

# HeatCare Silver Plan: Solar PV & Battery ESS Terms & Conditions

These Terms & Conditions explain what is and is not covered under your HeatCare Silver 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 our authorised contractors.

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

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

“Plan Schedule” is the document confirming your selected Plan, monthly price, Property address, and start date.

“Property” means the UK private domestic residence registered on your Plan Schedule.

“Solar PV System” refers to photovoltaic panels and associated inverter(s) up to the AC side of the main consumer unit.

“Battery ESS” refers to any domestic Energy Storage System connected to your Solar PV system.

“Authorised Technician” means a qualified technician appointed by Heatforce.

“Annual Inspection” means the yearly check of your Solar PV & Battery ESS system described in section 3.

## 2. Plan Overview

The HeatCare Silver Plan builds on the Bronze solar check by adding an annual panel clean, roof fixing visual checks, and office-hours performance support. It provides routine maintenance and reassurance but does not include reactive fault callouts, monitoring, or component replacements.

## 3. What Is Included

### 3.1 Annual Solar PV & Battery ESS Inspection

Once per Plan year, an Authorised Technician will conduct a visit to your property that includes:

- Solar PV System AC safety and operational checks
- Visual DC side inspection (accessible only)
- Inverter inspection and basic safety checks
- Written performance and safety report

This is the same inspection included under the Bronze Plan.

### 3.2 Annual Panel Clean

- External clean of accessible Solar PV panels in accordance with industry best practice
- Standard access assumed (e.g., reachable from a stable ladder or safe scaffold point)
- Removal of normal accumulation of dust, pollen, light soiling, and similar deposits

Note: Heavy soiling, bird debris nests, moss, or other significant contaminants may require a separate quote.

### 3.3 Roof Fixing Visual Checks

- Inspection of visible panel fixings and roof-mounted hardware
- Confirmation of no obvious loosening, corrosion, or visual defect
- Does not include lifting panels or intrusive roof work.

### 3.4 Office-Hours Performance Support

- Telephone or email support during normal office hours.
- Advice on system performance, inverter messages, and general queries
- Does not include remote monitoring or performance guarantees.

## 4. What Is Not Covered

The HeatCare Silver Plan does not include:

- Reactive callouts or attendance outside of the scheduled annual visit
- Remote or real-time monitoring services

- Inverter replacement or repair
- Battery ESS replacement or repair
- PV panel replacement
- Roof rail or structural hardware replacement
- Any corrective work, parts, repair labour, or upgrades of any kind
- Performance guarantees or minimum output warranties
- Solar rails

If faults or safety issues are identified during inspection or clean, we will report them and may provide a separate quote for corrective work. Any such work is optional and chargeable.

## **5. Booking, Access & Safety**

- We will contact you by phone, email, or text to arrange your annual inspection and clean.
- We will make up to three reasonable attempts to contact you within the Plan year.
- If you do not respond and your annual visit is not completed within the Plan period, no refund will be due.
- You must provide safe, unobstructed access to the Solar PV and Battery ESS equipment.
- If equipment is unsafe or inaccessible, the visit may be postponed or limited.
- We will not conduct any work that puts technicians or third parties at risk.

## **6. Your Responsibilities**

You agree to:

- Ensure the Solar PV & Battery ESS system is installed and maintained in accordance with manufacturer guidelines and regulations.
- Make manufacturer documentation available upon request.
- Notify us of any alterations to the system since the last inspection.

Failure to meet these responsibilities may prevent the service from being completed or limit coverage under this Plan.

## **7. Payments & Renewal**

- £28.00 per month (including VAT)
- Payments taken monthly by your chosen method.
- Your Plan runs for 12 months and will automatically renew unless cancelled.
- Renewal terms and price may change, subject to notice.

## **8. Cancellation Rights**

Cooling-Off Period

You may cancel the Plan within 14 days of your start date and receive a full refund, provided no inspection or panel clean has taken place.

After the Cooling-Off Period

- You may cancel at any time.
- If the scheduled inspection and/or panel clean has been completed, no refund will be due.

Cancellation must be made in writing, by email.

## 9. Complaints & Dispute Resolution

If you are unhappy with any aspect of your Plan or service:

1. Contact Heatforce Customer Services in writing or by phone.
2. We will investigate and aim to resolve your complaint promptly and fairly.
3. If unresolved, you may be entitled to escalate to an independent complaints body (details available on request)

## 10. Liability & Limitations

- We are not responsible for indirect or consequential losses (e.g., loss of generation revenue or energy savings).
- The plan does not guarantee system performance or minimum energy yield.
- Inspection and clean services do not replace statutory safety requirements or manufacturer warranties.

## 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](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.

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Customer signature

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Date