

HeatCare Platinum Plan: Solar PV & Battery ESS

Terms & Conditions

These Terms & Conditions explain what is included in your HeatCare Platinum Solar PV Plan, how services are delivered, your cancellation rights, and how to contact us if you have a concern. Please read this document carefully and keep it for reference.

1. Definitions

In these Terms & Conditions:

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

“You”, “Your” – the named Plan holder

“Plan” – the HeatCare Platinum Solar PV & Battery Plan

“Plan Schedule” – your confirmation document showing Plan level, Property, start date and price

“Property” – the private domestic UK address listed on the Plan Schedule

“Solar PV System” – photovoltaic panels, inverter(s), cabling and associated equipment forming the generation system

“Battery ESS” – a domestic electrical energy storage system connected to the Solar PV System

“Authorised Technician” – a suitably qualified person appointed by Heatforce

“Covered Fault” – a functional or performance issue within the Solar PV system that can be resolved without component replacement

2. Plan Overview

The HeatCare Platinum Plan is our highest-level Solar PV service plan, designed for customers who want hands-off ownership, proactive optimisation and maximum system performance.

This Plan focuses on inspection, monitoring, optimisation and labour-only fault resolution.

It is not an insurance policy and does not include component replacement.

3. What Is Included

3.1 Scheduled Visits

You are entitled to two visits per Plan year, typically:

- One inspection-focused visit
- One optimisation-focused visit

Visits include, where safe and accessible:

- AC-side electrical inspection
- Visual DC inspection (accessible components only)
- Inverter inspection and safety checks
- Roof fixing visual inspection (non-invasive)
- System configuration and optimisation adjustments
- Confirmation of system compliance with current operational standards

3.2 Enhanced Monitoring & Reporting

- Enhanced remote performance monitoring were supported by your system
- Automated alerts for common faults or underperformance
- Quarterly performance reports, summarising:
 - System output trends
 - Identified issues.
 - Optimisation actions taken or recommended.

Monitoring relies on third-party platforms and internet connectivity and does not guarantee uninterrupted operation.

3.3 Optimisation & Configuration Support

We will carry out reasonable optimisation actions, including:

- Inverter reconfiguration for tariff or export changes
- Battery charge/discharge strategy optimisation (where applicable)
- Adjustment of system settings to improve yield and efficiency

All adjustments will remain compliant with:

- Manufacturer guidance
- DNO requirements
- UK electrical and safety regulations

3.4 No Labour Charge for Covered Faults

- Labour is included for diagnosing and resolving Covered Faults within the inverter or array.
- This applies only where faults can be resolved without replacing components.
- Parts, consumables, and upgrades are excluded and chargeable if required.

4. What Is Not Covered

The HeatCare Platinum Plan does not include:

- Inverter replacement
- Battery replacement
- Solar PV panel replacement
- Roof rail or mounting system replacement.
- Structural or weather-related damage
- Emergency callouts outside planned or agreed visits.
- Performance guarantees or minimum generation levels
- Repairs required due to:
 - Poor installation
 - Pre-existing faults
 - Lack of maintenance prior to Plan start
 - Regulatory or compliance upgrades
- Solar rails

Any additional work will be quoted separately and only undertaken with your approval.

5. Access & Safety

- You must provide safe, reasonable access to system components.
- We will not work at height or on roofs requiring specialist access equipment unless agreed in advance.
- Services may be postponed or limited where conditions pose a health and safety risk.

6. Your Responsibilities

You agree to:

- Ensure the Solar PV system is legally installed and certified.
- Maintain internet access required for monitoring services.
- Inform us of system modifications, faults, or ownership changes.
- Operate the system in accordance with manufacturer guidance.

Failure to meet these responsibilities may restrict services under the Plan.

7. Payments & Renewal

- £50.00 per month (including VAT)
- The Plan runs for 12 months from the start date.
- The Plan renews automatically unless cancelled.
- Prices and terms may be reviewed at renewal with prior notice.

8. Cancellation Rights

Cooling-Off Period

You may cancel within 14 days of the start date for a full refund, provided no services or monitoring setup have been delivered.

After the Cooling-Off Period

- You may cancel at any time.
- If visits or monitoring services have commenced, no refund will be due.
- Cancellation requests must be made in writing or via your Heatforce account.

9. Complaints

If you are unhappy with any aspect of the Plan:

1. Contact Heatforce Customer Services
2. We will investigate and respond fairly and promptly.
3. If unresolved, you may have the right to escalate through an appropriate independent complaint process

10. Liability

- We are not liable for indirect or consequential losses, including loss of export income or savings.
- Nothing in these Terms limits your statutory consumer rights.
- The Plan complements, but does not replace, manufacturer warranties.

11. Governing Law

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

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