

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

Please read this document carefully. It explains what is and is not covered under your HeatCare Gold ASHP Plan, how to request service, your cancellation rights, and how to make a complaint. This contract is between you (the named Plan holder) and Heatforce.

1. Definitions

In these Terms & Conditions:

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

“You,” “Your” – The person(s) named on your Plan Schedule.

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

“Plan Schedule” – The document summarising your Plan features, Property, start and end dates, and payment details.

“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.

“Heating System” – The ASHP, buffer tank, circulation pumps, internal distribution pipework, and associated heating controls forming part of the primary heating system.

“Breakdown” – A sudden and unforeseen mechanical or electrical failure resulting in loss of heating and/or hot water.

“Service” – The annual ASHP service described in section 3.1.

“Authorised Engineer” – A Heatforce-appointed engineer trained and competent in domestic ASHP systems.

“Fair Usage Policy” – A maximum of three reactive breakdown callouts per 12-month Plan period.

2. Plan Overview

The HeatCare Gold ASHP Plan provides whole-system confidence by combining:

- Annual preventative servicing
- Extended reactive breakdown cover
- Coverage for core heating controls and system distribution components
- System optimisation adjustments

The Plan is designed to maintain reliable operation of the ASHP and associated heating system, within clearly defined limits.

3. What Is Included

3.1 Annual ASHP Service

Once per Plan year, we will arrange an ASHP service including:

- Servicing in line with:
 - Manufacturer servicing requirements
 - MIS 3005 principles and good industry practice
- Non-invasive checks, including:
 - Visual inspection of the refrigerant circuit (no gas handling)
 - Flow rates and system delta-T verification.
 - Defrost cycle operation.
 - Visual inspection of external unit condition and fixings
 - Review of heating system controls and operating parameters
- Written service record and advisory report

3.2 ASHP & Heating System Breakdown Cover

Provided 24 hours a day, 7 days a week, subject to fair usage:

- Maximum of three reactive breakdown callouts per 12-month Plan period
- Parts and labour to repair sudden and unforeseen failures of:
 - The ASHP unit
 - Heating system circulation pumps
 - Buffer tank internal faults (excluding replacement – see Section 4)
 - Heating controls forming part of the ASHP system.

Where multiple visits are required to resolve the same fault, these will normally be treated as one callout.

3.3 Heating Controls & Distribution Faults

Cover includes faults affecting:

- ASHP system controls (integral or manufacturer-supplied)
- Internal distribution faults impacting heat delivery from the ASHP system.
- Control-related issues preventing correct heating operation.

3.4 System Optimisation Adjustments

As part of service or breakdown attendance, we may conduct reasonable optimisation adjustments, including:

- Flow temperature adjustments.
- Weather compensation curve tuning

These adjustments are intended to improve system operation and comfort and do not constitute a system redesign or upgrade.

4. What Is Not Covered

The following are explicitly excluded from this Plan:

Heat Emitter Exclusions

- Radiators
- Underfloor heating pipework or loops
- Manifolds or heat emitter balancing

Control & Refrigeration Exclusions

- Controls external to the ASHP system (e.g. third-party smart thermostats, app-based systems not supplied with the ASHP)
- Refrigeration faults requiring:
 - Refrigerant handling
 - Leak detection
 - Pressure testing or re-gassing.

Equipment & Replacement Exclusions

- Buffer tank replacement (repairs only covered where practicable)
- Hot water cylinders or thermal stores
- System upgrades, enhancements, or efficiency improvements

General Exclusions

- Pre-existing faults present before Plan start.
- Faults caused by poor installation, commissioning, or system design.
- Damage caused by misuse, neglect, alteration, or external impact.
- Ground source, hybrid, or non-domestic systems.

5. Fair Usage Policy

The Plan includes a maximum of three reactive breakdown callouts per 12-month period.

We may reasonably limit further attendance where repeated callouts indicate underlying system defects or issues outside the scope of this Plan.

Parts replaced remain our property until all Plan payments due have been made.

6. Responsibilities

6.1 Your Responsibilities

You must:

- Provide safe, clear access to the ASHP and associated heating components.
- Ensure the system is operational and not isolated at the time of attendance.
- Maintain the system in accordance with manufacturer guidance.
- Notify us promptly of faults or loss of heating.

Failure to meet these responsibilities may prevent work from being completed.

6.2 Our Responsibilities

We will:

- Provide services using appropriately trained engineers.
- Comply with applicable UK safety regulations and industry standards.
- Communicate clearly regarding appointments, findings, and outcomes.

7. How to Request Service or Report a Fault

Service bookings and breakdowns must be reported via:

- Telephone: 02920763622
- Email: info@heatforce.co.uk

Requests must be made during the active Plan period.

8. Payments and Renewals

- £42.00 per month (including VAT)
- Payable monthly by your agreed payment method
- The Plan runs for 12 months and renews annually unless cancelled.

Renewal prices and terms may change to reflect costs, claims history, or regulatory changes.

9. Cancellation Rights

Cooling-Off Period

You may cancel within 14 days of the Plan start date.

If no service or breakdown work has been provided, you will receive a full refund.

After the Cooling-Off Period

You may cancel at any time.

- If a service or breakdown repair has been delivered, no refund will be due.
- Where no services have been provided, unused payments will be refunded.

Cancellation must be made in writing.

10. Complaints and Dispute Resolution

If you are unhappy with any aspect of your Plan, please contact Heat force Customer Services.

We aim to resolve complaints promptly and fairly.

Where appropriate, unresolved complaints may be escalated to an independent dispute resolution body.

11. Liability and Limitations

- We are not liable for indirect or consequential losses.

- Our total liability under this agreement will not exceed twice the annual Plan fee paid in any 12-month period.
- Repairs are subject to safety, accessibility, and technical feasibility assessments.

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

12. Governing Law

This agreement is governed by the laws of England and Wales.

13. 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