

HeatCare Bronze Plan: Solar PV & Battery ESS

Terms & Conditions

These Terms & Conditions explain what is and is not covered under your HeatCare Bronze Solar PV & Battery ESS Plan, how to request your annual inspection, your cancellation rights, and how to make a complaint. Please read this document carefully and retain it for future reference.

1. Definitions

In these Terms & Conditions:

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

“You,” “Your” means the named Plan holder.

“Plan” means the HeatCare Bronze Solar PV & Battery ESS plan, including these Terms & Conditions and your Plan Schedule.

“Plan Schedule” means the document confirming your Plan details (price, start date, Property).

“Property” means the UK private domestic residence at the address shown on your Plan Schedule.

“Solar PV System” means photovoltaic (PV) panels and associated AC electrical distribution up to the main consumer unit, including inverter(s).

“Battery ESS” means a domestic electrical energy storage system connected to your Solar PV system.

“Annual Inspection” means the yearly visual and electrical safety checks described in section 3.1.

“Authorised Technician” means a qualified service engineer approved by Heatforce.

2. Plan Overview

The HeatCare Bronze Solar PV & Battery ESS Plan provides a yearly health and safety inspection of your Solar PV and Battery ESS system. It is designed to give you compliance assurance and peace of mind but does not include repairs, monitoring, or reactive callouts.

3. What Is Included

3.1 Annual Solar PV & Battery ESS Inspection

Once per Plan year, we will arrange an inspection by an Authorised Technician, which includes:

- Electrical testing (AC side)
 - Continuity and polarity checks
 - RCD/earth fault device tests (where accessible)
- Visual inspection of the DC side accessible only, no intrusive opening of equipment
- Inverter inspection and safety evaluation
 - Check for signs of overheating, error codes, visible defects.
- Written performance and safety report
 - Record of findings and advisory notes

This inspection is preventative and does not include repair or performance optimisation services.

4. What Is Not Covered

The HeatCare Bronze Solar PV & Battery ESS Plan does not include:

- Reactive callouts, fault diagnosis, or breakdown attendance
- Repairs or replacement of any component's panels, inverters, batteries, wiring, fuses, mounting
- Cleaning of panels, inverters, or equipment
- Remote or live system monitoring services
- Upgrades, enhancements, or performance tuning
- Work on electrical systems beyond accessible visual inspection
- Solar rails

If faults or hazards are discovered during inspection, we will advise you in writing and may provide a separate quotation for corrective work.

5. Booking Your Annual Inspection

- We will contact you by email, text, or phone to arrange your inspection within your Plan year.
- We will make up to three reasonable attempts to contact you.
- If you do not respond and the inspection is not completed within your Plan year, no refund will be due.

Inspections are normally scheduled on a 12-month cycle but may be rescheduled during periods of high demand.

6. Your Responsibilities

You must:

- Provide safe and reasonable access to all relevant Solar PV & Battery ESS equipment.
- Ensure all equipment is installed in compliance with Building Regulations, British Standards, and manufacturer instructions.
- Notify us if system components have been modified or upgraded since the last inspection.

Failure to meet these responsibilities may prevent the annual inspection or limit coverage.

7. Payments and Renewal

- £15 per month (including VAT), payable by your chosen payment method.
- The Plan runs for 12 months and renews annually unless cancelled.
- Renewal price and terms may change, with notice, reflecting cost changes or regulatory requirements.

8. Cancellation Rights

Cooling-Off Period

You may cancel the Plan within 14 days of the start date and receive a full refund, provided no inspection has been carried out.

After Cooling-Off

You may cancel at any time. If the inspection has already been completed, no refund will be due.

Cancellation must be made in writing, by email.

9. Complaints

If you are unhappy with any aspect of this Plan:

1. Contact Heatforce Customer Services.
2. We will investigate and aim to resolve your complaint promptly and fairly.
3. If unresolved, you may escalate via the appropriate dispute resolution route.

10. Liability and Limitations

- We are not liable for indirect or consequential losses such as loss of solar income.
- The Plan does not guarantee system performance or energy yield.
- Inspection findings do not replace or override manufacturer warranties or safety compliance obligations.

11. Governing Law

These Terms & Conditions are governed by the laws of England and Wales. All correspondence will be in English.

12. Contact Us

Customer Services

Email:
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