Your Heat Plex membership

Terms version 2026-11-26

Your home, equipment and price

Your quote lists the home, equipment and extras you have chosen. One boiler, heat interface unit (HIU) or heat pump costs £234 for the first year. Pay £234 up front or £19.50 a month for 12 months by Direct Debit. Each extra boiler costs £114 a year or £9.50 a month. All membership prices include VAT. You see the total, including any other extras, before you agree to pay.

When you join

Your agreement starts when we confirm that we have accepted your order. We will give you a copy of your quote and the terms you accepted. Benefits start when GoCardless confirms that your first payment has cleared. Setting up the Direct Debit is the first step. Once you are active, we will email your welcome pack and details for accessing your dashboard.

What you get

Your plan includes annual servicing for the equipment in your quote, priority attendance and a 15% discount on the first £1,000 of eligible labour per job. The most you can save is £150 per job. You pay for parts, materials and any remaining labour. You can use the discount for an existing fault once your membership is active. Work carried out before activation is excluded. This is a servicing plan. Repairs and replacement equipment are charged separately.

When we book your first service

If your last service was at least ten months ago when your benefits start, or its date is unknown, our office will book your first service within four weeks. Otherwise, it is due 12 months after the last service. You can ask us to bring the included service forward, subject to availability. Once we complete it, the next annual service is due 12 months later. A repair visit does not use your annual service.

If a monthly payment fails

We will retry the collection and send you a reminder. You have 14 days from the reminder to catch up. After that, priority attendance and the labour discount pause. Your membership continues. Both benefits restart as soon as the overdue payment clears.

Renewal and cancellation

At the end of the first year

We will email you at least 30 days before the first year ends. The reminder will give the end date, the monthly price, the next collection date and how to leave. You can tell us at any point during the first year to end the plan at that anniversary. If you stay, the plan continues monthly. This applies whether you paid monthly or up front. After the first year, you can end it with one month’s notice.

Your first 14 days

If you join online as a consumer, you can cancel without giving a reason. The 14 days start the day after you enter the agreement. Tell us before the deadline by email, phone or post. We will refund payments within 14 days of being told, using the same payment method unless you agree otherwise. There is no £25 fee during this period.

If you expressly ask us to start during these 14 days, we may charge a proportionate amount for the service already supplied if we gave you the required information first. You only lose your right to cancel early if we finish the whole contract after you expressly requested an early start and acknowledged that consequence. One annual service alone does not end that right while other benefits remain due.

If you end a monthly plan in the first year

After the first 14 days, the plan has a 12-month commitment. If you choose to end it early, the remaining instalments are the most we may charge. We will deduct costs we save and take reasonable steps to reduce our loss. We will show you the calculation. The unsafe-equipment rule and your statutory rights still apply.

If you end a prepaid annual plan in the first year

After the first 14 days, if we have not carried out the annual service, we refund the unused months pro rata, less a £25 administration fee. We will reduce the fee if our reasonable administration costs are lower. If we have carried out the annual service, our standard policy gives no refund. The unsafe-equipment rule and your statutory rights still apply.

If something goes wrong

If equipment is unsafe or beyond economic repair

If our engineer finds this at the first service, we will give you the finding in writing. We will stop future instalments for the affected equipment. We will refund what you have paid for it in this membership year, less the price of any service we have already completed on it that year. We will show which service we completed and the VAT-inclusive price used. We will use the applicable service price disclosed to you before you joined. If we cannot verify that price, or only inspected the equipment, we will make no service deduction. A deduction cannot exceed what you paid for that equipment. We will confirm what happens to any other items on your plan before changing their cover.

Contact us or make a complaint

Email contact@heatplex.com, call 020 3621 8586 or write to Heat-Plex Limited, 9 Webbs Road, London SW11 1XJ. Give us your name, service address and the detail you want us to look at. You can use the same details to cancel, query a charge or request a copy of your agreement. Heat-Plex Limited is registered in England and Wales, company number 11152687. Your statutory rights, including the right to services carried out with reasonable care and skill, are unaffected.

Cancellation form (optional)

To Heat-Plex Limited, 9 Webbs Road, London SW11 1XJ, contact@heatplex.com.

I wish to cancel my Heat Plex membership. My name is _____. My service address is _____. I ordered on _____. Today’s date is _____. Signature (only if sending on paper) _____.

What you will see at checkout

Required agreement: “I agree to the membership terms and the price and payment schedule shown in my quote.”

Separate optional choice, unticked: “I ask Heat Plex to start providing my service during the 14-day cancellation period. If I cancel, I understand I may have to pay for the service already supplied. If Heat Plex completes the whole contract during that period, I understand that I lose my right to cancel.”