



HEATING + PLUMBING SERVICE PLAN

SOUTHAMPTON | WINCHESTER | PORTSMOUTH



Checkatrade



SERVICE PLANS



Protect your home, your heating, and your peace of mind. Hassle-free monthly subscriptions for plumbing & heating reliability.



Your homes heating, protected year-round.

At Prospect Heat Solutions, we know how important a reliable boiler and plumbing system is to everyday life. Our service plans are designed to take the stress out of maintenance, protect your investment, and keep your home warm and efficient, whatever the season.

Choose the plan that suits you best, and enjoy fast response times, expert care, and priority service whenever you need us.



077 1233 6203



info@prospectheatsolutions.co.uk



prospectheatsolutions.co.uk

What you can expect with every plan from your plumbing & heating experts ✓



Priority Call-Outs

For fast, local support.



Annual Servicing

To keep your system running smoothly.



Exclusive Discounts

On repairs and upgrades.



Flexible Monthly Pricing

Cancel anytime.



Personal Service Guaranteed

Real advice from fully qualified engineers.



Always Human Never Automated

No Bots, No Script, Just Real Human Help.



Why Regular Boiler Servicing Matters



The Real Benefits of Annual Servicing.

Your boiler works year-round to provide heating and hot water. Regular servicing ensures key components are checked and cleaned, helping your system run safely, efficiently, and reliably when you need it most.



Prevent costly breakdowns

Regular servicing helps identify minor issues early before they develop into expensive repairs or unexpected system failures.



Maintain Manufacturer Warranty

Most boiler manufacturers require an annual service by a qualified engineer to keep the warranty valid.



Improve Energy Efficiency

A clean and properly adjusted boiler runs more efficiently, helping reduce energy usage and lower heating bills.



Extend Boiler Lifespan

Routine maintenance reduces wear on key components, helping your boiler operate reliably for longer.

What Happens During A Boiler Service



Safety, Performance, Peace of mind.

During a boiler service, a qualified engineer carries out a series of checks to ensure your heating system is operating safely, efficiently, and in line with manufacturer specifications. These inspections help identify potential issues early and keep your boiler performing reliably



Safety Inspection

A full check of the boiler and surrounding pipework to ensure everything is installed correctly and shows no signs of damage or leaks.



Flue and Combustion Checks

The flue is inspected to ensure fumes are being safely expelled, and combustion readings are taken to confirm the boiler is burning fuel correctly.



Heat Exchanger Inspection & Cleaning

The heat exchanger is checked and cleaned if required to remove debris or build-up that could affect performance.



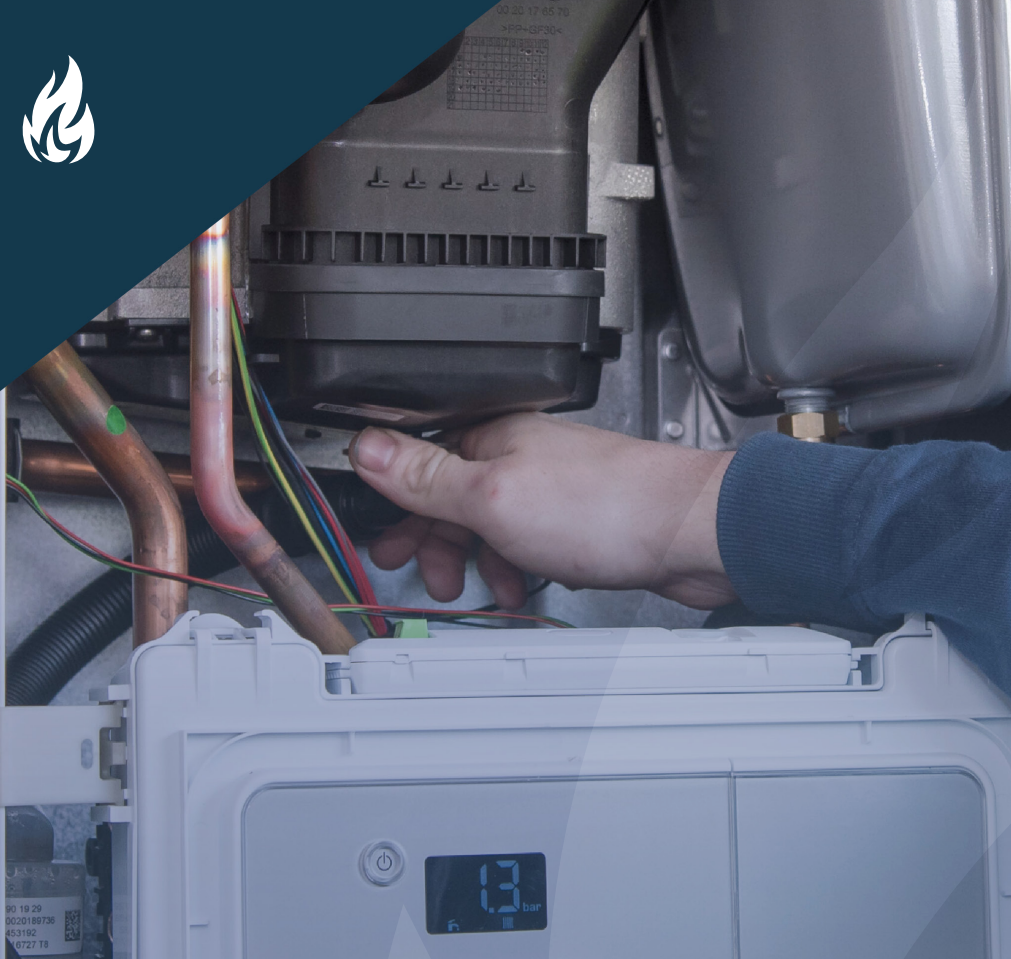
Gas Pressure Checks

Gas pressure and flow are tested to make sure the boiler is receiving the correct supply for safe and efficient operation.



System Performance Checks

The overall heating system is assessed to confirm the boiler is running efficiently and delivering reliable heating and hot water.



Common Boiler Problems We Prevent

- Heat Exchanger Blockage
- Prevent Condensate Debris
- Pump Failure
- Ignition Faults
- Sludge Build Up



Regular servicing helps identify small issues before they turn into major breakdowns. By catching problems early, we keep your boiler running reliably and help prevent costly repairs.

WORCESTER

Vaillant

Glow-worm

PROSPECT HEAT
SOLUTIONS

Fast,
Affordable,
and Local
Heating
Solutions

We're always
on hand for your
climbing and
Luthmore ne HEATRAESADIA

Southampton,
Winchester, Portsmouth

BOILER INSTALL EXPERTS



**Trusted Heating Solutions
by Prospect Heat Solutions**



Integrity
Honest quotes and dependable advice.



Quality
Certified engineers and trusted brands



Transparency
Clear communication at every stage.



Support
Aftercare that goes beyond installation.



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INSTALL GUIDE AVAILABLE ON REQUEST





Choose the level of cover that suits your home, your budget and your peace of mind.



ESSENTIAL PLAN

Peace of mind, made simple.

Our Essential Plan is perfect for homeowners looking to stay on top of routine maintenance without breaking the bank. It includes your annual boiler service and a full heating system health check to help prevent issues before they start.



COMPREHENSIVE PLAN

Extra cover, extra confidence.

The Comprehensive Plan gives you more than just the basics. It includes emergency call-outs, priority scheduling, and annual safety checks (including CP12 for landlords). You'll also receive discounts on any repairs and a free smart thermostat with a new boiler install.



PREMIUM PLAN

Complete protection with premium perks.

Designed for those who want total peace of mind, the Premium Plan covers everything in our lower tiers, plus additional support for unvented cylinders, enhanced repair discounts, and priority support when you need us most. Ideal for larger homes or landlords with multiple properties.

SERVICE PLANS



SERVICE FEATURES



ESSENTIAL



COMPREHENSIVE



PREMIUM

Annual Boiler Service



Boiler & Gas Pipe Coverage



Priority Scheduling



Radiator & System Check



24hr Emergency Call-Out
+ Free Parts



Full Heating System Cover
(Including Controls)



Annual Water Quality Check
+ Inhibitor Top Up



Additional Work Discount
(Non Essential Works)

10%

15%

30%

Monthly Price (from)

£8.00

£19.00

£26.00

 British Gas

£21.00

£23.00

£29.00

Monthly Saving

£13.50

£4.00

£3.00

Not sure which plan is right for you?

Get in touch and we'll walk you through your options, no pressure, just honest advice.



LANDLORD SERVICE PLANS



Ready to protect your property and your peace of mind?



Plumbing & Heating cover that protects your property and reputation.

Reliable | Professional | Local

Being a landlord comes with enough pressure, your plumbing and heating system shouldn't be one of them. That's why Prospect Heat Solutions created our tiered ComfortCare Plans, built specifically for landlords across Southampton, Winchester, and Portsmouth. Stay compliant, respond quickly to tenant issues, and reduce your maintenance costs, all from just £11.00 a month.



Keep yourself fully compliant with safety regulations.



ESSENTIAL LANDLORD PLAN

Reliable, foundational coverage tailored for single-property landlords.

This entry-level plan includes your annual boiler service and a full system check to keep things running smoothly. It's ideal for landlords who want the basics covered and to stay ahead of minor issues before they become costly, inconvenient repairs.



COMPREHENSIVE LANDLORD PLAN

Full-service support with landlord-specific compliance.

Designed with busy landlords in mind, this plan includes everything in the Essential tier, plus 24hr emergency response, priority bookings, and your annual CP12 Gas Safety Certificate. You'll also receive a smart control with every new boiler installation, giving tenants simple and reliable heating control while helping keep your property modern and compliant.



PREMIUM LANDLORD PLAN

Ultimate coverage for landlords with multiple or high-value properties.

Our highest-tier landlord plan includes everything from the lower levels, with the added bonus of unvented cylinder maintenance, larger repair discounts, and priority access to our engineers. It's designed for landlords who want no-fuss, total protection, while safeguarding their investment.



Ideal for hands-off property management.

LANDLORD SERVICE PLANS



SERVICE FEATURES



ESSENTIAL



COMPREHENSIVE



PREMIUM

Annual Service	✓	✓	✓
Annual CP12 Landlord Certificate (if needed)	✓	✓	✓
24hr Emergency Call-Out	✗	✓	✓
Priority Scheduling	✗	✓	✓
Boiler Gas Pipe & Controls Cover	✗	✓	✓
Full Heating System Cover	✗	✗	✓
Annual Water Quality Check + Inhibitor Top Up	✗	✗	✓
Parts & Labour Discount (Non Essential Works)	5%	10%	20%
Monthly Price (from)	£11.00	£22.00	£29.00
Full Heating System Health Check	✓	✓	✓



Priority treatment during
busy periods.

We're always on hand for your
plumbing and heating needs.



TERMS & CONDITIONS

1. Agreement

These Terms & Conditions form the agreement between Prospect Heat Solutions (“we”, “us”) and the plan holder (“you”, “the customer”) for the selected Heating & Plumbing Service Plan covering the registered property.

2. Eligibility & Acceptance

Plans are available to homeowners and landlords within our service area. The boiler and heating system must be safe and in working condition at the start of the agreement. We reserve the right to carry out an initial inspection and to decline coverage if the system is deemed unsafe, beyond economical repair, or non-compliant.

3. Commencement & Payment

Coverage begins once the first successful monthly payment has been received (and any required inspection completed).

Payments are made monthly via Direct Debit unless otherwise agreed. Missed payments may result in suspension of benefits. Prices are reviewed annually with prior written notice.

A 14-day cooling-off period applies in accordance with UK consumer regulations.

TERMS & CONDITIONS

4. What Your Plan Includes

Your selected tier may include:

- Annual boiler service
- Priority call-outs
- Discounted labour and parts
- Heating system checks
- Minor plumbing repairs (where specified)
- Landlord compliance support (if applicable)
- Boiler & gas pipe coverage only includes pipes that are visible and accessible, any hidden pipework is not covered.
- Unvented Cylinder Inclusion Additional **£4.00** Per Month
- Full details are outlined within your chosen plan summary.

5. Exclusions

Unless expressly stated, the plan does not cover:

- Pre-existing faults
- System upgrades or redesign
- Cosmetic repairs
- Damage caused by misuse, third parties, or lack of maintenance
- Scale/sludge issues where prior servicing has not been maintained.
- Obsolete parts no longer available from manufacturers
- Commercial systems unless agreed in writing

We will always advise if additional works fall outside your plan coverage.



Keeping homes warm, safe,
and efficient.



Dependable service you can
count on.

TERMS & CONDITIONS

6. Annual Service Requirement

The annual boiler service must be completed within each 12-month period to maintain coverage. It is the customer's responsibility to provide reasonable access to the property.

7. Call-Outs & Repairs

Priority response is provided to plan members within 24 hours of the call. However, response times cannot be guaranteed during extreme weather or high-demand periods.

Repairs are subject to parts availability. Equivalent approved parts may be used where original manufacturer components are unavailable. If the boiler is beyond economical repair at any point, its complete replacement is not included in the plan, but will be quoted at a reduced rate.

8. Cancellation

You may cancel within 14 days for a full refund (provided no service has been delivered).

After 14 days, 30 days' notice is required. If benefits such as servicing or discounted repairs have already been used, reasonable charges may apply.

We reserve the right to cancel in cases of non-payment, unsafe systems, or breach of terms.

TERMS & CONDITIONS

9. Customer Responsibilities

You agree to:

- Provide safe and clear access to appliances
- Maintain reasonable system care
- Notify us of any known faults or changes to the property
- Follow professional recommendations regarding safety-critical works

Failure to address serious safety recommendations may result in suspension of coverage.

10. Landlord-Specific Clauses

For landlord customers:

- The landlord remains legally responsible for ensuring Gas Safety compliance under current UK legislation.
- Annual Gas Safety Certificates (CP12) are provided where included in your selected plan.
- Access to the property must be arranged by the landlord.
- Plans do not cover tenant damage, misuse, or neglect.
- We are not responsible for delays caused by tenant access issues.
- Landlords must inform us of property sale or change of tenancy.



Reliable heating support
when you need it most.



Designed to keep your home
running efficiently year-round.

TERMS & CONDITIONS

11. Liability

Our liability is limited to the total annual value of your service plan. We are not liable for indirect or consequential losses. Nothing in these terms excludes liability for death or personal injury caused by negligence.

12. Data Protection

All personal data is handled in accordance with UK GDPR and will not be shared with third parties without consent unless legally required.

13. Governing Law

This agreement is governed by the laws of England and Wales.

Full Terms & Conditions found online at
prospectheatsolutions.co.uk 



Professional care for the
heart of your home.



Service Plan Payment Options

We offer flexible payment options to make maintaining your heating system simple and affordable. Whether you prefer to spread the cost or pay upfront, our plans are designed to suit your needs.



Monthly Direct Debit

Spread the cost with fixed monthly payments, giving you year-round cover and complete peace of mind without large upfront expenses.



Annual Payment

Pay for your plan in one upfront payment and benefit from a reduced overall cost, offering excellent value for full-year coverage.



One-Off Service

If you're not ready to commit to a plan, you can still book a standalone boiler service as and when required.



Choose the Right Level of Cover

From essential annual servicing to more comprehensive support including priority call-outs and repair discounts, our service plans are tailored to suit a range of homes, systems, and budgets.

Our team is always on hand to help you choose the most suitable option based on your property and heating requirements.

All Your Plumbing & Heating Needs

Save More Without Compromising on Quality

Our service plans are designed to provide affordable boiler protection and peace of mind, helping you spread the cost of maintenance while keeping your heating system running safely and efficiently all year round.

S O U T H A M P T O N | W I N C H E S T E R | P O R T S M O U T H



077 123 362 03



info@prospectheatsolutions.co.uk



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