

# Biomass Servicing, Troubleshooting and Repair <45kW

Annual Plans		
All prices INCLUDE VAT, <45kW Systems		
	Pellet & Chip	Log
<b>Bronze Package</b> 1 x Service Technical Support 20% Discount on additional labour	<b>£38/month</b> £454/ year	<b>£46/month</b> £533/ year
<b>Silver Package</b> 1 x Service Technical Support 1 x Callout/Re-visit (up to 4 hrs) 20% Discount on additional labour	<b>£51/ month</b> £608/ year	<b>£59/ month</b> £708/ year
<b>Gold Package</b> 1 x Service Technical Support 1 x Maintenance Visit (up to 2 hrs) 2 x Callouts/Re-visits (up to 4 hrs) 20% Discount on additional labour	<b>£81/ month</b> £971/ year	<b>£93/ month</b> £1,116/ year

Service & Repair Charges	
All prices INCLUDE VAT, <45kW Systems	
<b>Wood Pellet or Chip Boiler Annual Service</b>	<b>£395</b>
<b>Log Boiler Annual Service</b>	<b>£495</b>
<b>Call-out (Including 1st hour)</b> Plan customers	<b>£181</b> £145
<b>Revisit (Including 1<sup>st</sup> hour)</b> Plan customers	<b>£110</b> £88
<b>Additional hours</b> Plan customers	<b>£89/ hr</b> £72/ hr
<b>2<sup>nd</sup> Engineer</b> Plan customers	<b>£71/ hr</b> £57/ hr
<b>Technical Support</b> Incl. email & phone support	<b>£78/ hr</b> £39 minimum fee
<b>Additional Travel</b> For properties over 50 miles from Glendevon Energy Office, charge per additional mile for outward and return journeys (covers mileage & labour)	<b>£1.83/ mile</b>

Prices published April 2025. Terms & Conditions overleaf. Pricing for >45kW systems on request.

- ✓ Combustion Areas
  - Inspect and clean combustion chamber components and airways
  - Examine and inspect operation of heat exchanger including turbulators
  - Inspection and cleaning of induced draught fan
  - Cleaning base cap of boiler flue
- ✓ Mechanical/ Boiler Checks
  - Clean, check and lubricate accessible chains and bearings (as appropriate)
  - Check pellet feed changeover unit and lubricate if required
  - Updating boiler software if required
  - Inspecting boiler condition
  - Inspecting control panel hardware and PCB electrical connections
  - Inspecting anti-burn back and other safety features
  - Inspecting seals
  - Performing actuator tests
  - Perform a flue gas analysis to check combustion efficiency (as required)
- ✓ Heating System Checks
  - Checking expansion vessels and charging if required
  - Test system water for pH and inhibitor levels
  - Venting air from system if required
  - Cleaning strainers and magnetic filters (where fitted and accessible)
  - Unvented Hot Water Cylinder Checks
- ✓ One engineer for up to 3 hours
- ✓ Travel for properties up to 50 miles from Glendevon Energy Office
- ✓ Service Report outlining the system status and any additional maintenance required
  - Registration of service with HETAS for Non-Domestic RHI systems

## Please note...

- ✓ **Flues need sweeping annually – please arrange with a registered chimney sweep – ideally before servicing**
- ✓ **Boilers need to be stone cold on arrival – turned off at least 4 hours before the service. Failure to do this will incur at an additional cost of £87 for additional engineer time/damage to tools**
- ✓ Each service can vary depending on the boiler, the ancillary items and the client
- ✓ Please ensure that there is adequate room for Engineer/s to manoeuvre around plant and that there is clear access to it. Items stored near the boiler/ other plant could impede Engineer's work and represent a health and safety risk
- ✓ Please also ensure that the boiler/ related parts and working area are in a sanitary condition prior to the Engineer arriving. With particular reference to outbuildings, a build-up of animal or bird droppings pose a health and safety risk to staff and must be cleared prior to Glendevon Energy being able to work with boilers/ ancillary plant
- ✓ Additional System Service discounted by £87 if completed during the same visit (Solar Thermal Service/ Heat Pump Service/ 2<sup>nd</sup> Biomass Service)
- ✓ Additional Unvented Hot Water Cylinder Checks (e.g. for district heating schemes) can be completed for an additional £42/cylinder

## 1. PRIORITY VISITS

Customers who are signed up to an Annual Plan (per the Biomass Service & Maintenance Agreement offered by Glendevon Energy) are prioritised for emergency visits and servicing. See response times for Annual Plan customers set out in section 15 below

## 2. VAT

All Prices INCLUDE VAT at the standard rate of 20%

- If your installation was assisted by a low-income grant, you may be eligible for 0% VAT – if you think this applies to you, please contact us to discuss

## 3. DISCOUNTS FOR MULTIPLE SERVICES

Discount of £87 for multiple systems serviced in one visit  
Discount applies to heat pump, biomass and solar thermal systems  
Maximum 2 discounts per day

## 4. TRAVEL

For properties over 50 miles from Glendevon Energy Office, charge per additional mile for outward and return journeys (covers mileage & labour)  
Accommodation, if required, will be quoted in advance where possible.

## 5. PAYMENT

Payment is required within 14 days of invoicing  
Any late payments will be subject to interest at 2.5% above Bank of England base rate  
Payment can be made via Direct Debit, BACS or by card over the telephone

## 6. >45KW BIOMASS SYSTEMS

Pricing available for >45kW Systems on request

## 7. DISTRIBUTION SYSTEMS

Glendevon Energy specialise in renewable heating systems and as such your boiler, cylinder, buffer and most plant within the plant room are included in standard servicing checks and annual plans.

The distribution system, and any pumps/ heat exchangers/ filters etc outside the plant room are not included in any annual plans or routine service checks

Where time and engineer expertise allow, we can also work with customers to identify/ quote for /resolve distribution side issues such as filters, heat exchangers & underfloor heating manifolds.

## 8. PARTS

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 are subject to a 15-30% re-stocking fee (manufacturer dependent)
- Please note electrical parts and some if ordered specifically for the job, can't be re-stocked

## 9. TROUBLESHOOTING

Trouble shooting can be a process of elimination, and underlying issues may only show up following a service or while other issues are resolved. Therefore, we cannot guarantee that a system will be operational following any visit. Our Engineers can explain what work they are doing and why whilst on-site; we can also provide records of work undertaken and we will recommend next steps.

# Biomass Maintenance Terms cont...

## 10. CALLOUTS & REVISITS

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
- 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

## 11. WARRANTY

If your system is still within warranty and was not installed by Glendevon Energy, you may wish to check with the original installer or manufacturer if there are any warranty requirements. Whilst we are registered with various manufacturers, we are not registered with all, and this may be a requirement for some warranties.

For sale of new biomass boilers, see Terms of original Glendevon Energy sale.

For repairs, Glendevon Energy's warranty on parts and labour is for 1 year unless it is a consumable, electrical or 'wear part' on which no manufacturer's warranty is available.

For parts outside Glendevon Energy warranty, but if warranty cover remains from the manufacturer, it may be possible to make a warranty claim, subject to an administration charge of £86, plus any expenses such as carriage. Replacement parts will be payable by the customer and refunded minus expenses if the claim is successful.

## 12. MCS & NON-DOMESTIC RHI REQUIREMENTS

MCS Registration body NAPIT, registration number: 21313 for biomass installations.

Regarding servicing and maintenance, our main obligation to you is to do the work with all reasonable care & skill according to the standard set in MCS 040 (Planned and Preventative Maintenance of Biomass Appliances – Requirements for Maintenance Engineers Carrying out Maintenance Activities).

## 13. ELECTRICAL WORKS

Glendevon Energy does not employ qualified electricians. Although Glendevon Energy can carry out testing and wiring downstream of fuse spurs, if further electrical investigation or works are required you may need a qualified electrician.

## 14. WORKING HOURS

Normal working hours means 08:00 to 16:00 on Monday to Friday excluding public & national holidays

## 15. ANNUAL PLAN CUSTOMERS

- We aim (but cannot guarantee) to provide telephone support within 1-2 working days and emergency visits within 2-3 working days, after receipt of notification by customer
- Emergency visits are defined as having no heating or hot water during the winter season of 1<sup>st</sup> October – 31<sup>st</sup> March
- Systems must be maintained and operated by customers as per manufacturers' instructions/recommendations
- Call-outs or re-visits included are for a maximum of 4 hours on-site on one day
- Maintenance visits are for a maximum of 2 hours on-site
- Any additional charges over and above the agreed Annual Plan cost will be made as per our call-out and additional labour charges (see discount for Annual Plan Customers)
- For more than one biomass boiler/ technology, or properties more than 50 miles from Glendevon Energy's office, we can consider bespoke service contracts
- For further information or to set up an Annual Plan, please email: [accounts@glendevonenergy.co.uk](mailto:accounts@glendevonenergy.co.uk)

# Biomass Maintenance Terms cont...

## 16. CUSTOMER SUPPLY OF SERVICES

In addition to giving us access to the relevant appliance/ system on the day of the agreed maintenance visit, you must provide the following for our use free of any charge:

- water and electricity supply; safe and easy access to your property from the public highway;
- easy access to the location where the work is to take place by removing all belongings

Whenever reasonably possible, you must provide the following for our use free of any charge:

- washing facilities and toilets;
- adequate storage space.

If you can't provide us with this, you must inform us with time to make alternative arrangements.

## 17. RECC



Glendevon Energy is a member of the Renewable Energy Consumer Code (RECC), member no 15133. You can see the full code here: <http://www.recc.org.uk/scheme/consumer-code>

## 18. PRICE REVISIONS & PRIVACY POLICY

Prices published April 2025. To view up to date Prices and Privacy Policy see [www.glendevonenergy.co.uk](http://www.glendevonenergy.co.uk)

## 19. AGREEMENT & ACCEPTANCE

Please read these Terms and Conditions carefully, before accepting ad hoc works by phone or email.

By instructing ad hoc works you are accepting these Terms which are governed by Scots law.

If you would like to proceed with an Annual Plan we will email you a separate Bronze, Silver or Gold Agreement for your approval.

If you would like a paper copy or need us to explain any of these terms to you, please contact us at Tullibole Mill Farm, Kinross KY13 0UL/ 01577 840579/ [installs@glendevonenergy.co.uk](mailto:installs@glendevonenergy.co.uk)