

## AIR & GROUND SOURCE HEAT PUMP SERVICING

It is a requirement to maintain a manufacturer's warranty to service an Air Source Heat Pump (ASHP) & Ground Source Heat Pump (GSHP) annually. It is also a condition of the Renewable Heat Incentive (RHI) that your unit is operating effectively and the best way to do this is to ensure it is suitably maintained.

Inspired Renewables Ltd can offer Support & Servicing on ASHP & GSHP at 3 levels.

What is covered	Gold	Silver	Bronze
ANNUAL SERVICE VISIT	✓	✓	✓
Provide service report including any actions required	✓	✓	✓
Ensure you are clear on settings and adjustments	✓	✓	✓
Telephone support	✓	✓	x
Callout next working day, up to 3 hours (1 time)	✓	x	x
Callout within 72 hours up to 1 hour (1 time)	x	✓	x
Callout for repair at cost at next available date			✓
<b>Yearly cost (2nd Heat Pump additional £100)</b>	<b>£348</b>	<b>£198</b>	<b>£150</b>
<b>Cost per month via Direct debit</b>	<b>£29 per month</b>	<b>£16.50 per month</b>	<b>£12.50 per month</b>

### What is included in your Service Contract?

- First 30 miles travelling from our Head Office.
- Engineer on site for up to 1½ hours.
- Check system operation and system settings.
- Clean heating system filter.
- Check external evaporator heat exchanger.
- Check heating system anti-freeze level.
- Check system expansion vessel.
- Domestic hot water cylinder and pressure relief valves (PRV's) operation check.
- Tightening of electrical connection and anti-vibration mounts.
- Ensure no leaks.
- Check Hot Water pasteurisation settings.
- Record system operation parameters.



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### Are there any restrictions on the Service Contract?

- Systems that are not installed by Inspired Renewables Ltd will need to have an assessment done with an upfront cost of £75 (inc VAT), if any parts and labour is required to bring it up to standard this is chargeable, you will be quoted for the work.
- Your heat pump must be in good working order upon commencement of this Service Contract.

### Where am I covered?

- Inspired Renewables is based in Acle Norfolk, NR13 3DJ. We class a distance from our office/workshop of up to 30 miles, distances beyond this will have a travel cost associated with time and distance.

### What are my obligations?

You must provide us with honest, accurate and complete information to the condition of your Heat Pump, this will include manufacture details, part numbers, serial number and if possible, the name of the company who installed the system.

### When and how do I pay?

You can make your payments monthly by direct debit or as a one-off payment by debit/credit card. The contract is for a 12-month period from the date on your contract.

### When does the cover start and end?

Your cover will take effect on the date stated in your contact documentation, the duration of the cover is 12 months.

### How do I cancel the Service Contract?

- You have a 14-day cooling off period from the start date in which to cancel your Support and Service Contract with no penalty. This is known as the Cancellation Period.
- If we have carried out work, you will be responsible for the costs incurred.
- You may also cancel the Service Contract at any time by letting us know in writing, email or by telephone. However, you will be responsible to pay the remaining period of the Service Contract and any fees incurred.
- To cancel, simply write to us at Inspired Renewables Ltd, Unit 17 Damgate Lane Ind Est, Acle, Norfolk, NR13 3DJ telling us you wish to cancel, if it's easier call 01493 751500 or e-mail [enquire@inspiredrenewables.co.uk](mailto:enquire@inspiredrenewables.co.uk)
- Cancelling your Direct Debit without contacting us will not mean you have cancelled your Service Contract with us.

## Service Contract Order

Customer Details		Contact Details	
Name:		Phone:	
Address:		Mobile:	
		Email:	
		Second contact:	
Postcode:		Email:	

Service Contract - Monthly	QTY	Unit month	Total
12 month Service Contract single machine up to 16 Kwh		£	£
12 month Service Contract dual machine		£	£
Additional mileage charge at 30p per mile		£	£
		<b>TOTAL</b>	£

- Does not include any component replacement outside of warranty. Workmanship warranty is two years, manufacturers warranties vary and apply from date of commissioning. Please see Terms and Conditions from your original purchase.
- Additional mileage will be quoted at the time of enquiry. We will do our best to arrange multiple works in an area to minimise costs.
- Does not include any labour for additional works.

**Inspired**  
Renewables Ltd



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