

HDG Servicing Plan

It is coming to that time of year when your boiler is going to be under high demand. It is therefore essential that it has been maintained and serviced according to manufacturer's guidelines.

Why service your HDG Boiler?

Aside from being a mandatory requirement of the manufacturer's guarantee, servicing your boiler system is important to keep your system clean, running smoothly and efficiently to minimise the risk of a breakdown. From a financial point of view, an inefficient system also means a reduction in your return.

Please find enclosed with our compliments, a memory stick with the following information on for your reference¹:

- ✓ **Owner Maintenance Information & Service Schedule.**
- ✓ **Warranty Information**
- ✓ **Remote Monitoring Service Information²**
- ✓ **A copy of this letter and servicing pack information & our contact details.**

Our Service Packages

We offer the following two Service Package options where our fully trained and accredited Service Engineers will carry out the manufacturer's recommended annual service programme. Full details are documented in your boiler manual, but in essence it covers every part of your installation that has been carried out by EcoLogicLiving³, to ensure the efficient and safe running of your system.

There are several attractive benefits to entering into an agreement for one of our Service Packages, and these are also explained below.

Eco Service

Includes:

- ✓ A single annual full mandatory boiler service according to manufacturer's instructions.
- ✓ Multiple system checks according to the list contained on your memory stick.

¹ Please advise us if you do not have the means to access the information on the memory stick and we will arrange for hard copies to be sent to you.

² Optional additional package only offered to customers signed up to an Eco or EcoPlus Service Package. Package subject to connectivity feasibility and a **One-off £45 set-up fee applies.**

³ Unless otherwise agreed. We cannot be held responsible for the workmanship and/or standard of installation carried out by others.

EcoPlus Service

Includes:

- ✓ Twice yearly visit to cover;
 - A full annual mandatory boiler service according to manufacturer's instructions.
 - A pre or post season health check visit (check that all regular maintenance is being adequately carried out - see user maintenance manual)
- ✓ Multiple system checks according to the list contained on your memory stick.

Service Package Benefits⁴

As a valued customer, when you sign up to take advantage of one of our unique Service Packages (for the life of your agreement) you will be entitled to the following benefits which, we're sure you will agree, make this service fantastic value for money:

- ✓ **A £50 discount on our normal (non-contractual) annual service prices.**
- ✓ **Access to our Emergency Call Out service, including Out of Hours service.**
- ✓ **A 10% discount on our normal (non-contractual) Planned Maintenance, Emergency Call Out, rates.**

Extra Services

As well as offering you a choice of Service Package as required to validate your warranty, we are able to offer a more regular Health Check package for those installations which cannot run the risk of a serious breakdown (and associated generation losses). **This can be carried out quarterly or monthly** depending on the nature of your installation, and pricing will be subject to your installation and checks required – please contact us for further information.

Remote Monitoring Service (RMS)⁵

With the Remote Monitoring Package we can monitor your boiler remotely from our Head Office in Carlisle, and we will automatically receive notifications if your system develops a fault. This will enable us to troubleshoot and repair in real time if possible, meaning less delay and downtime for you.

The Remote Monitoring package will also allow you to monitor and control your own boiler from any smartphone, tablet or PC anywhere in the world.

We can offer this remote monitoring service for a fixed annual fee of £100 per year (per heat pump). This is the equivalent of just 27p per day!

For further details on any of our extra services, please get in touch with us.

⁴ Only available once a signed Service Package Agreement is in place and the Service Package is paid for in full in advance.

⁵ Optional RMS package only available to customers signed up to a fully paid Eco or EcoPlus Service Package. RMS Package subject to connectivity feasibility and a **One-off £45 set-up fee applies**. Annual Fee includes up to 30 minutes remote telephone diagnostic troubleshooting assistance and/or remote repairs/reprogramming per incident (**for a maximum of 4 incidents per year**). Any remote works over and above this will be chargeable at our Discounted Planned Maintenance Rates. Annual fee **does not include** any labour or materials for any on-site diagnostic, troubleshooting or repair works, these will be billed separately as required and as per our discounted Planned Maintenance labour rates.

HDG Service Package Pricing

(excluding VAT at 20%)



HDG Boiler Size	Up to 99kW	100kW-200kW	Over 200kW
EcoPlus Service*	£750	£950	£1,350
Eco Service*	£550	£750	£1,150

Our Service Package charge does not include parts/consumables identified during the service as requiring replacement. Customers will be quoted for these parts separately and the discounted Planned Maintenance hourly rate for fitting will apply (see section on Planned Maintenance below).

Conditions for Service (to apply to both Eco and EcoPlus Packages)

- ✓ All service packages are payable in full and in advance.
- ✓ Service and Health Check visits will not be booked until full payment is received.
- ✓ Our Service Engineer needs to have free access to all parts of the installation at the time of our arranged visit

A £100 charge will be levied should our Service Engineer be unable to conduct the Service/Health Check/Repair due to any of the above conditions not being met, and a repeat visit is required.

Important Information

If you have not had an accredited annual service, and are not maintaining your boiler according to manufacturer guidelines, **your Warranty may be void.**

*If you choose not to have your annual service carried out by EcoLogicLiving, please forward a copy of your service documentation to our operations department, **as this is required for the records of your Warranty.***

Planned Maintenance and Emergency Call Out Service

To ensure the most efficient and economical running of your boiler, it is essential that annual servicing is carried out in conjunction with the regular maintenance steps as described in your user manual supplied with your boiler.

We understand that in addition to your annual service requirement, there will be times where you might need us to come out to fix an emergency problem, or carry out some routine planned maintenance. Once you are registered for one of our unique Service Packages, **you are also eligible to take advantage of our Emergency Call Out service which operates both an office hours, and out-of-hours, service.** To further highlight our appreciation to you as a valued customer, you will also qualify for a **10% discount on our usual Planned Maintenance and Emergency Call Out rates** (detailed below).

As a valued customer, we understand that when the worst happens you need fast assistance with minimal disruption. Therefore, if you sign up to one of our fantastic value Service Packages, in an emergency situation we will aim to be at your property and/or providing telephone troubleshooting **within 48 hours**.

The rates you will pay for our emergency assistance will depend on whether we provide the assistance during office hours (8am – 5.30pm Monday to Friday) or outwith. **Our discounted Planned Maintenance and Emergency Call Out rates for customers registered for one of our unique Service Packages are outlined in the pricing matrix below.**

For those customers **not** registered with us for a Service Package, we will always do our utmost to accommodate you into our works schedule as soon as we are able to attend to you.

Choose your Repair Requirement



Add on your Mileage Band price

Discounted Hourly Rates applicable to Service Package Customers ONLY		Hourly Rate
Planned Maintenance (pre booked within Engineer works schedule)		£50
Emergency Call out Charge (covers 2 hrs)* <small>*Telephone and/or site assistance, as appropriate, within 48 hours</small>	Office Hours	£150
	Out of Hours	£200
Extra hours on emergency call out (>2 hrs)	Office Hours	£60
	Out of Hours	£75

Mileage Band (from CA1 2SQ)	Charge
0-15	Free
15-30	£25
30-50	£50
50+	£75

If you have any questions or queries about any of the above, please do not hesitate to get in touch with us.

We look forward to receiving your signed Servicing and Maintenance Registration Agreement, along with payment of the appropriate Service Package Fee, so we can continue to look after you and your installation for many years to come.

Yours Sincerely

Scott Reed-Brough
SERVICE MANAGER

On behalf of EcoLogicLiving Ltd

EcoLogicLiving Servicing and Maintenance Package Registration Agreement

Customer Name:

Date of Agreement.....

- This service agreement is for **ONE** 12 month Servicing Period, commencing the date of this agreement.
- The Service Package charge is payable in full and in advance.
- Service Package fees **are non-refundable**.
- This agreement will automatically renew at the end of the Servicing Period, and a reminder will be sent to you one month before your renewal date.
- If you do not wish to renew the agreement, please respond **in writing within 14 days** to the reminder advising us you wish to cancel.
- EcoLogicLiving Ltd reserve the right to increase prices in accordance with industry influences. Any price increases will take effect from your next renewal date, and will be communicated to you in writing in advance.
- Any labour costs associated with subsequent required maintenance/parts replacement are not included within the Service Package fee, unless included in the installation or manufacturer warranty.
- Replacement parts and consumables are not included within the Service Package fee, unless included in the installation or manufacturer warranty.
- If our Service Engineer is unable to carry out the Service/Health Check/Repair due to any of the **Conditions for Service** not being met, your fee will not be refunded and you will be charged an additional £100 for a repeat visit.
- Remote Monitoring Package is chargeable at £100 per 12 month period, plus a one-off £45 set up fee.

EcoLogicLiving Ltd undertake to execute the complete routine maintenance to your heat pump as described in the manufacturers schedule, in addition to those items listed under the **Eco Service** and **EcoPlus Service** for the unit(s) installed at:

Address:

Equipment Model:

Number of units installed:

Service Option (delete as appropriate): **Eco Service Package / EcoPlus Service Package / Remote Monitoring**

Total Charge Payable: £.....

Service and/or Health Check visits will not be booked until cleared funds are received by BACS/cheque/credit/debit card.

I agree to the above conditions, along with those contained within the Service Package information enclosed and I understand that if any conditions are not met, my Service/Health Check/Repair cannot be undertaken, but I will still be charged. I understand that a further charge will apply in this instance for a repeat visit.

Customer Signature: Print Name:.....

Date: Purchase Order No (if applicable):

Please sign and return one copy by post or e-mail to the address below.
Retain one copy for your records with our Compliments.

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Customer Signature: Print Name:.....

Date: Purchase Order No (if applicable):

Please sign and return one copy by post or e-mail to the address below.
Retain one copy for your records with our Compliments.

No Service Package Required

powered by nature

Customer Name:

Address:

Equipment Model:

I do not wish to enter into a Service Package Agreement with EcoLogicLiving, but in order to comply with the conditions of my warranty I enclose/will forward* (*delete as appropriate) a copy of my accredited annual service document.

Signed by customer:

Date:

Please sign and return by post or e-mail to the address below

service@ecologicliving.co.uk

RENEWABLE
ENERGY
SOLUTIONS

Designed, supplied, installed,
maintained, guaranteed

EcoLogicLiving Ltd

Ricekrby Buildings, Currock Road, Carlisle, Cumbria CA2 4AU

t 01228 513969 e service@ecologicliving.co.uk www.ecologicliving.co.uk

EcoLogicLiving Ltd
Important Contact Information

DURING OFFICE HOURS (Monday to Friday 8.00am – 5.30pm)

- ✓ If you wish to report an equipment failure, equipment breakdown or book a repair under our Planned Maintenance scheme then please contact our Operations Department on:
01228 513969 (option 2)
- ✓ If you wish to book a Service or Health Check then please contact our Service Manager on **01228 513969** or email:
service@ecologicliving.co.uk

OUT OF HOURS (Emergency Call-Out Service)

- ✓ This service is only available to customers who have signed up to one of our fantastic value Service Packages.
- ✓ Once we have received your signed agreement with full payment, we will send you our dedicated Emergency Call Out telephone number.

You can also write to us at the address at the bottom of the page.