



Domestic Biomass Service & Maintenance Packages

28th August 2018

Bronze Maintenance Contract

- ✓ **1 Service per year**
- ✓ **1 Call out or Re-visit**
- ✓ Administration and Engineer Telephone Support
- ✓ Payment by Direct Debit: Choice of spreading the cost over 12 monthly instalments or a single annual payment

Silver Maintenance Contract

- ✓ **1 Service per year**
- ✓ **1 Preventative Maintenance Visit per year**
- ✓ **2 Callouts or Re-visits**
- ✓ **5% discount on all parts**
- ✓ Administration and Engineer Telephone Support
- ✓ Payment by Direct Debit: Choice of spreading the cost over 12 monthly instalments or a single annual payment

Gold Maintenance Contract

- ✓ **1 Service per year**
 - ✓ **2 Preventative Maintenance Visit per year**
 - ✓ **Unlimited Call outs or Re-visits**
 - ✓ **10% discount on all parts**
 - ✓ Administration and Engineer Telephone Support
- Payment by Direct Debit: Choice of spreading the cost over 12 monthly instalments or a single annual payment

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Please Note

- ✓ Systems must be maintained and operated by customer's as per manufacturers' instructions/recommendations.
- ✓ We provide telephone support within 1 working day and aim to visit within 48 hours if you have no heating or hot water. Glendevon Energy has an engineer service from Monday – Friday 08:00 – 16:00.
- ✓ Call out / Re-visits are defined as:
 - Addressing issue/s with system, including trouble shooting, fitting parts, remedial action and/or carrying out manufacturers' recommendations.
 - On one day, for a maximum of 5 hours
 - A call out is for a new issue or one that has not been reported as recurring for 3 weeks or more.
 - A re-visit addresses an issue detected during a call out, re-visit or service or an issue that has been reported as recurring within 3 weeks.
- ✓ Maintenance visits are for a maximum of 2 hours
- ✓ Any additional charges over and above the contracted Maintenance Cost will be made as per our domestic call out and additional labour charges. Please see our website or contact customer services for further details.
- ✓ All parts must be paid for prior to ordering
 - parts used from van stock during a visit will be charged after the visit
 - parts ordered but not required will be subject to a 15% re-stocking fee
- ✓ Service agreements will automatically increase by RPI each year. Any further changes will be notified for approval prior to renewal.
- ✓ VAT is charged at the prevailing rate of 20%.
- ✓ Please note that issues with biomass boilers may be trouble shot through a process of elimination – even if the issue is not resolved during a visit, the visit still counts as part of a contract or as chargeable.
- ✓ Fuel issues will count as a call out and are included for initial diagnostic visit only. Further visits for fuel issues are excluded as these costs should be passed on to the fuel supplier.
- ✓ We are only able to offer a warranty service for systems or parts sold and installed by Glendevon Energy. Warranty on labour is typically 2 years from date of commissioning. Warranties on parts vary between systems. See Terms and Conditions of original sale.
- ✓ Glendevon Energy are MCS accredited for biomass and experienced at servicing and maintaining a wide range of biomass systems. However, we are not 'accredited partners' of every manufacturer / supplier – if we did not sell you your system you may need to check if there are any warranty issues requiring registered service engineers.