Tiered Service Offering for ASHP, Solar PV and Batteries

Monthly Pricing and Offering Details

All prices inclusive of VAT

Heat Pumps

Basic Tier (£22.50/month)

Covers:

- Phone support via a dedicated number, 5 days a week 9am – 5pm. We aim to return your call within 4 hours during these office hours of the fault being logged.
- Help with troubleshooting, reset guidance, software/app support via phone or WhatsApp.
- No guaranteed resolution, no on-site response included, no monitoring alerts.
- Annual service
- We aim to have an engineer on site within 48 hours during office hours for any heating or hot water emergencies.
- Unless your product and workmanship are covered by a warranty, fees are chargeable for parts and materials.
- Weekend and out-of-hours callouts and repairs are chargeable and are at the discretion of YEYW.
- A clear schedule of charges for callouts will be provided.
- Customers with this aftercare contract receive priority over non-contracted clients, higher tier customers are prioritised.
- Emergency faults are prioritised. These are defined as no hot water, no heating during the peak heating season (Oct 1st to Mar 31st), or a major leak on the heating circuit

Mid Tier (£35/month)

Covers: everything as per basic tier, plus:

- Phone support via a dedicated number, 7 days a week 9am – 5pm.
- 1 callout charge waived per year.
- Proactive monitoring of your heat pump to alert you of any issues as they arise. Customers must have online monitoring in place via Homely, myVaillant, or other manufacturer portal that we can access.

Premium Tier (£50/month)

Covers: Everything in Mid Tier plus:

- 4 callout charges waived per year, can be in or out of hours up to a total of 4.
- No mileage charges.
- Commonly failing parts included – restricted to auto air vents, antifreeze valves, circulation pumps, expansion vessels, 2/3 port valves.
- 5 x portable electric heaters delivered if the system is down >48hrs, with their electricity usage paid for the duration (rates paid at Ofgem capped rates and value limited to £600).

Solar and Battery

Solar and Battery Monitoring & Support Package (£20/month)

- Dedicated phone support, Monday to Friday, 9am–5pm, to log faults and request assistance. Calls logged during these hours are typically returned within four working hours.
- Help with troubleshooting, reset guidance, software/app support via phone or WhatsApp.
- No guaranteed resolution, no on-site response included.
- We must have access to your system remotely. Proactive monitoring and remote diagnostics for to alert you of any issues as they arise.
- Annual Performance Reports: Summaries highlighting system efficiency and any anomalies.
- Warranty Management: Assistance with manufacturer warranty claims.

(£10/month as an add-On to Heat Pump Service Plan)

Schedule for One-Off Services and Call Outs

Warranty Issues

If we determine that your issue is covered by our workmanship warranty, no charges will be made. If your issue is covered by a manufacturer warranty, we may make a charge for our visit.

Mileage charges

Mileage is charged on all visits except for warranty issues and the annual servicing visit, calculated from our registered office (on Companies House).

Callout Charge

There is a callout charge for any visit, which also covers up to an hour of work. Out of working hours callouts are at YEYW discretion. There is no out of hours cover for solar or battery customers.

Rates Table (all incl. VAT @ 20%)

Our standard hourly rate covers one hour to carry out diagnostics and resolution where possible, but not parts.

Item	Customers on a basic or mid-tier contract	Customers on premium contract	Customers without a contract	Solar and/or Battery Contract
Mileage Charges	55p/mile	No charge	75p/mile	55p/mile
Callout charge	£150, but 1 free callout per year for mid-tier contracts	Up to 4 callouts free per year	£175	£150
Out of Hours Callout Charge	£200	Up to 4 callouts free per year	£250	No callouts
Hourly Rate	£80 per hour after the first hour	£80 per hour after the first hour	£100	£80 per hour after the first hour
Parts	Charged for all parts not under warranty	Commonly failing parts listed above not charged.	Charged for all parts not under warranty	Charged for all parts not under warranty
Service Charge	Included in contract	Included in contract	£270	No annual service required

Services for unknown properties (heat pumps only)

If your heat pump was installed by another company, or hasn't been serviced by us before, we'll start with an initial visit to assess and service the system. This costs £320 inc. VAT.

Our engineer will carry out the service and note anything that needs attention. If there are minor improvements required, we'll send you a separate quote for the remedial work, which will need to be completed before we take responsibility for your system, or add you to a service plan.

If the system has more significant problems, we won't service it on that visit. We'll charge for travel and time at our normal rates (75p/mile, £100 per hour) and agree with you on the day whether to proceed with a full technical assessment, written report and recommendations. This work starts from £500 inc. VAT. When a system has been poorly installed, remediation is a specialist job and the costs reflect that.

We'll be honest with you: if your system has a long list of known faults, bringing it up to standard is likely to be a significant investment, and it may point you towards a replacement instead. If it's well installed and just needs some TLC, we'd love to look after it.

Terms and conditions of aftercare and maintenance services

1. Scope of services

a. Repair and maintenance services for solar PV inverters, batteries, heat pump, associated water tanks and heating distribution systems as confirmed within each separate Schedule.

b. Exclusions: Any materials supplied, and works completed, by third parties unless otherwise stated in writing.

2. Duration

a. The Agreement (Contract) is for an initial 12 month period from a commencement date. It will then renew annually unless terminated.

3. Payment

a. Payment will be made by the client by monthly standing order.

b. Payment will be made by the client annually in advance for all aftercare contracts purchased in response to a fault request being made and an engineer is required to visit site.

c. Payment will be made by the client annually in advance for assessment visits for all systems installed by a third party.

d. All maintenance services completed outside of the warranty period or outside of the scope of the warranty will be invoiced on completion. Payment is due on date of completion of work.

e. All prices include VAT and will be charged at the prevailing rate at time of invoice.

4. Maintenance services

a. All faults and technical support requests should be made by calling **01784 530056**. Faults or service requests must be logged on our system before an engineer can be booked.

b. Telephone and duty/site engineer shall operate weekdays between 9am and 5pm excluding public holidays on a best endeavour basis. Emergency faults are prioritised.

c. One annual health check/service inspection.

d. For all systems installed by third parties, the first annual health check inspection and service will be carried out at the start of the contract.

e. Pre-existing maintenance issues identified at the first service will be resolved during the service routine where practical. Additional parts and labour costs incurred will be charged separately.

f. Pre-existing maintenance issues that cannot be resolved at the first service will be identified and an additional quotation for work to be completed where practical will be provided for customer acceptance. Once accepted, the required parts will be ordered and an additional engineer visit scheduled.

g. For all systems originally installed by third parties, we are not liable to resolve fundamental design and installation issues where it is not practical to do so.

h. All non-emergency maintenance services will be completed during normal weekday working hours excluding public holidays on a best endeavour basis.

i. All maintenance services completed outside of the warranty period or outside of the scope of the warranty will be charged at the contracted hourly engineering rate.

j. All parts supplied outside of the warranty period or outside of the scope of the warranty will be chargeable.

k. All travel and engineering will be charged at the contract rate.

Emergency fault definition:

a. No hot water.

b. No heating during peak heating season. This is defined as 1st October to 31st March.

c. Major leak within plant room.

5. Standard of services

All maintenance services will be delivered by competent engineers with the relevant experience, manufacturer and industry technical accreditation.

6. Reports

Maintenance Services:

A Service Report will be completed by the engineer that details the work completed, time taken and charges if applicable. A copy will be emailed to the client.

7. Spare parts

YEYW will hold a supply of general spares, but may be required to obtain additional parts from the manufacturer before a repair can be completed.

8. Liability

YEYW shall not be liable for any indirect or consequential losses arising from the provision of the Services, including without limitation any delays, loss of use or loss of profits.

9. Termination

a. The Client has the right to terminate at any time after the initial 12 month period, providing 1 month's written notice.

b. The Client has the right to terminate if the Contractor commits a breach of contract.

c. YEYW has the right to terminate if the Client is overdue in making payment, providing 1 month written notice.

d. Each party can terminate in the event of the others insolvency.