

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

Please read this document carefully. It explains what is and is not covered under your HeatCare Platinum 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 Platinum 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.

“Plumbing” – Internal plumbing directly associated with the ASHP heating system, excluding heat emitters.

“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 Platinum ASHP Plan provides premium low-carbon cover, combining:

- Annual preventative ASHP servicing
- Extended reactive breakdown cover
- Heating system and internal plumbing support associated with the ASHP.
- Inclusive labour for covered repairs

This Plan is designed to provide whole-system reassurance for ASHP households, while clearly defining the limits of cover.

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 recognised industry best practice
- Non-invasive checks, including:
 - Visual inspection of the refrigerant circuit (no refrigerant handling)
 - Flow rates and system delta-T verification.
 - Defrost cycle operation.
 - Visual inspection of external unit condition and fixings
 - Review of heating controls and operating parameters
- Written service record and advisory report
- Buffer tanks repair only, not replacement

3.2 ASHP, Heating & Plumbing Breakdown Cover

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

- Maximum of four 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
 - Heating controls forming part of the ASHP system.
 - Internal plumbing directly associated with the ASHP heating circuit.

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

3.3 Labour and Parts

- No additional labour charges apply for covered failures within the scope of this Plan.
- Replacement parts used may not be identical but will be suitable and compatible alternatives.

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

Controls & Refrigeration Exclusions

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

Equipment Exclusions

- Buffer tanks (including repair or replacement)
- Hot water cylinders or thermal stores

General Exclusions

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

5. Fair Usage Policy

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

We may reasonably limit further attendance where repeated callouts indicate underlying system defects, poor system condition, 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, heating system, and associated plumbing.
- 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 or hot water.

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

- £45.00 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