

HEAT PUMP SERVICE

24th May 2018. See notes overleaf.

Annual services are required/ recommended for heat pumps within warranty, and systems receiving the Renewable Heat Incentive.

Standard service

£165 + VAT including:

- ✓ checking settings & readings, incl. compressor starts & running hours
- ✓ cleaning brine filter
- ✓ checking brine anti-freeze level, level vessel, mains pressure valves, expansion vessel and buffer integrity
- ✓ servicing pressurised domestic hot water cylinder (where applicable)
- ✓ one engineer for up to 2 hours
- ✓ travel for properties up to 50 miles from Glendevon office
- ✓ parts and additional labour within warranty
- ✓ solar service discounted by £55, if serviced in the same visit
- ✓ 2nd heat pump discounted by £55, if serviced in the same visit

Extended service

This is priced individually, as the expertise, time taken and fluid required vary greatly between individual systems. An Extended Service would include:

- ✓ Checking and purging air in ground loops
- ✓ Topping up anti-freeze (up to 50L).
- ✓ One engineer for up to 4 hours.



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NOTES

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Note 1

Pressurised (unvented) domestic hot water systems (where installed) should be maintained by a 'competent' person. This is recommended by Building Standards and most likely your house insurer. You may have a local plumber who is able to do this for you, or Glendevon Energy can offer the service where we installed the hot water tank.

Note 2

Additional charges to the Service Cost will be made for:

- additional parts - (ex: - inhibitor)
- additional labour at £55 + VAT per engineer per hour
- further travel at £1.12+VAT per mile each way, for mileage over 50 miles from Head Office*
- roof access (if required)
- telephone sup-port at £45 + VAT per hour
- Office based trouble shooting & administration time at £45+VAT/hr, incl:
 - liaising with suppliers for product/ system/ warranty information
 - sourcing replacement and/ or warranty parts.

Note 3

*Travel Charges. Glendevon Energy no longer have an office in Montrose, and are no longer able to offer discounted travel costs for customers in this area. Travel is calculated from our Head Office at Tullibole Mill Farm, Crook of Devon, Kinross KY13 0UL.

Note 4

Standard VAT is 20%. Where replacement parts are supplied and fitted VAT on those parts may be at the reduced rate of 5%.

Note 5

Warranty on labour is typically 2 years from date of commissioning. Warranties on parts vary between systems. See Terms and Conditions of original sale.

Note 5

Price revisions will be published on the Glendevon Energy website. To view Glendevon Energy's Privacy Policy please visit our website. www.glendevonenergy.co.uk.