

No	Question	Answer
1	What is covered?	Our cover provides Gas Central Heating Breakdown Insurance against the cost of unforeseen breakdowns 24 hours a day, 365 days a year.
2	Am I covered immediately?	No. There is a 30 day waiting period before cover commences to prevent claims on pre-existing faults.
3	What is the difference between a Conventional and Combination boiler?	Conventional boilers usually have an airing cupboard with separate hot water cylinder, whereas Combination boilers heat the water from when you turn on the hot tap and have no hot water storage tank
4	Is there a boiler age limit?	Yes. For new applications the age limit for Conventional Boilers is 15 years and 7 years for Combination Boiler. Once on cover, policies may be renewed up to 20 years and 10 years respectively.
5	Is there a boiler size limit?	Yes. Maximum boiler size 200,000 BTU's or 58.6KW for domestic use only. We do not cover commercial boilers.
6	What happens if the customer doesn't know the boiler age?	We need to know the boiler age in order to insure it. Customers can estimate the age or enquire from neighbours or previous owners if only just moved in. We can estimate the age from the make and model of the boiler, or if you can provide the gas council number detailed on the boiler. You will need to telephone us with these details
7	If I have cover with another energy provider can I transfer without the 30 day waiting period?	Yes. The customer would need to send a copy of their current cover/certificate to allow us to administer the policy. Cover can then be continuous, provided a service has been carried out in the last 6 months
8	Do we provide an Annual Service?	If the customer applies for Boiler Care Plus, this plan incorporates an Annual Service and Safety Inspection.
9	What about additional boilers?	Central Heating Systems with 2 boilers can be insured separately, though no discount is available on the second boiler. Water heater and swimming pool boilers cannot be covered
10	Do we cover gas fires?	No, cover is for gas central heating system only

11	Can I pay by credit card, cheque or direct debit?	Yes, although unfortunately we only accept Credit Card payment online. If you wish to pay by Direct Debit please continue to apply online and choose the Direct Debit option, thereafter you will be provided with confirmation of your policy reference number. One of our representatives will then call you to obtain your bank details to process your Boiler Care Insurance within 48 hours. If you wish to pay by cheque please call 0844 338 5666 for an applicable form
12	Do I have to cancel the Cover if I change my gas supplier?	No. We are happy to provide you with Cover irrespective of your gas supplier
13	Can I cancel my policy at no charge?	Yes. There is a 14 day cooling off period from the date the Terms and conditions are received, however there will be no pro-rata refund of premium paid if the policy exceeds the 14 day cancellation period. Cancellation requests received after this date will result in the outstanding balance of the full annual premium being due.
14	What happens when I have a breakdown?	We provide a 24 hour helpline and nationwide coverage of professional Gas Safety Register engineers to carry out repair work(all help line numbers are provided within your insurance documentation). We normally settle all repair invoices direct with the Contractors. There is no limit to the number of call outs - up to £1500 cover per year. Please see policy wordings for more detail
15	What is not covered?	Some situations are not covered, for example air locks, sludge build up in boilers, accidental damage, intermittent or pre-existing faults. The cold water pipes/ tanks and showers are also not covered. For further details please consult the policy wording
16	How long will it take an engineer to arrive in the case of a breakdown?	Breakdowns reported before 10am. are usually dealt with the same day. If you report a breakdown after 10am. an engineer will usually come within 24 hours depending on road and weather conditions. Emergencies involving the escape of water or gas with danger of possible further damage are usually dealt with within 3 hours. Some breakdowns will require parts and the delay will depend on the availability of parts, particularly during weekends
17	What happens if I move?	The policy is for the insured property and cannot move with the person who took out the insurance. The policy can be transferred to the new owner for a fee of £12.50. If the policy is not transferred, the outstanding premiums will be due.
18	What if I have a gas leak?	These are dealt with by NATIONAL GRID. Please call 0800 111 999

19	What about gas supply/bill queries?	Please refer to the EDF Energy Customer Service number on your Bill
20	What about rented property?	Please call our Customer Services Team on 0844 338 5666 to find out about our Landlord Gas central Heating policies quoting EDF Energy Landlords Cover.
21	Which boilers are not covered?	Please refer to the excluded boiler list.
22	Why are some makes and models of boiler excluded?	There are various reasons why we do not insure some makes and models of boiler, including parts becoming obsolete, high risk boilers with known manufacturing faults and boilers that engineers are unable to service. Insuring these boilers would result in increased premiums for our insurance policies.
23	What do I do if I want to cancel my policy?	When you receive a copy of your policy - you will have 14 days during which time you can cancel the policy. We can receive your request to cancel by phone or in writing, please read your insurance policy wording carefully in relation to mid term cancellations.