



Have you planned for an emergency in your home?



Whether it's winter or summer, we know our customers have the peace of mind that our Care Plans will keep their households running...



Why do Care Plans matter?

Protecting those that you love in your own home is a key concern of people just like you. Our team of boiler, heating, plumbing & electrics experts are here to make sure the heating and hot water work when you need them to. Reassure yourself that a local, professional expert is available 24/7 to support your plumbing and heating needs.

With no Care Plan, what happens when things go wrong?

Without a Care Plan, common and frequent jobs in your home could end up costing you dearly. Below are some common costs associated from potential call outs to your heating and boiler system.



Supply & Fit Digital Thermostat **£189.60**

Supply & Fit New Radiator Valve **£190.80**

Supply & Fit New Radiator **£280.80**

Supply & Fit Circulation Pump **£282.60**

Supply & Fit Hot Water Tank **£584.40**

Our prices for each job vary, and are correct as of October 2021, but these give you a good estimate of the potential cost for likely services. Read on to find out how much an Aura Heating Cover Plan can save you when things go wrong.

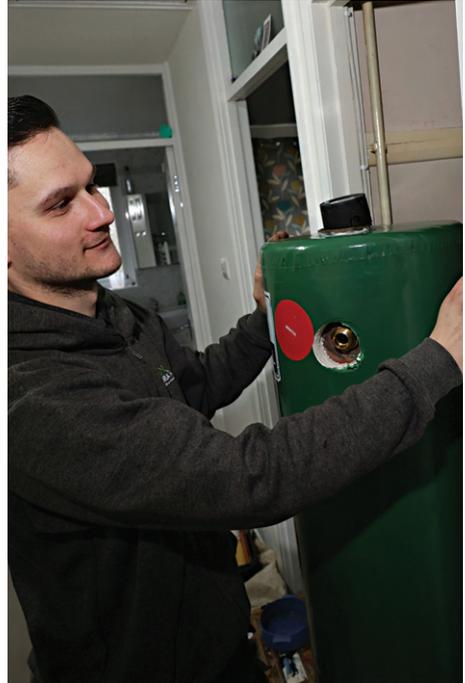
Why choose us Aura Heating?

We're a friendly, local and reliable company who have been in business over 15 years. Our engineers are directly employed and our local office means you will really get to know us.

Aura Heating offer a range of affordable Care Plans to cover the maintenance of your system so you don't have to worry about large unexpected repair bills in the future.

“ You have the peace of mind that your central heating system is ready for any eventuality. ”

With an emergency call out service 365 days a year, and staff available 24 hours a day, 7 days a week, you can have the peace of mind that your central heating system is ready for any eventuality, together with the knowledge that you are in good hands.



Aura Heating have recently received over 500 Truspidot reviews, and are TrustMark registered.

All of our engineers are employed directly by us and are GasSafe registered, each with extensive experience in performing numerous installations.



“ I have had dealings with Aura Heating for 10 years, always excellent, monthly plan works out well for our pockets. ”

Rated Excellent
Eileen Knight,
Aura Heating Customer



“ Office team and engineers, nothing short of professional, have been excellent to work with. ”

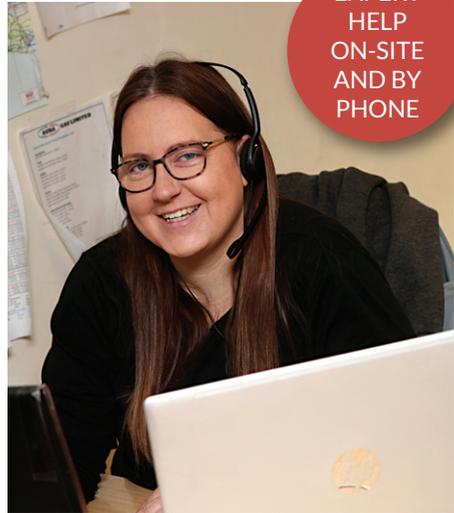
Rated Excellent
Steve Mullins,
Aura Heating Customer



Our Aura Heating Care Plans

We have extensive experience in providing boiler replacement, boiler repairs and boiler servicing.

- Worcester accredited installers.
- Gas Safe Registered (198221) and 'Part P' compliant electrical work.
- Additional manufacturers support passed to our customers.
- 24/7 emergency call out service.
- Team of directly employed engineers – no subcontractors.
- Post installation quality control inspections.
- Independent laboratory system water checks post installation.
- Installation notified to building control on your behalf.
- Service contracts available.



All Aura Heating Care Plans include:

- An extended guarantee for your boiler*
- 24/7 Emergency Call Out Cover & Helpline, 365 days a year
- An annual boiler service
- No Excess to pay for our help
- Peace of mind
- Help budget your household bills
- Parts and Labour

**Dependent on Care Plan Cover Level chosen & installation of new Boiler by Aura Heating.*



Annual Service
Included



24/7 Emergency
Callout



No Excess
Charge

How do we compare to our competitors?

Some common issues you will find with other boiler suppliers:

- Never speak to the same person or see same engineer again
- Sub-contract job to lowest bidder
- Regular price rises – annually
- Cease cover at 7 or 10 years
- Cover Labour not parts
- Excess fee ranging between £60–£100
- Only operate in office hours
- Offered with new boilers and ceased trading
- Stopped offering care plans
- Maximum number of call-outs



AURA HEATING DIRECTLY EMPLOYED ENGINEERS		British Gas			HomeServe			Hometree			CORGI			sse		
24/7 Emergency Call Out Many More option for budget No Cover Tie In		Annual Cost Increases (anecdotal) Recently Fired Thousands Engineers No 24/7 EC			BS not usually included Often rely on Sub Contractors Initial check with chargeable repairs			Sub Contractors Only No 24/7 EC			Sub Contractors Only £2000 Claim Limit No 24/7 EC			12 month Tie on Contact Service not always included exclude some boilers over 10 yrs		
Our Cover Plan	Level	Monthly	Excess	No Excess	Monthly	Excess	No Excess	Monthly	Excess	No Excess	Monthly	Excess	No Excess	Monthly	Excess	No Excess
Service only	£ 8.25	Not Offered			Not Offered			Not Offered			Not Offered			Not Offered		
System Care	£ 16.50															
System Care (P & E)	£ 22.95															
Boiler Care	£ 21.75	£ 13.00	£ 60.00	£ 19.00	£ 17.50	£ 60.00		£ 12.95	£ 95.00	£ 22.90				£ 13.45	£ 50.00	£ 20.45
Heating Care	£ 24.95	£ 16.00	£ 60.00	£ 23.00	£ 23.00	£ 60.00		£ 14.50	£ 95.00	£ 25.50	£ 18.00	£ 60.00	£ 13.00	£ 16.95	£ 50.00	£ 23.95
Complete Care	£ 30.95	£ 23.00	£ 60.00	£ 38.00	£ 33.50	£ 60.00		£ 19.95	£ 95.00	£ 37.99	£ 25.00	£ 60.00	£ 18.00	£ 22.25	£ 50.00	£ 29.25
Landlords = £ 4.50 Extra PM																

Competitor prices correct as of July 2022.

Our Care Prices

Our guarantee and commitment to you:

On price:

- We will only charge you the amount quoted for the work quoted.
- We are committed to providing competitive prices on a like-for-like service or product.

On service:

- We will be courteous, and respectful to you and your property at all times.
- We send you boiler service reminders so that the manufacturers warranty is not invalidated.
- We will keep to agreed deadlines and inform you at the first opportunity if we are running late.
- Our office-based team are available to answer your queries 24 hours a day, 365 days a year.

On safety:

- We will adhere to the Gas Safety Regulations to ensure you and your property are safe at all times. All our engineers are Gas Safe Registered.
- Our team will follow our health and safety policy, offering you peace of mind.



“ I would give Aura Heating 1st class, everything was cleaned up, I would recommend them to anyone. ”

Jan Richards,
Aura Heating Customer

In Guarantee

Service Only £ 8.25 per month	System Care £ 16.50 per month	Service Plumbing Electricals (P+E) £ 22.95 per month
<ul style="list-style-type: none"> ✓ 24/7 Helpline ✓ Annual Service ✗ Emergency Call Out 365 Days per Year ✗ Boiler ✗ Radiators 7 Values ✗ Time & Temperature Controls ✗ Pump & Motorised Valves ✗ Hot Water Cylinder ✗ System Pipework ✗ Hot/Cold Water Pipes, Gas Supply & Internal Drainage ✗ Home Electrics 	<ul style="list-style-type: none"> ✓ 24/7 Helpline ✓ Annual Service ✓ Emergency Call Out 365 Days per Year ✗ Boiler ✓ Radiators 7 Values ✓ Time & Temperature Controls ✓ Pump & Motorised Valves ✓ Hot Water Cylinder ✓ System Pipework ✗ Hot/Cold Water Pipes, Gas Supply & Internal Drainage ✗ Home Electrics 	<ul style="list-style-type: none"> ✓ 24/7 Helpline ✓ Annual Service ✓ Emergency Call Out 365 Days per Year ✗ Boiler ✓ Radiators 7 Values ✓ Time & Temperature Controls ✓ Pump & Motorised Valves ✓ Hot Water Cylinder ✓ System Pipework ✓ Hot/Cold Water Pipes, Gas Supply & Internal Drainage ✓ Home Electrics

Out of Guarantee

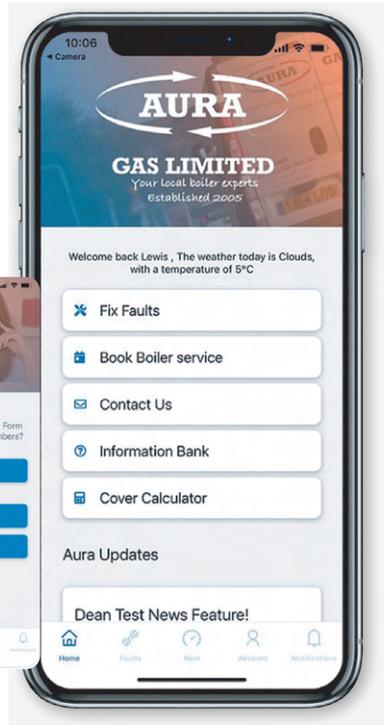
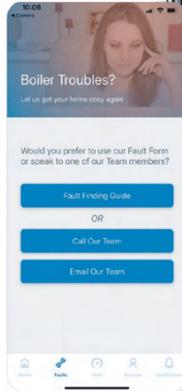
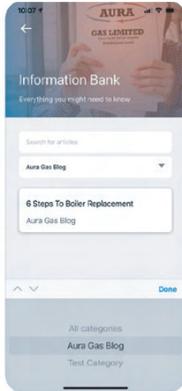
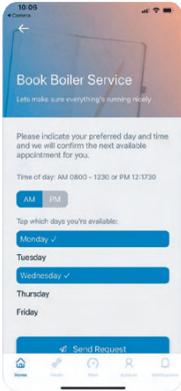
Service Only £ 8.25 per month	Boiler Care £ 21.75 per month	Heating Care £ 24.95 per month	Complete Care £ 30.95 per month
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Additional items if required

GSI	£ 3.50	Plumbing	£ 4
Oil	£ 4.50	Electrics	£ 4
LPG	£ 2.50	Plumbing And Electrics	£ 7
Electric Boiler Including ASHP	£ 5	Unvented Cylinder Service	£ 3.20
Hybrid Heat Pump	£ 7.50	Gas Fire Service	£ 5 per month

Read our full Terms and Conditions at www.auraheating.co.uk

Why do Care Plans matter?



Our new mobile application is now available for download

As an existing customer you can now easily:

- Book a Boiler Service
- Fix Boiler Faults with our Diagnosis Tool
- See your Job History
- See your upcoming Jobs
- View more information about your boiler

“ Works well – Simple easy way to book a service and fix a simple fault on boiler. ”



Download it today at:
www.auraheating.co.uk/mobile-app/

Boiler Cover FAQs

What Boiler Cover Do You Provide?

At Aura Heating, we provide a range of boiler care plans depending on your needs. You can opt for our basic Service Only plan or choose from three types of cover that offer more comprehensive protection. These cover emergency call-outs, repairs to your boiler, time and temperature controls, and system components.

What is Boiler Cover?

Our boiler cover is not insurance. We charge monthly for the annual service with free repairs, based on your cover to prevent unexpected costs with your boiler or heating system. For a fixed monthly amount, you can know that should anything go wrong, you won't be facing expensive repair costs. We have four types of cover available, so you can select the one that's right for you.

Why Do I Need Boiler Cover?

If something unexpectedly goes wrong with your boiler or heating system, you can find yourself with a hefty repair bill. Boiler cover ensures that the cost of an engineer call out, parts, and labour are already covered, meaning you don't find yourself suddenly trying to find the money for the work. Our boiler cover also includes the cost of your annual boiler service, so when the time comes, all you have to do is arrange it.

How Does Boiler Cover Work?

Our boiler cover plans enable you to pay a fixed monthly amount for the level of cover you require. Then, select your property type and preferred cover level, and our online process will take you through the rest. Then, if an issue arises and you need us, get in touch, and one of our heating engineers will arrange a visit.

What Does Boiler Cover Include?

We offer four types of boiler cover, each with an increasing level of care. The most basic option is our Service Only cover, which includes your annual service and a 24/7 helpline. Our highest level of cover is the Complete Care package, which covers everything from your annual service and emergency call-outs to water pipe repairs, gas supply, and internal drainage issues.

Regardless of your plan (except service only), all parts and labour are covered, and there is no excess to pay when you need us.

What Happens During an Annual Boiler Service?

During your boiler service, one of our heating engineers will examine the pipework and seals for leaks and test the boiler pressure and flue safety. If the burner and heat exchanger needs cleaning, we will do this.

Can You Get Cover for an Old Boiler?

You can get cover for many older boilers as long as there are still parts available to repair them. Many of our customers have boilers that are ten years old or older, which we can cover. If you're unsure whether your boiler is eligible, call us, and we'll be happy to help.

Do I Need Cover if I Have a New Boiler?

The manufacturer's warranty protects most new boilers, but it's always best to check when this expires. In addition, many people take out boiler cover to protect the elements of their heating system that the boiler warranty, such as system pipework or hot and cold-water pipes, may not cover. Others take out Service Only cover to spread the cost of their annual service affordably.

What Happens if You Don't Have your Boiler Serviced Every Year?

We strongly recommend you have your boiler serviced yearly to ensure it runs as efficiently as possible. Regular servicing also minimises safety threats due to leaks and reduces the chance of a complete breakdown that would result in costly repairs or a boiler replacement.

Is Boiler Cover Worth It When I Have a Warranty?

If you prefer to spread the cost of your service with affordable monthly payments, it's worth getting boiler cover even when your appliance is still under warranty. We also offer a Complete Care package, which covers hot and cold-water pipes and home electrics that will not be covered by a boiler warranty and offers complete peace of mind.

Why Choose Aura Heating for your Boiler Cover?

At Aura Heating, we're committed to providing an affordable and professional service. All our cover plans include the cost of parts and labour, and there is no excess charge for call-outs. We normally only use employed

engineers, not subcontractors, so you can rely on us to deliver a fast, efficient service. Plus, all our plans give you access to a 24/7 helpline.

What Type of Boilers do you Cover?

We can cover boiler models made by most recognised manufacturers. If you're unsure whether your boiler can be covered, call our team, and we'll be happy to help.

Where Do your Engineers Cover?

Our engineers work across Hampshire, Berkshire, Dorset, Sussex and Surrey.

Is Boiler Breakdown Classed as an Emergency?

There are some instances where a boiler breakdown would be considered an emergency. If your boiler does break down, our team will always aim to visit you and fix the issue in as little time as possible.

Can I Get Boiler Cover as a Tenant?

While we offer boiler cover for both owned and rented accommodation, it is the responsibility of your landlord to take out boiler cover for their system. We have many Landlords who prefer to have boiler cover to prevent the need to find an engineer in an emergency, our cover plans for rented properties also include the annual gas safety check as well as the boiler service.

Heat Pump Cover FAQs

What maintenance is required for a heat pump?

Air-source heat pumps are very reliable. However, debris can build up, so regularly use a soft brush to clean the unit. It would be best if you also had the pump serviced yearly to ensure it continues working efficiently. Our heating engineers can replace air filters, too, if required by the manufacturers, ensuring that dirt and pollen doesn't collect in the system.

Why should I service my heat pump?

Regular servicing is an essential part of heat pump maintenance. It ensures your system continues to run efficiently and enables our technicians to identify any potential issues before they become a major problem. It also ensures the pump continues to operate safely and efficiently.

What makes can my service plan cover?

Your service plan will cover any air-source heat pump fitted by our team at Aura Heating, but we can also cover any air-source heat pump made by Samsung, Mitsubishi, Daiken, Grant, Bosch or Vaillant. Speak to our team today to find out if we can cover your appliance.

What is the service life of a heat pump?

With proper maintenance, a heat pump can usually last for 15–20 years.

Can I service my own heat pump?

While it's simple and safe to clean the back of your heat pump to prevent debris from building up, getting a professional to carry out servicing is vital. An MCS-certified engineer can ensure minor problems don't escalate and that the heat pump runs efficiently and safely.

How do I know if my heat pump needs replacing?

There are several signs your heat pump needs replacing. These include:

- A rise in energy bills
- A drop in efficiency that means it takes longer to heat your rooms
- Any unusual noises coming from the appliance

If your system needs frequent repairs, this could also indicate you need a new heat pump. Feel free to contact our team if you're unsure and would like an expert opinion.

How much is heat pump installation?

You can expect to pay between £8,000 and £14,000 for air-source heat pump installation. However, there are grants available that can cover up to 100% of the cost, depending on your property and financial situation. Alternatively, the Boiler Upgrade Scheme (BUS) grant of £5,000 is available to everyone and we can administer an application on your behalf for this. If you are not eligible for full grant funding, we offer a payment plan that enables you to spread the cost with affordable monthly payments.

Providing
the South
with expert
heating care.






AURA HEATING
BOILERS & RENEWABLES SINCE 2005

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