

HEAT PUMP SERVICE

1st November 2019. See notes overleaf.

Annual services are required/ recommended for heat pumps within warranty, and systems receiving the Renewable Heat Incentive.

Standard service

£181.50 + VAT including:

- ✓ checking settings & readings, incl. compressor starts & running hours
- ✓ cleaning brine filter
- ✓ checking brine anti-freeze level, level vessel, mains pressure valves, expansion vessel and buffer integrity
- ✓ servicing pressurised domestic hot water cylinder (where applicable)
- ✓ one engineer for up to 2 hours
- ✓ travel for properties up to 50 miles from Glendevon office
- ✓ parts and additional labour within warranty
- ✓ solar service discounted by £58, if serviced in the same visit
- ✓ 2nd heat pump discounted by £58, if serviced in the same visit

Extended service

This is priced individually, as the expertise, time taken and fluid required vary greatly between individual systems. An Extended Service would include:

- ✓ Checking and purging air in ground loops
- ✓ Topping up anti-freeze (up to 50L).
- ✓ One engineer for up to 4 hours.



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NOTES

1st November 2019

Note 1.

Pressurised (unvented) domestic hot water systems (where installed) should be maintained by a 'competent' person. This is recommended by Building Standards and most likely your house insurer. You may have a local plumber who is able to do this for you, or Glendevon Energy can offer the service where we installed the hot water tank.

Note 2.

Additional charges to the Service Cost will be made for:

- Additional parts
- Additional labour at £58 + VAT per engineer per hour
- Travel at £1.21+VAT/mile each way over 50 miles from Head Office
- Fluids (if required)
- Telephone support at £50 + VAT per hour
- Office based trouble shooting & administration time at £50+VAT/hr, incl:
 - liaising with suppliers for product/ system/ warranty information
 - sourcing replacement and/ or warranty parts.

Note 3.

Warranties.

We are happy to remedy any problems relating to parts and labour installed by Glendevon Energy within warranty free of charge.

For installations, Glendevon Energy's warranty on parts and labour is typically 2 years from date of commissioning, manufacturer's warranties vary between systems. See terms and conditions of original sale. For repairs, Glendevon Energy's warranty on parts and labour is for 1 year unless it is a 'wear part' which manufacturers do not offer a warranty on.

For parts outside Glendevon Energy warranty, claims to manufacturers can be made for an administration charge of £55 + VAT, plus any expenses such as carriage. Replacement parts will be payable by the customer and refunded minus expenses if the claim is successful.

Note 4. Standard VAT is 20%.

Note 5. Price revisions will be published on the Glendevon Energy website.

To view Glendevon Energy's Privacy Policy please visit our website.

www.glendevonenergy.co.uk.