



Heat Pump Aftercare and Maintenance Contract

All prices (Inc VAT)	Without Contract	With Contract
Annual Payment	-	£310.00
(or) Monthly Standing Order	-	£25.83
Heat Pump annual service and health check	£349.00	Included
Domestic hot water inspection	included	included
Underfloor heating and controls inspection	-	included
Telephone support (requested call back 9am to 4pm)	Only in first 2 years	included
Weekday out of warranty call out: Charge includes up to 1 hour travel and 1 hour on site	£145.00	£110.00
Additional hourly rate	£68.00	£55.00
Additional hourly travel rate	£35.00	£30.00
Weekend rates	none	On request

Please note if your heat pump is currently out of warranty or not installed by Renewable Heat the first annual health check inspection and service will be carried out at the start of the contract.

We will always strive to prioritise call out request to clients with emergency faults first. Our aim is to return your call with 4 hours during normal office hours of the fault being logged and to have an engineer on site within 48 hours.

Priority will always be given to aftercare contracted clients before non-contracted clients. Weekend and out of hour call outs and repairs are at the discretion of Renewable Heat.

Payment will be collected via Go Cardless as direct debit payment on the 1st of each month or (if paying annually) on invoice once service is complete. Once you sign up we will send you a link for Go Cardless to set up



Renewable Heat Installation and Servicing Ltd
Terms and conditions of aftercare and maintenance service

1. SCOPE OF SERVICES

- a. Repair and maintenance services for heat pump, associated water tanks and heating distribution systems as confirmed within the each separate Schedule.
- b. Exclusions: Any materials supplied, and works completed, by third parties unless otherwise stated in writing.

2. DURATION

- a. The Agreement (Contract) is for an initial 12 month period from a commencement date. It will then renew annually unless terminated.

3. PAYMENT

- a. Payment will be made by the client annually in advance or by monthly standing order for systems installed or approved by Renewable Heat Installation and Servicing (RHIS).
- b. Payment will be made by the client annually in advance for all aftercare contracts purchased in response to a fault request being made and an engineer is required to visit site.
- c. Payment will be made by the client annually in advance for all systems installed by a third party.
- d. All maintenance services completed outside of the warranty period or outside of the scope of the warranty will be invoiced on completion. Payment is due on date of completion of work.
- e. All prices exclude VAT and will be charged at the prevailing rate at time of invoice.

4. MAINTENANCE SERVICES

- a. All faults and technical support requests should be made by calling 01324 466747. Faults or service requests must be logged on our system before an engineer can be booked.
- b. Telephone and duty/site engineer shall operate weekdays between 9am and 4pm excluding public holidays on a best endeavour basis. Emergency faults are prioritised.
- c. One annual health check/service inspection + one breakdown per year will be completed during each 12 month period.
- d. For all systems installed by RHIS or third parties, the first annual health check inspection and service will be carried out at the start of the contract.

definition: a. No hot water.



Emergency fault

- b. No heating during peak heating season. This is defined as 1st October to 31st March.
- c. Major leak within plant room.
- d. Pre-existing maintenance issues identified at the first service will be resolved during the service routine where practical. Additional parts and labour costs incurred will be charged separately.
- e. Pre-existing maintenance issues that cannot be resolved at the first service will be identified and an additional quotation for work to be completed where practical will be provided for customer acceptance. Once accepted, the required parts will be ordered and an additional engineer visit scheduled.
- f. For all systems originally installed by third parties, liable to resolve fundamental design and installation issues where it is not practical to do so.
- g. All non-emergency maintenance services will be completed during normal weekday working hours excluding public holidays on a best endeavour basis.
- h. All maintenance services completed outside of the warranty period or outside of the scope of the warranty will be charged at the contracted hourly engineering rate.
- i. All parts supplied outside of the warranty period or outside of the scope of the warranty will be chargeable.
- j. The call out fee includes the first hour on-site engineering and 1st hour of travelling. All additional travel and engineering will be charged at the contract rate.

5. STANDARD OF SERVICES

- a. All maintenance services will be delivered by competent engineers with the relevant experience, manufacturer and industry technical accreditation.

6. REPORTS

Maintenance Services:

- a. An Asset Service Report will be completed by the engineer that details the work completed, time taken and charges if applicable. The Client will sign the form to accept the work has been completed. A copy will be emailed to the client. Where the Client is unavailable the engineer will state this and a copy of the asset report will issued with invoice electronically.

7. SPARE PARTS

- a. RHIS will hold a supply of general spares, but may be required to obtain additional parts from the

manufacturer before a repair can be completed.

8. LIABILITY

a. RHIS shall not be liable for any indirect or consequential losses arising from the provision of the Services, including without limitation any delays, loss of use or loss of profits.

9. TERMINATION

a. The Client has the right to terminate at any time after the initial 12 month period, providing 1



month's written notice.

b. The Client has the right to terminate if the Contractor commits a breach of contract. c. RHIS has the right to terminate if the Client is overdue in making payment, providing 1 month written notice.

d. Each party can terminate in the event of the others insolvency.