

# HeatCare Bronze Plan – Air Source Heat Pump (ASHP) Terms & Conditions

These Terms & Conditions explain what is included and excluded under the HeatCare Bronze ASHP Plan, how your annual service is delivered, your cancellation rights, and your responsibilities. Please read them carefully before purchasing.

## 1. Definitions

In these Terms & Conditions:

“We,” “Us,” “Our” – Heatforce and its authorised engineers and contractors.

“You,” “Your” – The named Plan holder.

“Plan” – The HeatCare Bronze ASHP Plan, including these Terms & Conditions and your Plan Schedule.

“Plan Schedule” – The document confirming your Plan details, including price, Property address, and start date.

“Property” – A private domestic residence within the United Kingdom.

“ASHP” – A domestic air source heat pump system installed for space heating and/or hot water.

“Authorised Engineer” – A Heatforce-appointed engineer trained and competent in domestic heat pump servicing.

## 2. Plan Overview

The HeatCare Bronze ASHP Plan provides one annual air source heat pump service only.

It is designed for preventative maintenance, compliance, and condition reporting, and does not include breakdown cover, repairs, or emergency callouts.

This Plan is intended to support manufacturer warranty requirements where applicable but does not replace or extend any manufacturer warranty.

## 3. What Is Included

### 3.1 Annual ASHP Service

Once during each 12-month Plan period, we will conduct one standard ASHP service, in line with:

- Manufacturer servicing requirements
- MIS 3005 principles and good industry practice

The service includes the following non-invasive checks:

- Visual inspection of the refrigerant circuit (no gas handling)
- Operational checks of flow rates and system delta-T
- Verification of defrost cycle operation.
- Visual inspection of external unit condition and clearances
- Review of system controls and basic operating parameters

Following the service, you will receive:

- A written condition and advisory report

This service is preventative and observational and does not involve fault diagnosis or repair.

## 4. What Is Not Included

The HeatCare Bronze ASHP Plan does not include:

- Breakdown cover or emergency callouts
- Fault diagnosis, repairs, or corrective works
- Replacement parts or labour of any kind
- Refrigerant handling, pressure testing, or re-gassing
- Heating system, plumbing, radiators, pipework, valves, or cylinders
- Electrical faults beyond basic visual inspection
- System upgrades, optimisation, or efficiency improvements
- Ground source, hybrid, commercial, or non-domestic systems.

If issues are identified during the service, we will inform you.

Any further work is chargeable separately and entirely optional.

## 5. Booking Your Service

- Your first service may take place up to 6 months after the Plan start date.
- We will contact you by phone, email, or text to arrange your service.
- We will make up to three reasonable attempts to contact you.

If the service is not completed within the Plan period due to non-response or lack of access, no refund will be due.

Service appointments may be rescheduled during periods of high demand or adverse weather conditions.

## 6. Safety and Access

If safety-related concerns are identified, we may advise that the ASHP system should not continue to operate until issues are addressed.

Heatforce is not responsible for restoring operation where defects, damage, or unsafe conditions exist outside the scope of this Plan.

## 7. Your Responsibilities

You must:

- Provide safe, clear, and reasonable access to the ASHP (internal and external units)
- Ensure the system is operational and not isolated at the time of service.
- Ensure the ASHP has not been modified, damaged, or misused.
- Provide manufacturer documentation if reasonably requested.

Failure to meet these responsibilities may prevent the service from being completed.

## 8. Payments and Price

- £18.00 per month (including VAT)
- Payable monthly by your agreed payment method
- The Plan runs for 12 months unless cancelled earlier in accordance with Section 10

## 9. Renewal

- We will contact you before renewal with your new price.
- Prices may change to reflect service costs, inflation, or tax changes.
- We reserve the right not to offer renewal, with reasonable notice.

## 10. Cancellation Rights

Cooling-Off Period

You may cancel within 14 days of the Plan start date and receive a full refund, provided the service has not been completed.

Cancellation must be made in writing.

After the Cooling-Off Period

You may cancel at any time.

- If the service has already been completed, no refund will be due.
- If no service has been delivered, we will refund unused payments.

## 11. Complaints

If you are unhappy with our service, please contact Heatforce Customer Services.

We will investigate and respond promptly in line with our formal complaint's procedure and your statutory consumer rights.

## 12. Liability

- Heatforce is not liable for indirect or consequential losses.
- This Plan does not guarantee system performance, efficiency, or longevity.
- Advice provided during the service does not constitute insurance or a warranty.

Nothing in these Terms limits your rights under the Consumer Rights Act 2015.

## 13. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.

## 14. Contact Details

Customer Services

Email:

[aftercare@heatforce.co.uk](mailto:aftercare@heatforce.co.uk)

Phone number:

02920763622

Address:

Unit 10, Lambourne Cres, Cardiff CF14 5GP

Calls may be recorded for training and quality purposes.

---

Customer signature

---

Date