

Heat Pump Maintenance Plan Terms and Conditions

Heat Pump, Controls and Service Maintenance Plan

What we cover:

- ✓ Mitsubishi Ecodan Air Source Heat Pumps installed in Domestic homes.
- ✓ Like for Like replacement of Air Source Heat Pump for units under 5 years of age.
- ✓ Annual Air Source Heat Pump Service and Safety check.

What is included:

- ✓ Call out Monday to Friday 8am to 5pm on heat pump breakdowns.
- ✓ Labour for your system breakdowns.
- ✓ Unlimited call outs to faults related to the service cover.
- ✓ Verbal advice on heating system matters.

Plan Exclusions:

- Replacement of parts.
- Removal of sludge or hard water scale such as power flushing.
- Replacement of parts and radiators which have failed as a result of corrosion due to sludge or scale in your system.
- Repairs due to design fault, installation faults and pre-existing faults.
- Repairs due to inadequate commissioning or failure of commissioning.
- Repairs where faults are no longer available.

- Repairs due to damage or fault due to you or third party damage.
- Cost of addition of antifreeze or inhibitors.
- Faults due to the supply of electricity supply failing or caused by the consumer fuse board.
- Costs arising from access to equipment contained in the fabric of the building such as lifting and reinstating floors and floor coverings.
- Reinstatement or redecoration due to access unless we have been negligent and caused damage.
- Improvements required to upgrade to your system to current standards.
- Adjustments to time and temperature controls including resetting fault codes.
- Repairing faults which have been previously diagnosed that need a permanent repair to enable the system to operate correctly.
- Faults caused by freezing weather conditions, subsidence, accident, fire, lightning, flood, explosion or storm.
- Maintenance or repair of your system that is covered under the manufacturer's guarantee.
- Additional costs attributed to access such as scaffolding or access equipment.
- Loss off refrigerant gas, oil or compressor failure.

Heat Pump Maintenance Plan Terms and Conditions

Heat Pump Five Star Maintenance Plan

What we cover:

- ✓ Mitsubishi Ecodan Air Source Heat Pumps installed in Domestic homes.
- ✓ Like for Like replacement of Air Source Heat Pump for units under 5 years of age.
- ✓ Thermostats and Timers.
- ✓ Radiators, standard and Thermostatic radiator valves.
- ✓ Heating Pipework .
- ✓ Indirect standard and Unvented hot water cylinder.
- ✓ Heating System.
- ✓ Pressure relief valves.
- ✓ Annual Air Source Heat Pump Service and Safety check.

What is included:

- ✓ Call out Monday to Friday 8am to 5pm on heat pump breakdowns.
- ✓ Parts and Labour for your system breakdowns.
- ✓ Unlimited call outs to faults related to the service cover.
- ✓ Verbal advice on heating system matters.

Plan Exclusions:

- Removal of sludge or hard water scale such as power flushing.
- Replacement of parts and radiators which have failed as a result of corrosion due to sludge or scale in your system.
- Repairs due to design fault, installation faults and pre-existing faults.
- Repairs due to inadequate commissioning or failure of commissioning.
- Repairs where faults are no longer available.
- Repairs due to damage or fault due to you or third party damage.
- Cost of addition of antifreeze or inhibitors.
- Faults due to the supply of electricity supply failing or caused by the consumer fuse board.
- Costs arising from access to equipment contained in the fabric of the building such as lifting and reinstating floors and floor coverings.
- Reinstatement or redecoration due to access unless we have been negligent and caused damage.
- Improvements required to upgrade to your system to current standards.
- Adjustments to time and temperature controls including resetting fault codes.
- Repairing faults which have been previously diagnosed that need a permanent repair to enable the system to operate correctly.
- Faults caused by freezing weather conditions, subsidence, accident, fire, lightning, flood, explosion or storm.
- Maintenance or repair of your system that is covered under the manufacturer's guarantee.
- Additional costs attributed to access such as scaffolding or access equipment.
- Loss off refrigerant gas, oil or compressor failure.



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Safegas liability limitations

- 1, We will not be responsible for any loss, damage or cost which is caused other than by breach on our part.
- 2, Any economic loss or indirect and or consequential loss is not recoverable from us or any supplier to us. This includes without limitation;
 - 2.1, Commercial loss of any nature including and loss of profit, business, revenue or rental.
 - 2.2, Other economic loss including loss or failure to achieve any anticipated savings through usage of the system, any other special or indirect loss, costs of alternative heating and or hot water supply, wasted time and expenditure, any inability to use any remote control functionality of service from your system, any other loss, cost damage or expense.

Cancellation Policy

- 1, You are entitled to cancel your Maintenance Plan and receive a full refund within 28 days providing no work has been carried out.
- 2, Your agreement is valid until termination, 28 days' notice can be given by either party.
- 3, Should you cancel your maintenance plan and work has been carried out, you will be invoiced for the cost shortfall at the Safegas current rate plus components used.
- 4, We will cancel your Maintenance Plan if;
 - A, You do not make an agreed payment.
 - B, We are unable to obtain spare parts to keep your appliance in safe working order.
 - C, if false information has been provided.
 - D, Circumstances arise that make it dangerous to work on the appliance (health and

Complaints

We hope you don't have any reason to complain about any aspect of our service, if you do, please feel free to contact us.
Complaints can be made by e-mail, letter or telephone call.
Please direct complaints to the Service Manager.
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