Heating & Boiler Protection Plans

By Quinn Gas Solutions

Reliable heating protection, priority support and reduced unexpected repair costs.

QuinnCare is designed to provide homeowners with ongoing support, annual servicing and protection against unexpected heating repair costs. Cover levels vary depending on the plan selected.

QuinnCare is intended to provide practical support and peace of mind — not unlimited insurance cover. All plans are subject to eligibility, fair usage and the terms outlined below.

QuinnCare is a service and maintenance agreement provided by Quinn Gas Solutions and is not an insurance product or guaranteed emergency response service.

While QuinnCare customers receive priority booking and prioritised attendance where possible, response times remain subject to engineer availability, weather conditions, demand, parts availability and safe access.

1. Product Overview

QuinnCare provides access to:

- Annual boiler servicing
- Priority booking
- Priority breakdown response
- Reduced repair costs
- Heating system labour protection
- Selected parts protection (Complete plan only)
- Discounted plumbing work

The level of cover depends on the plan selected:

- QuinnCare Service+
- QuinnCare Protect
- QuinnCare Complete

All plans are provided on a 12-month agreement basis.

Customers may choose to:

- Pay annually in full
  OR
- Spread the cost through monthly Direct Debit payments

Monthly payments form part of a 12-month agreement and do not constitute a monthly rolling contract.

2. What We Promise

Depending on the plan selected, QuinnCare may include:

Boiler & Heating Support

- Boiler fault diagnosis
- Necessary boiler repair labour included for covered faults
- Necessary central heating repair labour included for covered faults
- Priority breakdown attendance
- Annual servicing
- Heating system component repairs
- Selected parts replacement
- Reduced unexpected repair costs

Components Potentially Covered

Depending on plan type and system eligibility:

- Circulation pumps
- Motorised valves
- Heating controls
- Thermostats
- Programmers
- Radiator valves
- Boiler components
- Selected accessible heating pipework

Plumbing Discounts

QuinnCare customers receive discounted plumbing labour:

- Service+ — 10%
- Protect — 20%
- Complete — 30%

Discounts apply to labour only and are subject to availability.

3. Basic Exclusions

QuinnCare does not cover:

- Full boiler replacement
- Cosmetic or decorative repairs
- Flooring, tiling or plastering
- Damage caused by misuse or third parties
- Accidental damage
- Major system redesign or repiping
- Underfloor heating systems
- Commercial properties
- Obsolete or unavailable parts
- Pre-existing faults
- Non-accessible pipework

Cover is intended for reasonably maintained domestic heating systems in suitable working condition.

4. Detailed Exclusions & Limitations

Pre-Existing Faults

QuinnCare does not cover faults or defects that existed prior to joining the plan, whether known or unknown to the customer.

Any faults identified during the initial inspection or first attendance may require repair before cover becomes active.

Boiler Replacement

QuinnCare does not include full boiler replacement under any plan.

Where a boiler is considered Beyond Economical Repair (BER), alternative options and quotations may be provided separately.

Obsolete & Unavailable Parts

Cover does not include components that are:

- discontinued
- obsolete
- no longer reasonably obtainable

Repairs remain subject to parts availability within the UK supply chain.

Major Components & System Upgrades

The following are not covered:

- Hot water cylinders
- Thermal stores
- Major repiping work
- Radiator replacements
- System upgrades
- System redesign
- Underfloor heating systems

Basic Maintenance

The following may be chargeable and are not considered breakdowns:

- Topping up system pressure
- Bleeding radiators
- Resetting appliances
- Adjusting timers or controls
- Minor user adjustments

Examples of Non-Covered Situations

The following are examples of situations that may not be covered under QuinnCare:

- frozen condensate pipework
- low system pressure requiring topping up
- bleeding radiators
- customer-adjusted timers or controls
- faults caused by lack of maintenance
- sludge or heavily contaminated systems
- damage caused by other trades or third parties
- accidental or deliberate damage
- inaccessible pipework leaks
- faults relating to non-covered appliances or systems
- cosmetic defects or non-functional issues

Quinn Gas Solutions reserves the right to determine whether a fault or issue falls within plan coverage.

Pipework & Accessibility

Pipework is only covered where reasonably accessible.

Quinn Gas Solutions reserves the right to determine reasonable accessibility.

Pipework concealed beneath:

- concrete floors
- fixed flooring
- inaccessible voids
- structural elements

may not be covered.

Decorative & Making Good

QuinnCare does not include reinstatement of:

- plasterwork
- decoration
- paintwork
- tiling
- flooring
- joinery

Any disturbed areas will only be reinstated to a functional standard where reasonably possible.

Misuse, Damage & Third-Party Interference

QuinnCare does not cover faults caused by:

- accidental damage
- misuse
- DIY work
- unauthorised alterations
- third-party interference
- neglect
- lack of maintenance

External Causes

QuinnCare does not cover faults caused by:

- frozen pipework
- flooding
- fire
- storm damage
- electrical supply faults
- vermin
- external environmental factors

Fair Usage

QuinnCare is intended for reasonable domestic use.

Repeated attendance for:

- non-covered faults
- minor maintenance
- customer misuse
- avoidable issues

may result in additional charges or review of the plan.

Customer Responsibilities

Customers are expected to:

- maintain the heating system in a reasonable manner
- follow advice or recommendations provided by Quinn Gas Solutions
- monitor system pressure where applicable
- take reasonable precautions against preventable damage such as frozen condensate pipework

Failure to reasonably maintain the system or act upon advised remedial works may affect continued cover.

5. Eligibility

To join QuinnCare:

- The boiler and heating system must be inspected
- The system must be in reasonable working condition
- No major faults or safety concerns must be present
- Parts must remain reasonably obtainable

Eligibility requirements may vary depending on the plan selected.

Quinn Gas Solutions reserves the right to:

- refuse cover
- limit cover
- request remedial work before acceptance

5.1 Initial Exclusion & Cover Start

QuinnCare is intended to protect against unexpected future faults and breakdowns.

Cover does not commence until:

- the boiler and heating system have been inspected
- the system has been accepted onto the plan by Quinn Gas Solutions
- and the first payment has been successfully received

Any faults identified:

- prior to joining
- during the initial inspection
- or during the initial assessment period

may be deemed pre-existing and may not be covered under the plan.

Quinn Gas Solutions reserves the right to:

- refuse cover for pre-existing faults
- request remedial work prior to activation
- delay or restrict cover until the system is considered suitable for inclusion within QuinnCare

6. Payments, Plan Term & Cancellation

QuinnCare plans are provided on a 12-month agreement basis.

Customers may choose to:

- pay annually in full
  OR
- spread the cost through monthly Direct Debit payments.

Monthly payments form part of a 12-month agreement and do not constitute a monthly rolling contract.

Cancellation

Customers may cancel their plan at any time; however:

- any remaining balance for the active 12-month term may will remain payable
- Quinn Gas Solutions reserves the right to recover costs for services, labour or parts already provided under the plan

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Missed Payments

Failure to maintain payments may result in:

- suspension of cover
- cancellation of attendance
- termination of the plan

7. Priority Response

QuinnCare customers receive prioritised booking over non-plan customers.

Response times remain subject to:

- engineer availability
- weather conditions
- demand
- parts availability
- safe access

Priority response does not guarantee same-day attendance.

7.1 Property Access & Safety

Customers must provide safe and reasonable access to:

- the property
- the boiler
- heating components and any affected areas requiring inspection or repair

Quinn Gas Solutions reserves the right to:

- refuse attendance
- reschedule appointments
- suspend work

where:

- access is obstructed
- conditions are unsafe
- aggressive behaviour is present
- pets are uncontrolled
- or safe working conditions cannot be maintained

Failure to provide suitable access may result in:

- delayed attendance
- cancellation of appointments
- or additional charges where applicable

8. Quinn Gas Solutions Discretion

Quinn Gas Solutions reserves the right to:

- determine system eligibility
- refuse or withdraw cover
- decline non-covered work
- amend plan pricing
- amend plan structure where necessary

Any significant changes will be communicated in advance where reasonably possible.

9. Limitation of Liability

Quinn Gas Solutions shall not be liable for:

- consequential loss
- alternative accommodation
- loss of earnings
- inconvenience
- damage resulting from system failure

QuinnCare is intended to reduce unexpected repair costs and provide priority support, not guarantee uninterrupted heating service under all circumstances.