



EDF Energy Protect is provided by Intana

This is a summary of the cover provided under the EDF Energy Protect policy. This summary does not contain the full terms and conditions of the cover which can be found in the contract of insurance on page 3 of this document. It is important that you read the full policy document carefully.

Insurer

The insurer of this policy is Great Lakes Reinsurance (UK) SE. Benefits and services under this policy are provided by Collinson Insurance Services Limited trading as Intana. Great Lakes Reinsurance (UK) SE is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. Collinson Insurance Services Limited is authorised and regulated by the Financial Conduct Authority. The above details can be checked on the Financial Services Register at www.fca.org.uk/register.

Type of insurance cover provided

This is a home emergency insurance which covers your home against certain emergencies or breakdowns depending on the level of cover you have chosen. Not all sections apply to all policies. The table below also summarises the different covers that may apply.

Significant features and benefits

Your certificate will show you which of the following sections apply.

Section 1 – Heating Protect

Examples of what we will pay for	Examples of what we will not pay for
<p>We will pay for the necessary repair or replacement of:</p> <ul style="list-style-type: none"> • standard parts fitted inside the boiler casing, controls, programmers and thermostats, selector and radiator valves, a single water circulating pump and easily accessible above ground internal pipe work. • a single, standard hot water cylinder less than 90 centimetres by 45 centimetres (36 inches by 18 inches). <p>In addition to the insurance cover, we will arrange with you a date for an Annual Service during the period of cover. Please note services are undertaken Monday to Friday, 9.00am to 5.00pm.</p>	<ul style="list-style-type: none"> • the excess shown in your certificate • any boiler that was eleven or more years old when you first took out this policy or with an output of more than 60 kilowatts per hour (204,700 BTU). • any insulation jacket or immersion heater; or expansion tanks. • clearing air locks, unblocking pipes, correcting poor circulation or balancing radiators. • any work to repair damage caused by rust, sludge, hard water scale, corrosive water or water with a high chemical content. • fuel lines to the boiler, this includes gas leaks between the gas meter and boiler. • repair or replacement of designer or cast iron radiators, non-standard radiators, towel rails or radiators longer than 1.5 metres (5 feet). • If the repair of your boiler costs more than replacing it with a new one, we will pay the amount shown in your policy towards the cost of a new boiler instead.

Section 2 – Plumbing Protect

Examples of what we will pay for	Examples of what we will not pay for
<p>We will cover an emergency or breakdown in your home if it is caused by:</p> <ul style="list-style-type: none"> • broken, blocked or leaking internal drains or underground drains or sewers becoming totally blocked or being damaged. • the water pipes within your home bursting or suddenly leaking. • taps not working, leaking stopcocks or stopcocks that cannot be turned on or off. • your only toilet not working because of accidental damage or mechanical failure. 	<ul style="list-style-type: none"> • the excess shown in your certificate • the cost of replacing taps, bath or shower seals or grouting, water tanks, radiators, water softeners or waste disposal units. • the cost of repairing or replacing water supply pipes, lead or steel pipes. • blocked, broken or leaking soil or waste pipes from sinks, basins, bidets, baths, showers or shower bases. • repairing or replacing any part of the drain or sewer which is damaged by tree roots. • any claim where there is another working toilet within your home or involving Saniflow toilets. • dripping taps.

Section 3 – Wiring Protect

Examples of what we will pay for	Examples of what we will not pay for
<p>We will cover an emergency or breakdown in your home if it is caused by the failure of:</p> <ul style="list-style-type: none"> • the permanently installed electrical wiring inside your home. • your wall sockets, switches, fuse boxes bulb sockets, light fixtures, circuit breakers and transformers. 	<ul style="list-style-type: none"> • the excess shown in your certificate • telephone wiring, smoke detectors, doorbells or burglar alarm systems. • energy generating systems, this includes wind turbines, solar panels, air conditioning units and their parts. • electrical systems and wiring connected to ponds, aquariums, pools or fish tanks, this includes water pumps. • electric shower units, domestic appliances, fixed or portable heating systems (e.g. electric fires or radiators).

Section 4 - Emergency Protect.

Emergency Protect includes all of the cover of Plumbing Protect and Wiring Protect

Examples of what we will pay for	Examples of what we will not pay for
We will cover an emergency in your home if it is caused by: <ul style="list-style-type: none">• you being locked out of your home if your only available key has been stolen, lost or damaged or the lock to your main entry and exit door is not working.• your home becoming insecure because of a break-in or vandalism.• wasp nests, field or house mice or brown rats within your home.• roof tiles that are missing or need repositioning.	<ul style="list-style-type: none">• the excess shown in your certificate• any theft, vandalism or malicious damage not reported to the Police.• any pests or nests in gardens, detached garages or outbuildings.• any damage caused by, or the removal of the pests or nests.• flat, glass, plastic, tarpaulin, felt or thatched roofs.• replacement windows or doors.• broken or damaged internal glass or doors.

Significant or unusual exclusions and limitations

There are some situations which you are not covered for, these generally involve anything you already know about or that is caused by deliberate or careless acts on your part. Full details of these are given in the policy document. The most significant exclusions of this policy are set out below. You need to check the policy document for full details as there may be other exclusions that are significant to you.

What is not covered
<ol style="list-style-type: none">1. Any Boiler, Controls and System that fails the first service - see Annual Service, In the first year on page 6.2. Any emergency or breakdown which happens within 30 days of you taking out this insurance for the first time – see What is Not Covered under Sections 1,2,3 and 4 on pages 5, 6, 7 and 8.3. Routine or regular maintenance that you are responsible for, this includes:<ol style="list-style-type: none">a. venting radiators, turning the boiler off, lighting pilot lights and changing time switches - see What is Not Covered under Section 1 on page 5,b. replacing light bulbs, fuses, low voltage lighting transformers and resetting circuit breakers if you can safely reset these - see What is Not Covered under Section 3 on page 7 and 8.4. Any damage that may be caused to your home, its fixtures and fittings or its contents. This includes:<ol style="list-style-type: none">(i) redecorating your home;(ii) restoring the building to its original condition;(iii) repairing groundwork if we need to dig a hole to carry out a repair. We will fill in the hole and leave the ground level, but we will not be able to replace the original surface fittings or materials etc.(iv) replacing ceilings, flooring, plaster, tiles or carpets;(v) replacing toilets, washbasins or other sanitary ware. – see General Exclusion 4 on page 9.5. Any claim when your home has been left unoccupied for 60 days or more at one time – see General Exclusion 10 on page 9.6. Any claim connected to CCTV, fire, security or surveillance systems or to swimming pools, ponds or fountains time – see General Exclusion 11 on page 9.7. Any claim connected to cesspits, septic tanks, treatment plants and any associated pipework and equipment– see General Exclusion 12 on page 9.8. Any hotel or guest house accommodation that we have not arranged or agreed to first – see General Exclusion 27 on page 9.

How much we will pay

You are responsible for any excess shown in your certificate and this must be paid when first calling us for assistance. We will then pay for all call out charges, labour, covered parts and up to **£150** including VAT for overnight accommodation.

Duration of cover

This policy of insurance will run for the period shown on certificate of insurance.

Cooling off period

You have the right to cancel your policy of insurance within 14 days from the date of issue or receipt of your policy terms and conditions, whichever is the later. We will refund to you any premium you have paid and we will recover from you any payments we have made.

Making a claim under your policy

In the event of a Home Emergency, please phone 01444 442877. We will then advise you how to proceed and protect your property.

Your right to complain

We aim to always give a first class service. However, we do realise that there are times we may not meet the high standards you expect from us.

If you have a concern about any of our products or services, please tell us. We want to put things right - first time. Your comments may help us improve our services. If you want to make a complaint you can contact us:

- by post - send a letter to: Quality Department, Intana, Sussex House, Perrymount Road, Haywards Heath, West Sussex, RH16 1DN

- by telephone - call us on 01444 442 010
- by email - send an email to quality@intana-assist.com.

We will aim to provide you with a full response within four weeks of the date we receive your complaint and our response will be our final decision based on the evidence presented. If for any reason there is a delay in completing our investigations, we will explain why and tell you when we hope to reach a decision.

If you do not agree with our final response, or if we do not reply within eight weeks, you may be able to refer your complaint to the Financial Ombudsman Service at The Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London E14 9SR or telephone 0800 0 234 567 or 0300 123 9 123. The Financial Ombudsman Service deals with complaints about insurance policies. It is entirely independent and its services are free to you.

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the FSCS, if we are not able to meet our obligations. For more details please visit the FSCS website at www.fscs.org.uk.



Welcome to your Protect Cover

Thank you for taking out EDF Energy Protect. We believe our products will help you continue enjoying the benefits and reassurance of living in your own home.

The details you have given us will help us offer the benefits and services set out:

- in this document;
- in your certificate; and
- in any endorsements, we have sent you.

Please read all of these documents carefully so you know what you are covered for. If you have a nominated person, please ask them to read these documents as well. This is important, especially if you need to make a claim. If you have any questions or need to change any details, please call 01444 442879.

These documents also tell you what to do if you need to make a claim. Please keep them in a safe place.

Making a claim

To make a claim, please check all your documents to make sure you are covered. Then telephone 01444 442877 straight away. To speed up your claim, please make sure you can tell us:

- Your Policy Number;
- Your name and address including the postcode;
- Why you are claiming.

YOUR POLICY CERTIFICATE SHOWS WHICH SECTIONS YOU ARE COVERED FOR.

Levels of cover

EDF Energy Protect cover is designed to safeguard home owners in case they have an emergency in their home. It offers different levels of cover that allow you to choose the protection that you need.

Section 1 - Heating Protect safeguards you in case your gas central heating system stops working and needs to be repaired;

Section 2 - Plumbing Protect safeguards you against various emergencies you may have with your plumbing or drains;

Section 3 - Wiring Protect safeguards you against electrical failure inside your home;

Section 4 - Emergency Protect includes all of the cover of Plumbing Protect and Wiring Protect as well as safeguarding you against other emergencies that you may have in your home such as your main lock not working, vandals leaving your home insecure, wasp nests inside your home, etc.

EDF Energy Protect offers a number of different emergency cover options. Please make sure that you have chosen the right level of cover for your needs. The level of cover you have chosen is shown in your certificate.

If you want to cancel your policy within the cooling-off period, please call us on 01444 442879 or email us at edfenergy@intana-assist.com.

Eligible properties

We will cover your home which is a house, bungalow, self-contained flat or maisonette that is owned by you and is heated by one standard domestic boiler up to 60 kilowatts per hour (204,700 BTU).

We will not cover:

- detached garages;
- sheds;
- other outbuildings;
- shared areas of your home, for example hall and stair areas that others are allowed to use;
- your home if more than half of the rooms are used for business;
- bed-sits;
- council properties;
- Northern Ireland Housing Executive (NIHE) properties;
- sub-divided or sub-let properties; or
- residential or nursing homes.

Meaning of words

Certain words and phrases have a particular meaning whenever they are used in this policy or in your certificate. Every time we use one of these words or phrases, it will always have the meaning shown below.

Approved Contractor	means a qualified tradesman who we regularly check and have agreed can temporarily or permanently repair or prevent further damage to your home.
Breakdown	means an electrical, mechanical or permanent fault which causes the failure or burning out of any part covered by this policy.
Boiler	means the gas fired boiler that is shown on your certificate.
Certificate	means the separate document we send you that includes details about you and what you are covered for. Your certificate will include your name and address, the period of insurance, the cover level you have chosen, etc.
Emergency	means a sudden or unexpected event at your home which, if not dealt with straight away will: <ul style="list-style-type: none">• be a risk to your health,• make your home unsafe or insecure,• cause damage or more damage to your home or its contents, or• leave your home without main services or your main source of heating.
Emergency Repair	means a temporary repair that is carried out by an approved contractor to stop the immediate emergency and prevent further damage. This will need to be replaced by a permanent repair.
Endorsement	means a change to the policy which we write and tell you about.
Excess	means the amount of money you must pay as the first part of each and every claim

Geographical Limits	means the mainland of England, Scotland, Wales and Northern Ireland plus the Isle of Wight, the Isle of Man and the Channel Islands.
Home	means the building shown on the certificate that you have told us is where you live most of the time; and used only or mainly for your domestic needs.
Main Services	means the water, electricity and gas supplies inside your home and the mains drainage from your home.
Nominated Contact	means the person you have asked us to contact, or who may contact us on your behalf if you need to make a claim.
Period of Insurance	means the period between the start date and the end date shown in your certificate and for which you have paid the premium.
Permanent Repair	means a final repair or other work necessary to put right the damage caused to your home by an emergency.
Policy	means this document along with the most recent certificate and any endorsements.
Premium	means the amount you pay for this policy and for any non-insured services.
Unoccupied	means not been lived in by you, your family, or anyone else with your permission.
We/Us/Our	Collinson Insurance Services Limited trading as Intana, Sussex House, Perrymount Road, Haywards Heath, West Sussex RH16 1DN and acting on behalf of your insurer.
You/Your	the policyholder named on the certificate and members of their household normally living with them.

Collinson Insurance Services Limited, trading as Intana, are authorised and regulated by the Financial Conduct Authority.

Understanding your policy and how your cover works

Please note:

- This is not a household buildings or contents insurance policy.
- It does not cover normal day-to-day maintenance.
- You will have to pay to replace items which normally wear out.

For example, we will not pay for de-scaling central heating pipes or replacing tap washers.

This is an emergency assistance policy that protects homeowners from different emergencies that can happen to their homes. It gives access to our nationwide network of approved contractors. They are available 24 hours a day to deal with any problem covered by your policy and make your home safe.

We will give this service at any time:

- during the period of insurance; and
- within the Geographical Limit

As long as you have paid what we have asked.

Our aims

We aim:

- to give quick, expert help whenever you have an emergency in your home; and
- to get an approved contractor to you as quickly as possible, every time

an emergency happens.

Occasionally, there may be a delay when providing this service. This is most likely to happen if:

- you live in a remote area; or
- there is bad weather.

We cannot be responsible for any delay caused by a manufacturer, supplier or their agents. This includes any delay in them delivering spare parts, etc.

Using your details

We will use the information you have given us to underwrite your policy and keep it up to date. We will also use it to deal with any claims you make. We will make sure we keep this information safe and confidential and not keep it any longer than we have to.

We will only give your information to someone else:

- if the law lets us;
- to prevent fraud;
- to deal with any claims you make; or
- if you tell us we can.

You have a legal right to receive a copy of any information that we hold about you. To see this information, please write to:

Customer Contact Centre Manager, Intana, Sussex House, Perrymount Road, Haywards Heath, West Sussex RH16 1DN.

You must pay a fee before we provide the information. We will tell you the current fee when you write to us.

We record telephone calls to make sure that we provide our customers with a quality service.

Your insurer

Your insurance policy is underwritten by Great Lakes Reinsurance (UK) SE, Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ.

Great Lakes Reinsurance (UK) SE is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. The above details can be checked on the Financial Services Register at: www.fca.org.uk/register

The law that applies to this policy

Unless we agree differently, this policy is governed by the law of England and Wales.

Cancelling and renewing your policy Your right to cancel – cooling off period

You can cancel this policy at any time during the cooling off period. That is, within 14 days of

- buying this policy; or
- receiving your policy documents;

whichever is later.

When you cancel your policy during this cooling off period, we will

- refund all the money you have paid; and
- take off any payments we have made.

How to cancel your policy

If you want to cancel your policy, please phone us on 01444 442879, email us at edfenergy@intana-assist.com or write to us. You must tell us whether you want your policy cancelled immediately or from a future date.

You will not receive a refund if you cancel your policy after the 14 day cooling off period.

We may cancel your policy

If you do not keep to the terms of your policy, we may cancel it. If we cancel your policy we will write to you at the last address you have given us. We will give you at least 14 days' notice and explain why your policy is being cancelled.

Examples or why we may cancel your policy are:

- because you have not paid the correct premium.
- because you are no longer eligible for cover.

If you have not made a claim, we will only charge you for the cover we have given you. You will not receive a refund if you have made a claim.

Renewing your policy

We will write to you before your policy is due for renewal and tell you:

- about any changes that we have made to your policy;
- how much you will have to pay; and
- what you must do to renew your policy.

If we cannot continue to cover you for any reason, we will write to you before your policy ends and tell you why it cannot be renewed.

If you do not want to renew your policy, please tell us before your renewal date.

Moving home

You must tell us if you are moving home as this policy only covers you at the address shown on your certificate. If you ask us to, we can continue to cover the new owner of your home as long as they are still eligible for cover. Either you or the new owner must also pay £15 to confirm the change of details. You will not receive a refund if you cancel your policy when you move home.

Please note: If you need cover at your new home, you will need to take out a new policy. Please ask us if you would like a quote.

How to complain

We aim to always give a first class service. However, we do realise that there are times we may not meet the high standards you expect from us.

If you have a concern about any of our products or services, please tell us. We want to put things right – first time. Your comments may help us improve our services.

If you want to make a complaint you can contact us:

- by post – send a letter to: Quality Department, Intana, Sussex House, Perrymount Road, Haywards Heath, West Sussex, RH16 1DN
- by telephone - call us on 01444 442 010
- by email – send an email to quality@intana-assist.com.

When we receive your complaint:

1. if we cannot deal with your complaint by the end of the next working day, we will write to you to confirm that we have received it.
2. we will always deal with your complaint as quickly as we can. However, if we have not been able answer your complaint within 28 days of receiving it, we will write to you with an update and tell you when we aim to send you a full response.
3. we will write to you with a final response to your complaint within eight weeks of receiving it.

If you do not agree with our final response, or if we do not reply within eight weeks, you may be able to refer your complaint to the Financial Ombudsman Service. The Financial Ombudsman Service deals with complaints about insurance policies. It is entirely independent and its services are free to you.

Ask us for a leaflet, or contact the Financial Ombudsman Service at:

The Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square

London, E14 9SR

Telephone: 0800 0 234 567 or 0300 123 9 123

Website: www.financial-ombudsman.org.uk

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the FSCS, if we are not able to meet our obligations. For more details please visit the FSCS website at www.fscs.org.uk

Policy cover

Please note: Cover only applies if your certificate shows that your policy includes the section shown below.

Section 1: Heating Protect

This section applies if you have chosen Heating Protect.

What is covered under Section 1

If your boiler, controls or central heating system breaks down, we will cover the necessary repair or replacement of:

- any standard part that:
 - is fitted inside the boiler casing;
 - the manufacturer of the boiler has supplied; and
 - is designed to be used during the normal use of the boiler.
- any condensate pipe
- frost and room thermostats
- programmers
- motorised or selector valves
- time controls
- single water circulating pump
- standard radiators up to 1.5 metres (5 feet) long if they are leaking;
- radiator valves;
- above ground internal pipe work (as long as it can be accessed easily and is not inside the fabric of the building);
- a single, standard hot water cylinder as long as it is not bigger than 90 centimetres by 45 centimetres (36 inches by 18 inches), but not any insulation jacket or immersion heater
- expansion tanks

What is not covered under Section 1

We will not cover

- any boiler that was eleven or more years old when you took out this policy for the first time.
- the excess shown in your certificate
- a breakdown which happens before the policy starts or within 30 days of taking out this policy for the first time.
- any breakdown where the boiler, controls or system has not been properly installed repaired or have been altered (e.g. where the wrong parts have been fitted).
- clearing air locks, unblocking pipes, correcting poor circulation or balancing radiators.
- any boiler or system noise.
- warm air units, oil fired boilers, LPG or gas cookers, or gas fires.
- routine or regular maintenance that you are responsible for. This includes venting radiators, turning the boiler off, lighting pilot lights and changing time switches.
- adjusting the water pressure on a sealed central heating system.
- any work to repair damage caused by rust, sludge, hard water scale, corrosive water or water with a high chemical content.

- the cost of draining your system unless there is a suitable drainage point fitted.
- ducting, flues or warm air vents.
- fuel lines to the boiler. This includes gas leaks between the gas meter and boiler.
- the cost of refilling your system with any additives (e.g. corrosion inhibitors).
- filling loops.
- the repair or replacement of immersion heaters (this may be covered under Section 2 – plumbing and drainage).
- the repair or replacement of water circulating pumps that do not have a valve either side of the pump. This means that they cannot be removed without draining the system.
- pumps that have pipe work connections of one inch (2.5 cm) or bigger, or a motor rating of above 178 watts single phase.
- pumps installed in secondary or direct hot water systems.
- the repair or replacement of designer or cast iron radiators, non-standard radiators, towel rails or radiators greater than 5 feet (1.5 metres) in length.
- the replacement of steel pipes.
- non-standard water cylinders unvented cylinders, or water tanks.
- showers and their pumps.
- bath, sink or water basin taps
- decorative parts, trims or casings.
- boilers with an output of more than 60 kilowatts per hour (204,700 BTU).
- items that are designed to be replaced regularly when using the boiler, such as nozzles, fuses and filters, etc.
- the repair or replacement of parts that have failed because the manufacturer's operating instructions were not followed.
- the replacement of any parts that have not broken down.
- anything mentioned in the general exclusions.

How we will deal with your claim under Section 1

Please also refer to the Section "What to do if you need to make a claim" on page 8.

When you call us, you will need to pay any excess shown in your certificate. We will then arrange for an approved contractor to assess the situation to:

- identify the cause of the breakdown; and
- carry out the necessary repairs to your boiler.

Overnight accommodation

If you have a valid claim and your home cannot be lived in for more than 24 hours, we will pay towards the cost of you staying in a local hotel or guest house overnight.

How much will we pay

We will pay for all:

- call out charges;
- labour;
- covered parts; and
- up to **£150** including VAT for overnight accommodation.

Beyond economic repair

We will not repair your boiler if this will cost more than replacing it with a new one or if suitable replacement parts are not available. Instead, we will pay a contribution towards the cost of a new boiler. Once you send us an invoice from a qualified Gas Safe Contractor, we will pay the amount shown below:

Age of Boiler	1-6 years	£500 including VAT.
Age of Boiler	over 7 years	£250 including VAT.

We will take off from this any premium that you owe us.

Where you have had a new boiler fitted, we will not be able to keep insuring this as it will be covered by a separate guarantee (provided by the manufacturer or fitter). No refund of any premium that you have paid us will be given.

Annual service

In the first year

After you have taken out this policy for the first time, we will carry out an initial service of your boiler (as described below) and check to make sure your boiler and controls can be covered by this insurance. We will try and make sure these checks are carried out within 30 days of buying your policy. Please note that this is carried out Monday to Friday between 9.00am and 5.00pm.

If any faults are found during this first service, you will need to have them repaired before we can cover your boiler and system. You must carry out these repairs within 30 days. If you do not, we may cancel your policy and you will not be covered.

After the first year

The contractor will arrange a convenient time to carry out an annual service of your boiler, controls and system during the period of insurance. The annual service is normally carried out between 9.00am and 5.00pm Monday to Friday. If this is not convenient, it may be possible to arrange an alternative time. Please speak with the approved contractor about this. Please note, you may be charged extra to service your boiler, controls and system at other times.

The annual service includes

- A visual inspection of the gas central heating system for leaks and corrosion and check to make sure they are operating correctly and safely;
- A flue test to make sure there are no unsafe emissions;
- A gas pressure check to ensure the boiler has the correct gas pressure.

At all times

You must make sure that an adult is present while the approved contractor services your boiler, controls and system. If an adult is not there, your boiler, controls and system will not be serviced and you will have to make a new appointment. If this happens, you will have to pay the full cost of this new appointment.

Section 2: Plumbing Protect

This section applies if you have chosen Plumbing Protect or Emergency Protect.

What is covered under Section 2

We will cover an emergency or breakdown in your home if it is caused by:

- the water pipes within your home bursting or suddenly leaking
- leaking stopcocks or stopcocks that cannot be turned on or off
- taps not working
- leaking overflow pipes
- leaking external downpipes
- broken, blocked or leaking internal drains
- standard ball valves or toilet siphons not turning on or off
- failed immersion heaters
- failed radiator valves
- failed hot water cylinders
- your underground drains or sewers becoming totally blocked or being

damaged

- your only toilet not working because of:
 - accidental damage; or
 - mechanical failure
- washing machine and dishwasher hot and cold flexible pipes bursting or suddenly leaking (as long as they have been fitted properly)

What is not covered under Section 2

We will not cover

- an emergency which happens before the policy starts; or within 30 days of taking out this policy for the first time.
- the excess shown in your certificate
- the cost of replacing taps, bath or shower seals or grouting, water tanks, radiators, water softeners or waste disposal units.
- the cost of repairing or replacing lead or steel pipes.
- blocked, broken or leaking soil or waste pipes from sinks, basins, bidets, baths, showers or shower bases.
- repairing of any pipes that are temporarily frozen.
- guttering that is blocked or needs repositioning.
- dripping taps.
- seeping joints or gaskets which do not result in a sudden leak or burst.
- the effect of hard water scaling deposits.
- breakage of any basin, bath, bidet or shower base.
- the failure of any part of a central heating system or warm air unit other than the water pipes leading to or from the system.
- any claim to do with the underground mains water pipes to your home.
- repairing or replacing any part of the drain or sewer which is not totally blocked or broken.
- repairing or replacing any part of the drain or sewer which is damaged by tree roots.
- any claim where there is another working toilet within your home.
- saniflow toilets.
- the cost of replacement ceramics or parts.
- drain clearance where there are no access points or access points are obstructed.
- repairing or replacing any shared pipe work or drainage facilities.
- anything mentioned in the general exclusions.

How we will deal with your claim under Section 2

Please also refer to the Section "What to do if you need to make a claim" on page 8.

When you call us, you will need to pay any excess shown in your certificate. We will then arrange for an approved contractor to assess the situation and:

- remove the emergency from your insured property; and
- carry out an emergency repair to your home; or
- carry out a permanent repair if this costs the same as an emergency repair.

Overnight accommodation

If you have a valid claim and your home cannot be lived in for more than 24 hours, we will pay towards the cost of you staying in a local hotel or guest house overnight.

How much will we pay

We will pay for all:

- call out charges;

- labour; and
- covered parts
- up to **£150** including VAT for overnight accommodation.

Section 3: Wiring Protect

This section applies if you have chosen Wiring Protect or Emergency Protect.

What is covered under Section 3

We will cover an emergency or breakdown in your home if it is caused by:

- the permanently installed electrical wiring inside your home.
- your wall sockets, switches, fuse boxes, bulb sockets, light fixtures, circuit breakers and transformers

What is not covered under Section 3

We will not cover

- an emergency or breakdown which happens before the policy starts or within 30 days of taking out this policy for the first time.
- the excess shown in your certificate
- telephone wiring, smoke detectors, doorbells or burglar alarm systems.
- energy generating systems, this includes wind turbines, solar panels, air conditioning units and their parts.
- electrical systems and wiring connected to ponds, aquariums, pools or fish tanks. This includes water pumps.
- electrical systems connected to a central heating system. This includes all controls, pumps, detectors, timers, programmers, etc. (these can be covered under Section 1, boiler, controls and system).
- electric shower units.
- the electricity company's supply meter and anything before that point.
- electrical systems and wiring that are outside of your home. This includes wiring connected to satellite dishes or aerials and any masts or other fittings.
- electrical systems and wiring in any sheds, detached garages or other outbuildings.
- adjusting economy 7 timer switches.
- non-domestic electrical systems (e.g. 3-phase wiring).
- wiring that has degraded, been damaged or failed due to normal wear and tear or poor maintenance.
- routine or regular maintenance that you are responsible for. This includes replacing light bulbs, fuses, low voltage lighting transformers and resetting circuit breakers if you can safely reset these.
- wiring that has not been properly installed, repaired or altered (e.g. if it does not meet British Standards or the manufacturer's guidelines).
- domestic appliances.
- fixed or portable heating systems (e.g. electric fires or radiators).
- electrical systems and wiring that is not permanently installed.
- wiring that only needs to be replaced to meet legislation or health and safety guidelines.
- anything mentioned in the General Exclusions.

How we will deal with your claim under Section 3

Please also refer to the Section "What to do if you need to make a claim" on page 8.

When you call us, you will need to pay any excess shown in your certificate. We will then arrange for an approved contractor to assess the situation and:

- remove the emergency from your insured property; and
- carry out an emergency repair to your home; or

- carry out a permanent repair if this costs the same as an emergency repair.

Overnight accommodation

If you have a valid claim and your home cannot be lived in for more than 24 hours, we will pay towards the cost of you staying in a local hotel or guest house overnight.

How much will we pay

We will pay for all:

- call out charges;
- labour; and
- covered parts
- up to **£150** including VAT for overnight accommodation.

Section 4: Emergency Protect

This section applies if you have chosen Emergency Protect.

What is covered under Section 4

We will cover an emergency in your home if it is caused by:

- you being locked out of your home because:
 - your only available key has been stolen, lost or damaged; or
 - the lock to your main entry and exit door is not working
- wasp nests, field or house mice or brown rats within your home
- roof tiles that are missing or need repositioning and which let water enter into your home and are likely to cause loss or damage to your home or its contents
- your home becoming insecure because of a break-in or vandalism

What is not covered under Section 4

We will not cover

- an emergency which happens before the policy starts or within 30 days of taking out this policy for the first time.
- the excess shown in your certificate
- any claim where another key can be made available.
- any theft, vandalism or malicious damage where:
 - you have not reported the loss or damage to the Police; and
 - you cannot give us a Police crime number.
- any pests or nests in gardens, detached garages or outbuildings;
- any damage caused by the pests or nests;
- any damage caused when removing the pests or nests.
- flat, glass, plastic, tarpaulin, felt or thatched roofs.
- replacement windows or doors.
- any damage caused by the contractor gaining access to your home or as a result of securing doors or windows.
- broken or damaged internal glass or doors.
- anything mentioned in the General Exclusions.

How we will deal with your claim under Section 4

Please also refer to the Section "What to do if you need to make a claim" on page 8.

When you call us, you will need to pay any excess shown in your certificate. We will then arrange for an approved contractor to assess the situation and:

- remove the emergency from your home; and
- carry out an emergency repair to your home; or

- carry out a permanent repair if this costs the same as an emergency repair

If your home has been made insecure because of a break-in or vandalism, we will temporarily secure your home to make it safe. For example, we will fit wooden panels in place of broken windows or fix a door in the locked position so that it cannot be opened.

Overnight accommodation

If you have a valid claim and your home cannot be lived in for more than 24 hours, we will pay towards the cost of you staying in a local hotel or guest house overnight.

How much will we pay

We will pay for all:

- call out charges;
- labour; and
- covered parts
- up to **£150** including VAT for overnight accommodation.

What to do if you need to make a claim

If you or your nominated contact finds that you have to claim under this policy, you must call us straight away on the following emergency helpline:

01444 442877

If we cannot help resolve your problem over the phone, we will arrange for an approved contractor to visit you. Please note that you will have to pay any excess shown in your certificate before we can arrange this, so please make sure you have a valid debit or credit card available when you call us.

You must also tell the police as soon as possible about any damage caused by a break in or vandalism.

Major emergencies must be reported to your water, gas or electricity supplier and/or the emergency services.

Major emergencies include emergencies which may:

- result in serious danger to you or anyone else; or
- cause serious damage to your home or another property.

If there is no adult present when our Contractor arrives at your home at the agreed appointment time then you will be charged £20 plus VAT.

SUSPECTED GAS LEAKS MUST ALWAYS BE REPORTED TO NATIONAL GAS EMERGENCY SERVICE ON 0800 111 999.

General conditions

1. You must answer all questions about this policy honestly and fully at all times. You must also tell us straight away if anything that you have already told us changes. For example, you must tell us if you move home or buy a new boiler. If you do not tell us, your policy may be cancelled and any claim you make may not be paid.
2. You must protect your home and try to prevent any loss or damage. You must keep your home in good condition and regularly carry out routine maintenance.
3. You must have your boiler and central heating system serviced annually or as often as the manufacturer recommends. You should keep a copy of service documents in case you need to make a claim.
4. If you try to make a fraudulent claim, your claim will not be paid and your policy may be cancelled.
5. You must keep to all the conditions and endorsements of this policy. If you do not, we may not pay your claim.
6. If someone else is responsible, we may take court action in your name to recover any claims we have paid. We will pay for the cost of taking this action and it will be for our benefit.

7. You must tell us as soon as you know of a possible claim under your policy. If we let you use your own contractor, you must let us agree the total cost of repair before the work is started. You may need to pay for this work and claim the cost back from us. You must send us all the documents we need to deal with your claim. You will be responsible for any costs involved in doing this.
8. You must pay us back within one month of asking, any amounts that we have paid which are not covered by this insurance.
9. You must tell us if any claim covered by this policy is also covered by any other insurance or maintenance contract, guarantee or warranty. You must give us full details of the other supplier and we will only pay our fair share of the claim.
10. You must let us check that your boiler and central heating system are in good working order at any time. We will give you as much notice as we can and agree a convenient time to call. If you do not let us inspect your boiler, we may not be able to continue with this policy.
11. The approved contractor may need to gain direct access to a hidden area to trace or resolve a problem. This may mean, for example, lifting carpets, floorboards or patios, or removing tiles or plaster from walls in your home. You will need to agree to this work being done before we can continue with your claim. If you prefer, you can instead ask and pay for someone else to gain direct access. The approved contractor will return to deal with your claim once this has been done.
10. Any claim when your home has been left unoccupied for 60 days or more at one time.
11. Any claim connected to CCTV, fire, security or surveillance systems or to swimming pools, ponds or fountains.
12. Any claim connected to cesspits, septic tanks, treatment plants and any associated pipework and equipment.
13. Any claim arising out of
 - (i) War; invasion, act of foreign enemies, terrorism, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power; riot or civil commotion.
 - (ii) ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from combustion of nuclear fuel, the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or its nuclear component thereof or contamination or poisoning due to the effects of chemical or biological and/or radioactive substances;
 - (iii) pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds;
14. Any failure or damage that is directly or indirectly caused by:
 - (i) computer viruses; or
 - (ii) a computer or other electrical item not recognise a date as the actual date.

General exclusions

You are not covered for:

1. Any loss, damage or breakdown that you knew about before this policy started.
2. Any costs that you expect us to pay if we have not agreed to them first.
3. More than our fair share of any claim that is also covered by another insurance or maintenance contract.
4. Any damage that may be caused to your home, its fixtures and fittings or its contents. This includes:
 - (i) redecorating your home;
 - (ii) restoring the building to its original condition;
 - (iii) repairing groundwork if we need to dig a hole to carry out a repair. We will fill in the hole and leave the ground level, but we will not be able to replace the original surface fittings or materials etc.
 - (iv) replacing ceilings, flooring, plaster, tiles or carpets;
 - (v) replacing toilets, washbasins or other sanitary ware.
5. Any damage that is caused directly from tracing the problem or carrying out repairs. This exclusion will not apply if our approved contractor has been negligent.
6. The cost of matching or replacing any undamaged items, pairs or sets.
7. Any failure or damage that is caused deliberately.
8. Loss or damage where a utility company has interrupted or cut off the mains services to your home.
9. Any failure or damage that is caused by:
 - (i) negligence
 - (ii) misuse; or
 - (iii) faulty workmanship, (including a repair or alteration that does not meet recognised industry standards).
15. Any loss arising directly or indirectly from the services given, or a delay in providing the services. This exclusion will not apply if we have been negligent.
16. Costs to do with any other property or shared areas of your home (unless these are specifically shown as covered under this policy).
17. Any failure or damage arising from equipment that is not installed maintained or serviced as required by legislation.
18. Any repeated claims if work recommended by our approved contractor to stop further claims has not been carried out. You will need to pay for this work to be carried out.
19. Any claim where there is only an intermittent fault or where no fault is found.
20. Any further investigation (such as CCTV) where the problem that caused you to claim has been dealt with.
21. Any work where a specialist contractor is needed, or where it would not be safe for our approved contractor to repair your home. For example, where asbestos is present, or during bad weather.
22. Any losses that are not listed under the heading "What is covered" in Sections 1-4. For example loss of earnings because of a claim under this policy.
23. Any failure or damage caused by fire, lightning, explosion, storm, flood, earthquake, or collision.
24. Energy management systems and their controls (e.g. systems that monitor the amount of electricity or gas that you use).
25. The repair or replacement of parts that are covered by a supplier's guarantee or warranty.
26. Any breakdown caused by a design defect or fault.
27. Any hotel or guest house accommodation that we have not arranged or agreed to first.
28. Any hotel or guest house accommodation for persons that do not normally reside in your home.
29. Laundry services, room service, restaurant or bar bills