

Biomass Servicing, Troubleshooting and Repair <45kW

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

Service & Repair Charges	
All prices INCLUDE VAT, <45kW Systems	
Wood Pellet or Chip Boiler Annual Service	£395
Log Boiler Annual Service	£495
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 apply. Servicing information overleaf.

Biomass <45kW Service Includes...

- ✓ 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...

- ✓ 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. However, where time and engineer expertise allow, we can also work with customers to identify/ quote for /resolve distribution side issues as required.
- ✓ 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
- ✓ Additional System Service discounted by £87 if completed during the same visit (Solar Thermal Service/ Heat Pump Service/ 2nd Biomass Service)
- ✓ Additional Unvented Hot Water Cylinder Checks (e.g. for district heating schemes) can be completed for an additional £42/cylinder

Biomass Servicing, Troubleshooting and Repair >45kW

Annual Plans			
All prices INCLUDE VAT			
	46-100kW	101-199kW	200-750 kW
Bronze Package 1 x Service Technical Support 20% Discount on additional labour	£60/ month £719/ year	£74/ month £886/ year	POA
Silver Package 1 x Service Technical Support 1 x Callout/Re-visit (up to 4 hrs) 20% Discount on additional labour	£73/ month £874/ year	£90/ month £1,085/ year	POA
Gold Package 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	£104/ month £1,255/ year	£133/ month £1,601/ year	POA

Service & Repair Charges	
All prices INCLUDE VAT	
46-100kW Boiler Service (Wood Pellet, Chip or Log)	£616
101-199kW Boiler Service (Wood Pellet, Chip or Log)	£783
200-750kW Boiler Service (Wood Pellet, Chip or Log)	POA
Callout (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

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- ✓ **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, 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)

- ✓ **Feed/ Conveyance Systems**
 - Visual check of components
 - Inspecting auger wear and motor functionality (if applicable)
 - Greasing auger bearings (if accessible)

- ✓ **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 4 hours (46-100kW) or 5 hours (101-199kW)
- ✓ 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

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- ✓ Additional Unvented Cylinder Checks (eg. for district heating schemes) can be completed for £42/cylinder