



Boiler & Central Heating Plans



Our flexible care plans are designed to protect your boiler and the essential components of your home's heating system.

Whether you're a homeowner or a landlord, our plans offer a cost-effective way to cover boiler and gas appliance servicing, helping you save money and avoid unexpected repair costs.

Simply select the services you want covered to create a care package tailored to your needs.



+447474108876



WWW.ASTARHEATINGWALES.CO.UK



BRONZE STAR

£13.95 PER MONTH

- ✓ **BOILER COVER ONLY**
- ✓ **ALL CALL OUTS COVERED**
- ✓ **ALL PARTS COVERED**
- ✓ **ANNUAL SERVICE AND EMAIL REMINDERS**

✗ **Not included: Main heat exchanger. Failure of this part renders the boiler irreparable.**



SILVER STAR

£27.95 per month

Includes all Bronze Star features, plus:

- Radiators and internal heating pipework
- Valve repair or replacement
- Heating pipework repair or replacement (subject to access)
- Plumbing pipework repair or replacement (subject to access)
- No excess

Not included:

- Items excluded under boiler cover
- Power flushing of the heating system
- External pipework affected by freezing

GOLD STAR

£47.95 per month

Includes all Bronze and Silver Star features, plus:

- Electrics: Call-outs, fault identification, and restoration of power
- Drainage: Call-outs, fault or blockage identification, and blockage clearance

Not included:

- Items excluded under Bronze and Silver plans
- Replacement of electrical appliances, fittings, bulbs, sockets, or faulty wiring
- Rectification of poor workmanship
- Repair or replacement of collapsed underground drains or above-ground pipework
- Blockages outside the property boundary or caused by building materials



Terms and Conditions

CONTRACT:

Terms and conditions set out for the warranty and repair of suitable boilers post inspection

1. Area of Cover

1.1 This warranty is available solely in respect of properties situated within the geographical areas of Newport, Merthyr Tydfil, and Swansea, subject at all times to service availability.

2. Statutory Cooling-Off Period

2.1 The Customer shall be entitled to cancel this warranty within fourteen (14) days from the date on which these Terms and Conditions are accepted.

2.2 Any cancellation exercised within the statutory cooling-off period shall be processed in accordance with applicable consumer legislation and refund policies.

3. Term and Renewal

3.1 This warranty shall commence on the agreed start date and shall remain in force for an initial period of twelve (12) months ("Initial Term").

3.2 Upon expiry of the Initial Term, the warranty shall automatically renew for successive twelve-month periods unless terminated in accordance with Clause 4.

4. Termination After Initial Term

4.1 Following completion of the Initial Term, the Customer may terminate the warranty by providing no less than twenty-eight (28) days' written notice prior to the intended termination date.

4.2 Failure to provide the required notice shall result in the warranty continuing into the next renewal period.

5. Servicing Obligations

5.1 As a condition precedent to the validity of this warranty, the boiler must be serviced by us within each twelve-month warranty period.

5.2 The responsibility for ensuring that such service is booked and completed within the prescribed timeframe rests solely with the Customer.

5.3 Failure to comply with this obligation shall render the warranty null and void, and no claims shall be accepted thereafter.

6. Scope and Limitation of Cover

6.1 This warranty provides cover for repairs only and expressly excludes the replacement of the boiler under any circumstances.

6.2 Where the boiler is assessed and deemed beyond economical repair, the warranty shall terminate with immediate effect.

6.3 In such circumstances, we may, at our sole discretion, offer a discount towards the supply and installation of a replacement boiler; however, no such offer shall be deemed obligatory.

7. Exclusions

7.1 This warranty expressly excludes the main heat exchanger.

7.2 Any failure of the main heat exchanger, including but not limited to leaks, splits, or structural failure, is excluded from cover.

7.3 All exclusions applicable to standard boiler cover shall apply equally to this warranty.

8. Access, Attendance, and No-Show Charges

8.1 The Customer shall ensure that a responsible adult aged eighteen (18) years or over is present at the property for all scheduled appointments.

8.2 Where access is not provided, or no responsible adult is present, a £25 no-show fee shall be payable.

Please choose level of cover

BRONZE STAR

SILVER STAR

GOLD STAR

Signed By The Customer

Signed By Director Of ASTAR Plumbing & Heating