

Reliable Cover Key Facts - updated July 2026

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RELIABLE COVER KEY FACTS DOCUMENT

RELIABLE COVER - IMPORTANT INFORMATION

Reliable Cover is a trading name of Elite Energy Eco Ltd. Please read this summary carefully before purchasing a Plan.

This document is a summary only and should be read alongside the full Terms and Conditions.

What is Included?

Depending on the Plan selected, cover may include:

- Boiler support.
- Heating system support.
- Plumbing support.
- Electrical fault support.
- Solar PV support.
- Battery storage support.
- Air source heat pump support.
- EV charger support.
- Annual Service or Health Check where applicable.
- Standard parts and labour for eligible covered repairs.

Important Limitations

- No claims can be made during the first 30 days after the Plan Start Date.
- If cover is suspended because of a missed or defaulted payment, no claims can be made until 30 days after all arrears have been paid and the account has been reinstated.
- Unlimited Call-Outs are available for eligible covered faults, subject to the Fair Use Policy and case-by-case assessment by the Company.
- Remote diagnostics may be used before engineer attendance is arranged.
- Services may be provided by approved subcontractors or specialist partners.

What is NOT Included?

- Replacement equipment.
- Pre-Existing Faults.
- Power flushing, system cleansing, descaling, chemical treatments, upgrades and specialist remedial works unless expressly agreed.
- Cosmetic repairs.
- Roof repairs.
- Building repairs.

- Decoration and reinstatement works.
- Generation guarantees.
- Energy savings guarantees.
- Export income guarantees.

Minimum Membership Period

The Plan has an initial minimum membership term of 12 months.

Membership fees remain payable throughout this period.

Cancellation

After the initial membership term, the Plan may be cancelled with 30 days' notice.

Annual Services

Where included, Customers remain responsible for booking Annual Services and Health Checks.

Need Help?

Please contact us using the contact methods published on our website.