment, we may attempt collection again unless you've instructed us otherwise.
If payment isn't received when due, your plan may be suspended until your account is brought up to date.

Missed Payments
If payment isn't received by the due date:
We won't approve new call-outs until your outstanding balance has been paid.
Outstanding payments must be cleared before an engineer is dispatched.
We'll contact you to request payment or reinstate your Direct Debit.

If payment remains outstanding and we don't receive a response, we may refer the debt to a debt collection agency. Any reasonable recovery costs, including a £30 administration fee, may be added to the outstanding balance.

Appointments
We'll arrange your appointment within a reasonable timeframe based on the priority of your repair.
If delays occur due to circumstances outside our control, we'll contact you as soon as possible to arrange an alternative appointment.
An adult aged 18 or over must be present throughout the appointment and be authorised to make decisions regarding the repair.

If two appointments are missed without reasonable notice, a £60 missed appointment charge may apply.
Where our engineer needs to create access to investigate or complete a repair, your permission must be obtained before any work begins. If access isn't authorised, we'll be unable to continue until suitable access has been provided.

Our Engineers
Most repairs will be carried out by Emergency Cover engineers.
Where necessary, we may appoint a suitably qualified contractor or specialist to carry out work on our behalf.

Additional Call-outs
A call-out relates to a single reported fault.
If our engineer identifies unrelated faults affecting different parts of your system, these will be treated as separate repairs and may require an additional call-out.

Parking & Property Access
Please tell us about any parking restrictions when requesting a call-out, including permits, pay-and-display parking or restricted access.
Limited or unavailable parking may delay our attendance.

Replacement Parts
Where replacement parts are required, we'll use suitable industry-standard components sourced from reputable suppliers.
Where an identical manufacturer part isn't available or isn't economically reasonable, we may fit a compatible equivalent that performs the same function.
Replacement parts supplied and fitted by Emergency Cover are guaranteed for 30 days from the date the repair is completed.

Section 5: Cancellation & Complaints

Cancellation

All Emergency Cover plans are provided on a 12-month Service Agreement. Please read the cancellation terms below carefully before cancelling your plan.

Cooling-Off Period

You have the right to cancel your Service Agreement within 14 days of your plan start date and receive a full refund.

If an annual service has already been arranged or carried out during the cooling-off period, your Service Agreement can still be cancelled. However, the following charges will apply:

- £130 for the annual service.
- £30 administration fee.

After the 14-day cooling-off period, your Service Agreement will continue for the remainder of the 12-month term.

Cancelling After the Cooling-Off Period

If you wish to cancel your Service Agreement after the 14-day cooling-off period, you must provide 30 days' notice.

As your Service Agreement is for a fixed 12-month term, you'll remain responsible for any outstanding payments due for the remainder of your agreement.

For example, if five monthly payments remain, you'll be required to pay the equivalent of those five outstanding payments.

Renewal

To ensure your cover continues without interruption, your Service Agreement will automatically renew each year.

We'll contact you at least 30 days before your renewal date to let you know your plan is due for renewal.

If you don't wish to renew, simply let us know up to 14 days before or 14 days after your renewal date.

Moving Home

If you move home during your Service Agreement, please let us know as soon as possible. Once we receive your new address, we'll discuss the options available, which may include:

- Transferring your Service Agreement to your new property (subject to a £30 administration fee and a suitability assessment).
- Setting up a new Service Agreement for your new property.
- Cancelling your existing Service Agreement in accordance with the cancellation terms above.

When We May Cancel Your Service Agreement

We may cancel your Service Agreement by giving you 14 days' written notice if:

- You provide false or misleading information.
- You fail to make the required payments.
- Your system is found to be unsuitable for our cover plans.
- You behave in a threatening, abusive or aggressive manner towards our employees or contractors.
- Your property is unsafe for our engineers to work in.
- You repeatedly fail to provide access to your property for agreed appointments.
- We advise you that repairs or improvements are required to make your system safe or suitable, and these aren't completed within a reasonable timeframe.

Where your Service Agreement is cancelled because your system is unsuitable or because you've failed to comply with the terms of this agreement, you may still be responsible for any outstanding balance remaining on your 12-month agreement.

Complaints

We're committed to providing excellent customer service. If you're unhappy with any aspect of our service, we'd like the opportunity to put things right.

You can contact us by emailing: info@emergency-cover.com

We'll acknowledge your complaint within 2 working days and aim to resolve it as quickly as possible.

HOW TO CONTACT US

OPENING HOURS

For non-emergency enquiries, our office is open:
Monday to Friday
9:00am - 4:00pm
(Excluding public holidays)
Telephone: 0333 034 6641

EMERGENCY SUPPORT

Our emergency support line is available 24 hours a day, 7 days a week for uncontrollable water leaks.
Telephone: 0333 034 6641

REQUEST A REPAIR

Repairs can be requested online 24 hours a day through our website or by calling our Support Team.
Telephone: 0333 034 6641

Trustpilot

We'd love to hear your feedback! Please take a minute to leave us a review by scanning the QR code...

EMERGENCY COVER.COM