

Service and Maintenance Plans

for Domestic Air Source and Ground Source Heat Pumps

Introduction

As a minimum requirement to continue to qualify for the RHI, and to maintain your warranty, you must make sure your renewable technology is in good working order. The best way to ensure this is with an annual service. Your first annual service is included as part of your installation cost, when installed by Yorkshire Energy Systems (YES). For subsequent annual services we offer price plans.

In addition to our Annual Service Plan, we also offer a Service and Comprehensive Maintenance Plan, for peace of mind and to spread the cost of ongoing servicing and repairs.

The standard plans are available for all single-unit Mitsubishi air source and Kensa ground source heat pumps within a 50-mile radius of Harrogate, but if you have another brand or a cascade system, or you live outside the radius, please contact us for information and advice.

PLAN 1: Annual Service Plan

The annual service plan helps you to ensure that you do not miss an annual service and allows you to spread the cost of the service throughout the year.

Included in the Annual Service Plan:

- A call or email to remind you when the service is due;
- Annual service of heat pump and cylinder system, arranged at a mutually convenient time and date, which includes checking of:
 - all safety components;
 - outside unit, including clearing vents (Air source);
 - manifold (ground source);
 - pressure levels (ground source);
 - fittings for leaks (ground source);
 - settings and electronics;
 - insulation;
 - anti-freeze levels and top-ups if necessary;
 - filters and adjustment/tuning of system;
 - pipework, fittings and flow rates; and
 - pressure relief valves and expansion vessels.

Not included in the Annual Service Plan:

- Repairs or replacement of any parts of the system; or
- Servicing of heat distribution or hot water systems.

PLAN 2: Service and Comprehensive Maintenance Plan

The service and comprehensive maintenance plan takes the cover a step further and includes a year-round call out service, for any maintenance requirements (See section on maintenance calls below).

While the manufacturer's warranty covers replacement of major components, it does not cover the labour or minor parts and consumables. This plan bridges that gap and covers you for labour, minor parts and consumables.

Qualifying survey

If the heat pump was not installed by YES, or if we have not serviced it for more than two years, we will carry out an initial survey to check that the system is in good working order before the start of the Service and Comprehensive Maintenance Plan. If the system needs any repair work to qualify for the YES Service and Comprehensive Maintenance Plan, we will provide a quote for such repairs.

The initial survey will be charged at £95 + VAT.

Included in the Service and Comprehensive Maintenance Plan:

- An annual service, as detailed above;
- All replacement parts for heat pumps installed within five years, and replacement parts to the total value of £500 for older heat pump units (if the repair requires parts with a combined value of more than £500 we will provide a quote before carrying out the repair work);
- All repairs to a single heat pump unit, hot water cylinder and expansion tank system, up to and including the heat distribution system manifold, installed at the property; and
- Repairs to the heat distribution system (radiators and piping and/or underfloor heating), if YES installed the system.

Not included in the Service and Comprehensive Maintenance Plan:

- Damage caused by improper use or accidental damage;
- Damage caused by vandalism;
- Damage caused by maintenance or repairs carried out by another person or company;
- Repairs to the heat distribution system, if fitted by anyone other than YES;
- Repairs to showers, taps etc that form the hot water distribution system;
- Major components for heat pumps installed more than five years ago (at the time of the repair); or
- Replacing batteries or resetting heating controls, unless caused by a fault.

Maintenance Calls

In addition to the yearly subscription, we charge a call-out fee of £30.

In the interest of getting your system running as quickly as possible following a problem, we encourage you to read the troubleshooting guide prior to calling. If you are unable to find the fault, we will first aim to solve the problem over the phone, before sending out a member of our technical team.

If you call the maintenance telephone out of our normal office hours and leave a message, we will get back to you within 24 hours of your call to try to diagnose and solve the problem and, if a visit is required, we will make every effort to get someone out to you within 72 hours of your call.

Price plans

You can pay for the plans either annually or monthly at the following rates:

	Annual fee inc. VAT	Monthly fee inc. VAT
Air source heat pump – Annual Service	£144	£13
Air source heat pump – Service and Maintenance	£384	£33
Ground source heat pump – Annual Service	£180	£16
Ground source heat pump – Service and Maintenance	£480	£41

You can pay annually by bank transfer or monthly through GoCardless. Your cover will begin immediately following receipt of the first payment.

The minimum term for all of the plans is one year.

Details of the Plans

Period of Agreement

Your Agreement will run for a minimum period of one year from the date that you make the first payment or renew your Plan.

At the end of the period, we will write to you to ask if you would like to renew your cover.

Heat pumps covered by the Agreement

The Agreement will only cover the person and the heat pump named in the Agreement. Nobody other than the owner(s) of the named heat pump can benefit from this Agreement.

Service coverage

YES is based in Harrogate and we can offer the Plans to all customers within a 50 mile (80km) radius. If your property falls outside this radius we will assess it on a case-by-case basis.

Access

Upon arranging a time and date for a service or maintenance visit, it is your responsibility to provide access to the heat pump, cylinder and any other parts of the system at the time agreed between you and us. If we are not able to gain access at the agreed time, we reserve the right to charge for the time, including travel time.

During extreme weather events, it may be impossible for us to reach properties, particularly in rural locations. In such circumstances we will inform you of our inability to visit and will arrange an alternative time and date once the conditions allow more reasonable access.

Spare parts

Our service and maintenance team carry common spare parts. We also try to diagnose the issue over the telephone prior to the visit, so we can obtain any additional parts that we think are required. However, if the fault requires a spare part that we do not have available, we will advise you of the time it will take to obtain the new part and will arrange another time to come and fit the part. In this circumstance you will not be charged the call-out fee for the second visit.

If our suppliers fail to deliver spare parts on the agreed date, we will keep you informed of the revised delivery date and will organise another suitable time to fit the part.

Consequential loss

This cover does not include consequential loss or damage to property caused by the system breaking down (such as increased running costs, cost of running alternative heating systems, water damage to property, etc.).

We will replace any easily removeable parts of cupboards, panels or framework that we might need to remove to gain access to the heat pump, but we are not responsible for any redecoration that may be required as a result of such alterations. Similarly, in the unlikely event that we need to dig to access parts of the heat pump (ground source), we will fill in any holes, but will not be responsible for restoring the original surface.

Third party repairs

This Plan does not cover repairs undertaken by third parties. We will not reimburse you of any costs you have incurred by appointing any other company or person to repair the heat pump. We will not make any cash payments in lieu of annual service, repairs or replacement parts.

Pre-existing damage or faults

This Plan does not cover any faults that were known before the Agreement was signed. For heat pumps installed by anyone other than YES, we will carry out a qualifying survey. We reserve the right to carry out a qualifying survey for heat pumps that were installed by YES if we have not serviced or seen the heat pump for an extended period (longer than one year).

We will also not be held responsible for damage caused by faulty installations by third parties that could not reasonably be detected by YES during either: installation of the heat pump; or the qualifying survey, such as incorrectly installed pipework or electrical circuits that are covered by concrete floors or plastered walls.

Uncovered risks

The following causes of damage or fault will not be covered by the Plan:

- Structural issues, including subsidence
- Fire
- Lightning strikes
- Explosions
- Floods
- Storms
- Scaling, corrosion and biofouling (this should not be a problem if the correct anti-corrosion agents and biological inhibitors have been applied. All YES installations are installed with the correct agents)

You may wish to check that your household insurance covers these risks.

Personal information

The personal information that you supply to Yorkshire Energy Systems will be used to carry out the services outlined above only.

In order to claim parts under warranty, or to identify your specific heat pump for required parts, we may use your personal details when speaking to the heat pump manufacturer.

We will not share your information with any third parties other than your heat pump manufacturer.

Termination of Agreement

We reserve the right to terminate your Agreement for any of the following reasons:

- You have given false information
- You do not make the agreed payment(s)
- The initial inspection reveals that your heat pump is ineligible for the cover
- We are unable to source the required spare parts for your heat pump

You may cancel your Plan within fourteen days of signing the Agreement and we will reimburse you of any fees you have paid, provided we have not yet carried out an inspection or any other work.

Application Form

If you would like to take advantage of one of the service and maintenance plans, please complete and return this application form, or [follow this link](#) to complete it online, and we will contact you to: offer you a contract; arrange a pre-qualification survey; or advise you further.

Name: _____

Address: _____

Email address: _____

Telephone no.: _____

Type of heat pump: Air source Ground source

Manufacturer: Mitsubishi Kensa Other, please specify _____

Single unit or cascade Single unit Cascade of _____ units

Date of installation: _____

Heat pump serial no.: _____

Did YES install the heat pump Yes No

Cover required: Service only Comprehensive Service and Maintenance