

Heat Pump Servicing, Troubleshooting and Repair

Annual Plans		
All prices INCLUDE VAT		
	Air Source	Ground Source
Bronze Package 1 x Service Technical Support 20% Discount on additional labour	£26/month £311/ year	£31/month £370/ year
Silver Package 1 x Service Technical Support 1 x Call-out/Re-visit (up to 4 hrs) 20% Discount on additional labour	£35/ month £421/ year	£44/ month £525/ year
Gold Package 1 x Service Technical Support 1 x Maintenance Visit (up to 1.5 hrs) 2 x Call-outs/Re-visits (up to 4 hrs) 20% Discount on additional labour	£53/ month £641/ year	£66/ month £790/ year

Service & Repair Charges	
All prices INCLUDE VAT	
Air Source Heat Pump Annual Service	£264
Ground Source Heat Pump Annual Service	£312
Call-out (Including 1st hour) Plan customers	£181 £145
Revisit (Including 1st hour) Plan customers	£110 £88
Additional hours Plan customers	£89/ hr £72/ hr
2nd Engineer Plan customers	£71/ hr £57/ hr
Technical Support Incl. email & phone support	£78/ hr £39 minimum fee
Additional Travel For properties over 50 miles from Glendevon Energy Office, charge per additional mile for outward and return journeys (covers mileage & labour)	£1.83/ mile

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

Heat Pump Service Includes...

- ✓ Reviewing system run information, including compressor starts, alarm log & running hours
- ✓ Checking
 - safety components including pressure relief valves
 - immersion heater function
 - flow & return temperatures
 - buffer tank integrity & primary pressure
 - condition of the flexible hoses
 - water quality
- ✓ Charging expansion vessels
- ✓ Cleaning strainers and magnetic filters (where fitted and accessible)
- ✓ Venting air from system if required
- ✓ Whole system optimisation
- ✓ Reviewing settings & working with customer to identify/rectify issues with the heat distribution system that are affecting the heat pump's performance
- ✓ Domestic Unvented Hot Water Cylinder checks
- ✓ One engineer for up to 2 hours
- ✓ Travel for properties up to 50 miles (including return journey) from Glendevon Energy Office
- ✓ A service report on the system status and any additional maintenance required

Ground Source, additional works...

- ✓ Checking brine side pressure
- ✓ Checking anti-freeze protection levels and performing glycol top-ups if required
- ✓ Inspecting and cleaning brine filter
- ✓ Inspecting alarm log on controller (if available)
- ✓ Checking heat exchanger/ hot water pasteurisation settings

Air Source, additional works...

- ✓ Cleaning outdoor unit & checking for rodent nests/damage
- ✓ Checking anti-freeze concentration (if recommended for your system)
- ✓ Checking condensate drain opening is clear
- ✓ Cleaning evaporator coil if required/accessible
- ✓ Tightening of electrical connections
- ✓ Tightening of anti-vibration mounts
- ✓ Checking for any debris in the evaporator fins and straightening them if necessary
- ✓ Checking for oily deposits (which can be a sign of refrigerant leakage)

Please note...

- ✓ Additional System Service discounted by £87 if completed during the same visit (Solar Thermal Service/ 2nd Heat Pump Service/ Biomass Service)
- ✓ Additional Unvented Hot Water Cylinder Checks (e.g. for district heating schemes) can be completed for an additional £42/cylinder
- ✓ If there are persistent issues with heat pump performance, an in-depth review may be recommended including reviewing electricity bills & usage, property heat loss, distribution system design and heat pump operation – this would be quoted separately as a standalone piece of work

Heat Pump Maintenance Terms



1. PRIORITY VISITS

Customers who are signed up to an Annual Plan (per the Heat Pump 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 16 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 HEAT PUMPS

Pricing available for >45kW Systems on request

7. DISTRIBUTION SYSTEMS

Glendevon Energy specialises in renewable heating systems: therefore your heat pump, cylinder, buffer and most plant within the plant room are included in standard servicing checks and applicable 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 issues such as filters & underfloor heating manifolds. Glendevon Energy reserves the right to quote and charge separately for any such work on distribution issues.

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.

10. CALL-OUTS & 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 heat pumps, 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. REFRIGERANT GAS

Glendevon Energy can carry out limited testing and works on most refrigerant circuits. If further investigation or works are required, we can put you in touch with full time refrigerant engineers.

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. INCLEMENT WEATHER

We may not be able to service or repair your Air Source Heat Pump in the rain/snow as it is not advisable to expose the electrics in the outdoor unit to water. We will aim to re-schedule visits as soon as practicable.

15. WORKING HOURS

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

16. 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 1st October – 31st 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 1.5 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 heat pump/ 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

17. 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.

18. 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>

19. GOVERNING LAW

These Terms are governed by Scots Law and the parties hereby accept the exclusive jurisdiction of the Scottish courts: but if the Client's Equipment is not in Scotland, then this Agreement shall be governed by the law applicable to that location and the parties hereby accept the non-exclusive jurisdiction of the courts at that location.

20. PRICE REVISIONS & PRIVACY POLICY

Prices published April 2025. To view up to date Prices and Privacy Policy see www.glendevonenergy.co.uk

21. 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