

Makesure Cover

All you need to know



Makesure Cover

Welcome to Makesure

We'll 'Make Sure' you've made the right choice. Be part of a growing community of homeowners who've had enough of confusing policies, sneaky price hikes and on hold-music marathons.

We're here to make things simple, fair, and actually helpful, just how home cover should be.

Proudly Local – Proudly Yorkshire

Ey up! We're chuffed t'bits to be a Yorkshire-based company and we're staying that way.

What this means for you:

- ✓ **Faster response times**
- ✓ **Honest and open communication**
- ✓ **Personal, friendly service**
- ✓ **Local knowledge**
- ✓ **Lower costs = better value**
- ✓ **Real community feel**

No Nasty Surprises

What you see is what you get:

- ✓ **Transparent pricing**
- ✓ **Clear no jargon cover**
- ✓ **No small print**
- ✓ **No price jumps**

What to expect?

Go pop the kettle on and relax, your home is in safe hands.

What You're Covered For

From boiler breakdowns to electrical issues, we've got you covered from life's little "uh-oh" moments.

Need help or have a question?

We speak boiler. Whether your boiler is grumbling, whistling, or just giving you the cold shoulder, we know exactly what it's trying to say. We are also fluent in plumbing, heating and electrics!

Call us today 0113 468 0253



Single

Choose one area: Boiler / Central Heating / Plumbing

- ✓ 24/7 emergency response helpline
- ✓ Live video and direct messaging feature with a real engineer
- ✓ Annual service/ Landlord certificate included
- ✓ Accidental damage cover



Double Up

Choose 2 areas to cover: Boiler & Central Heating / Boiler & Plumbing / Central Heating & Plumbing

- ✓ Includes all the benefits from the single plan for both chosen areas
- ✓ Accidental damage cover



Peace of Mind

4-in-1 protection: Boiler, Central Heating, Plumbing & Drains

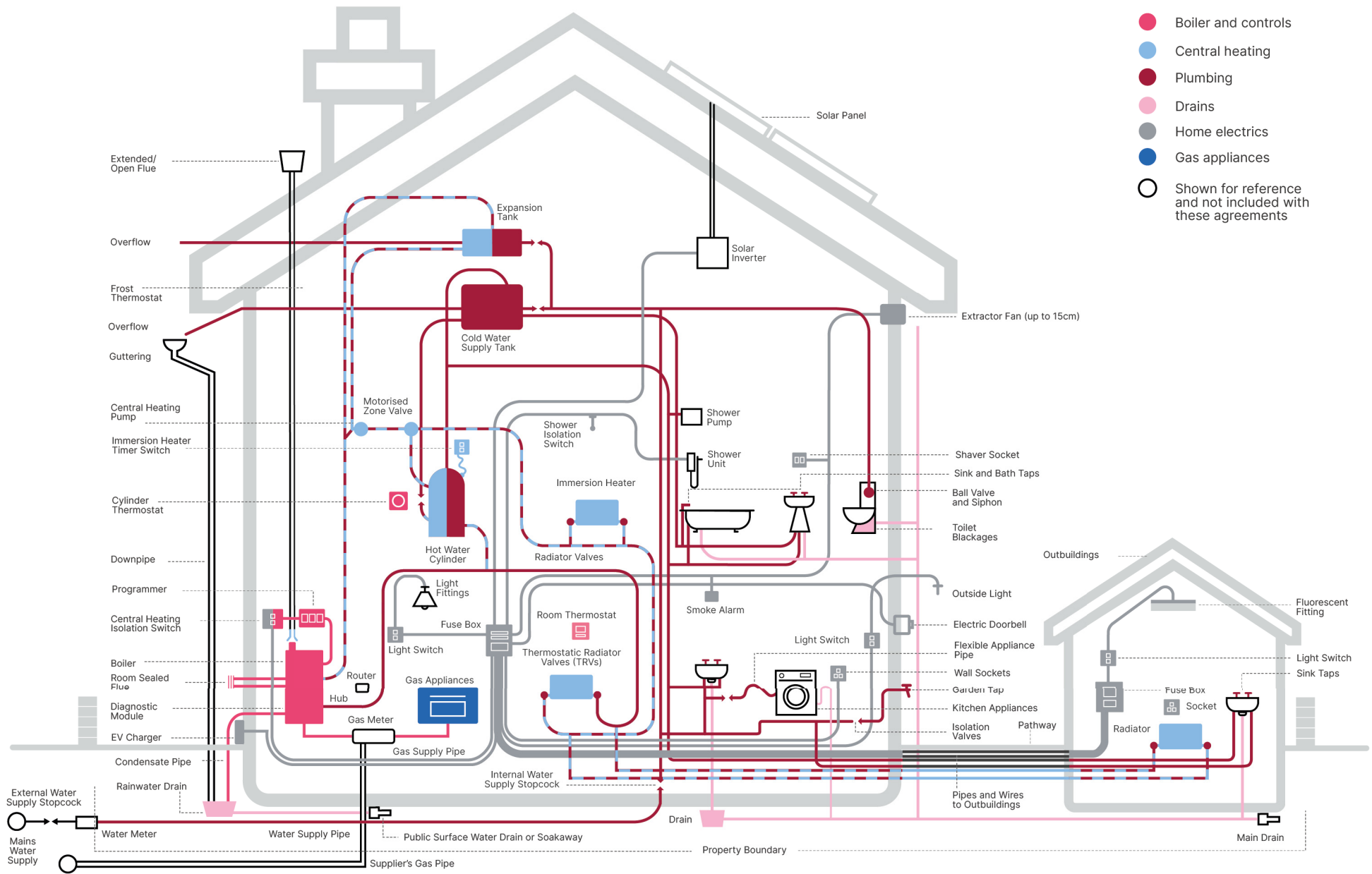
- ✓ Includes all the individual benefits from the single cover areas
- ✓ Internal & external drainage repairs
- ✓ Accidental Cover



Full House

Cover your entire home. Includes Boiler, Central Heating, Plumbing, Drains & Electrics

- ✓ Includes all benefits from the Peace of Mind Cover
- ✓ Mains electrics and wiring cover
- ✓ Accidental damage cover



- Boiler and controls
- Central heating
- Plumbing
- Drains
- Home electrics
- Gas appliances
- Shown for reference and not included with these agreements

Extended/
Open Flue

Overflow

Frost
Thermostat

Overflow

Guttering

Central Heating
Pump

Immersion Heater
Timer Switch

Cylinder
Thermostat

Downpipe

Programmer

Central Heating
Isolation Switch

Boiler

Room Sealed
Flue

Diagnostic
Module

EV Charger

Condensate Pipe

External Water
Supply Stopcock

Mains
Water
Supply

Water Meter

Water Supply Pipe

Supplier's Gas Pipe

Expansion
Tank

Cold Water
Supply Tank

Motorised
Zone Valve

Shower
Isolation
Switch

Immersion
Heater

Radiator
Valves

Hot Water
Cylinder

Room
Thermostat

Thermostatic
Radiator
Valves (TRVs)

Gas Appliances

Gas Meter

Gas Supply Pipe

Internal Water
Supply Stopcock

Drain

Property Boundary

Solar Panel

Solar
Inverter

Extractor Fan (up to 15cm)

Shower
Pump

Shower
Unit

Shaver Socket

Sink and Bath
Taps

Ball Valve
and Siphon

Toilet
Blackages

Outside Light

Smoke Alarm

Light Switch

Light Switch

Light Switch

Light Fittings

Fuse Box

Router

Hub

Gas Meter

Gas Supply Pipe

Internal Water
Supply Stopcock

Drain

Property Boundary

Main Drain

Outbuildings

Fluorescent
Fitting

Light Switch

Sink Taps

Radiator

Socket

Fuse Box

Wall Sockets

Kitchen Appliances

Isolation
Valves

Pathway

Pipes and Wires
to Outbuildings

Our Best Bits

Online Customer Portal

Control your maintenance and servicing with our streamlined online portal. Log repairs, receive status updates, and book or reschedule appointments in seconds. With your entire service history at your fingertips, plus automated service reminders and digital paperwork, you can effortlessly manage your own home or a multi-property portfolio. Have a business you'd like covered? Get in touch for our bespoke commercial packages.

Friendly Experts, Flawless Service

our peace of mind is our priority. Our team is fully insured, background-checked, and highly accredited—bringing you elite technical expertise with a friendly smile.

Our "No Mess" Guarantee means we treat your home with total respect, leaving our workspace spotless. Every repair is backed by our comprehensive Workmanship Warranty, covering both parts and labour.

Live Video Diagnostics & Direct Messaging

Troubleshoot issues fast, skip the automated bots, and connect with a real engineer. Through secure live video links and direct messaging, you can show our engineers the exact problem, allowing for instant diagnostics and quicker resolutions without unnecessary delays.

Honest Advice, Fair Value

We protect your home and your bank balance by exploring every option to save you money. Expect competitive pricing, transparent advice, and solutions that constantly evolve based on your feedback.

A Neighbour, Not Just a Number

A true community feel. Say goodbye to long on-hold queues and distant call centres. You'll always get straightforward, honest support from a local team that genuinely cares about your peace of mind.

24/7 Priority Assistance

Emergencies don't wait for business hours, and neither do we. Our dedicated support team is on standby 365 days a year, ready to resolve urgent issues the moment they arise.

How To...

How to Log a repair

Request an engineer in just a few clicks through our online customer portal, you'll receive regular updates until we arrive at your door.



Scan QR code to click and chill

Or visit **makesure-cover.co.uk**

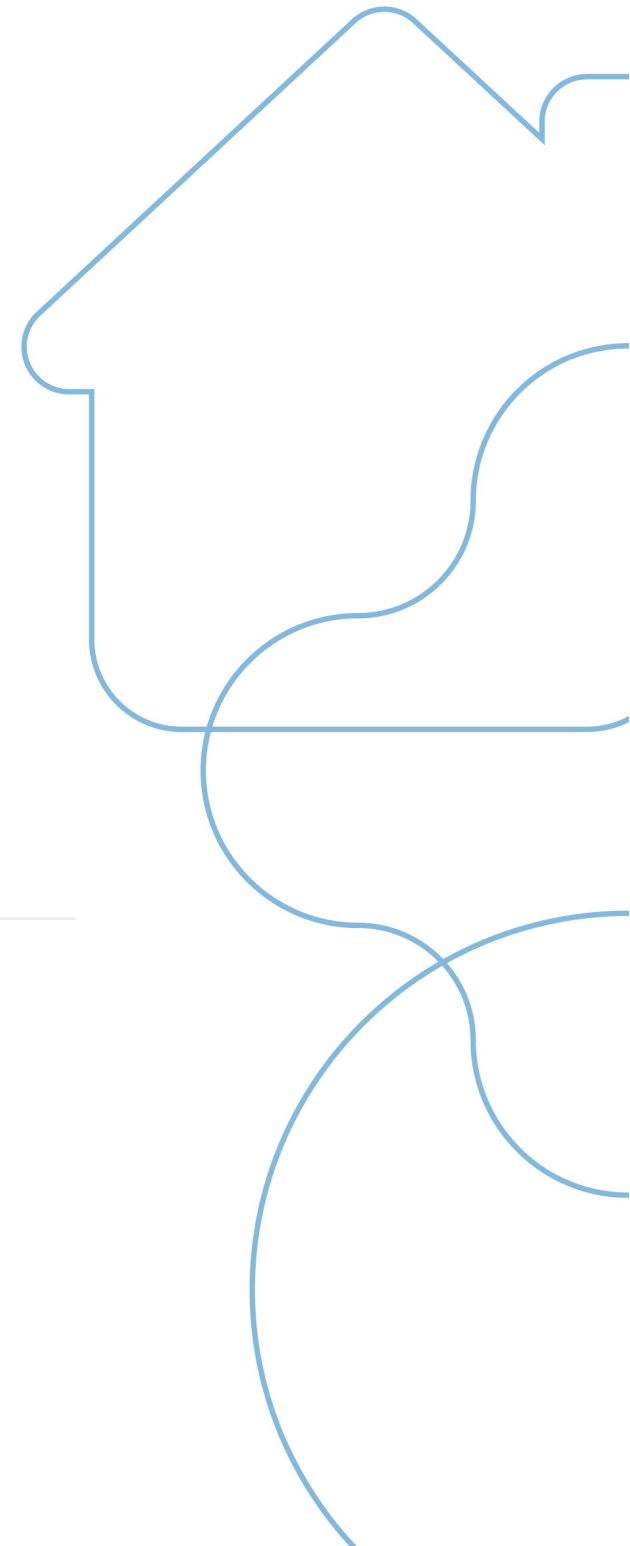
If you'd prefer to call or email us we have a friendly team waiting to help

0113 468 0253

Info@makesure-cover.co.uk

How to Book your annual service

Don't worry, this won't be another reminder you'll need to set. We will get in touch to let you know when your annual service is due. The easiest way to log your own appointment is through the **Makesure customer portal** (**makesure-cover.co.uk**) or you can give us a **call** or **email**.



Definitions

24 Emergency

A sudden issue that puts your safety or home at risk of causing catastrophic damage to health or your own or neighbouring property. Usually, being unable to isolate or contain locally.

Abusive or high risk customers

Abusive or threatening behaviour

Accidental Damage

An item that's been damaged or destroyed by an accident

Annual Boiler Service / Landlord Gas Safety Record

Various checks carried out by a qualified engineer on the appliance (eg boiler/ cylinder/hob/fire/water tank etc) and its operation to ensure it is working correctly, efficiently and safely

An Approved List

A compiled list of all the suppliers and manufacturers approved by Makesure as sources from which to purchase parts or materials

Beyond economically repair

A product requires repairs likely to be more expensive than its replacement value

Boiler

A fuel-burning apparatus or container providing heating and hot water to your home

Central heating

A system for warming a building by heating water or air in one place and circulating it through pipes and radiators or vents

Cylinder

A tank used for storing hot water for later use

Designer radiators

Any radiator which is not a standard size, shape or design

Designer taps

Luxury taps such as boiled or filtered etc

Emergency response

Systematic response to an unexpected or dangerous occurrence

Excess

The amount you agree to pay towards maintenance and repair

First service report / Property Health Check

A visit from an engineer shortly after joining who attends and carries out a Home Health Check and annual service

High Temperature condensate pump

Pumps away condensate or system water up to 90 degrees

Inhibitor

System chemical additive to protect from corrosion / rust

Introductory Offer

A discounted price offered when first joining

Investigation works

Works required to diagnose the fault and cause and not necessarily the repair itself.

Manual malfunction / user error

When operation fails due to incorrect knowledge of how to use or set the device

No Access/Aborted Appointments

When a prearranged appointment could not go ahead because no one was home to let us in or if we had to leave your home due to circumstances up toward or beyond our control i.e.. You ask us to leave, abusive or a risk to our engineer

Open /balanced flues and their terminals

A flue which is open to the atmosphere and extracts air from the room, e.g. back boilers

Room sealed flues

System chemical additive to protect from corrosion / rust

Powerflush

A cleansing process for your boiler which removes any dirt, sludge, rust and debris that may have accumulated within your system over time

Remote repair

Being able to guide you through a repair via instant messaging, live video links or over the phone with basic user friendly instructions

Renewables

Energy that can be renewed or reused

Sanitary ware

Ceramic plumbing fixtures (such as sinks, lavatories, or toilet bowls)

Service Plan

A contract that details the terms and conditions for providing services between a provider and a customer

Sludge / limescale / grit

Hard and damaging particles found in pipework or system which can effect the operation of output

SMART Meter/Programmer

Intelligent, digital device designed to replace your traditional gas and electricity meter giving you more accessible information with meter reads and usage

Stopcock

A valve regulating the flow of mains water entering the supply pipework of a house

Third party contractors

Any other person or contractor other than Aquaheat representative

Warm air heaters

Passing cool air through a heat exchanger fuelled by gas or electricity

White Goods

Large household items such as cookers, washing machines, dryers, fridges and freezers that use electricity, gas or some other kind of fuel. These are often made with enamel-coated materials that are white in colour – hence the name

Electric definitions

Electrics refers to the wiring, controls, and safety components

Just to be aware...

In the event of the below, you will not be covered:

- Repairs reported within 1 month of the agreement commence date will not be covered and will be charged / quoted under normal rates.
- User error or manual malfunction, including resetting of controls or replacing batteries
- Any adaptations, alterations or modification to standard manufacture supply. Must be in original standard setting
- Non domestic dwellings whereby the premises is not used for living accommodation. Separate cover options are available for commercial premises and businesses
- No supply caused by insufficient fund on prepayment meters
- Misleading or false information provided
- If the agreement is cancelled within 12 months or if your home is not redeemed in a fully functional state the initial service is chargeable and the agreement may be cancelled
- Faults and repairs caused by damage, neglect or misuse including pets and children
- Existing faults or those apparent at the commence of the agreement
- Repair / Replacement of parts that third party contractors have repaired/installed after the agreement is start. This included tampering or adjusted by any person other than a qualified AH engineer
- Boilers or Appliances not on our approved list
- Permanent repair or replacements advised by Makesure or its approved contractors, which are not carried out, resulting in further repairs required
- Required parts which are obsolete, alternative replacements will be quoted.
- Faults/Repairs caused by natural disasters or occurrences such as but not limited to weather, storms, floods etc.
- House fire damage
- Unfit or unsafe working conditions in your home
- Pest / rodent damage
- Burglary damage or intervention
- No access and aborted appointments may be chargeable or taken into account at renewal stage
- Abusive behaviour of any nature will not be tolerated
- Beyond economic repair; discounted options for replacement will be provided
- Decorative or remedial works such as boxing and painting



Scan QR code for more information about what is not included



Scan QR code to view terms & conditions





Our Partners



The Yorkshire to our Pudding, trusted, reliable engineers. Impressive response times, customer service excellence and outstanding breakdown and repair knowledge paired with friendly, happy-to-help faces. When these guys turn up, you know you are in safe hands.

Serving Yorkshire for over 20 years Aquaheat have earned top spot for Plumbing & Heating maintenance, installations and repairs, helping both domestic and commercial customers. Which is why Makesure Cover had no hesitation to grant Aquaheat Group our number one preferred contractor and proudly work in partnership.



Makesure Cover

www.makesure-cover.co.uk

info@makesure-cover.co.uk

0113 468 0253

