

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 apply. Pricing for >45kW systems on request. Servicing information overleaf.

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...

- ✓ Where time and engineer expertise allow, we can also work with customers to identify/ quote for /resolve distribution side issues as required
- ✓ 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