



Annual Heat Pump System

Maintenance & Service Agreement

This Annual Maintenance & Service Agreement is to ensure peak performance of your heat pump system and is a requirement of the Renewable Heat Incentive (RHI) as well as manufacturer warranties.

Call-outs in the event of system faults or problems will be charged as detailed below. The cost of out of warranty parts will be agreed before ordering.

Service Options

Domestic Heat Pump System Aftercare Service	Ground source	Air source
Annual Heat Pump Service for Orangehouse installations *	£300	£200
Initial Heat Pump Service for non-Orangehouse installations *	£400	£300
Engineer Call-out Charges (Normal Working Hours)		
Engineer call-out charge (inc. 1st hour & free 10 miles**)	£75	
Engineer on-site charge per hour or part thereof	£50	
Engineer Call-out Charges (Outside of Normal Working Hours / Emergency***)		
Engineer call-out charge (inc. 1st hour & free 10 miles**)	£125	
Engineer on-site charge per hour or part thereof	£100	

The above prices exclude VAT.

* Systems with multiple heat pumps charged at additional 50% per additional heat pump.

** Mileage charged at £0.50 per mile

*** Outside of Normal Working Hours / Emergency service is only available on a best endeavours basis.

I/We have read, understood and accept Orangehouse Renewables Limited Terms & Conditions (see over).

Name: Address:

.....

..... Post code.....

Telephone Mobile.....

Signed: Date:

Additional Systems (e.g. rainwater harvesting £100, MVHR £200, solar thermal £150):

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Please call to schedule a convenient date for Annual Maintenance Inspection



Terms and Conditions of Maintenance Services

1) Duration / Renewal.

- a) This agreement cancels and supersedes all prior agreements between the two parties for service.
- b) Agreement is effective on the date of invoice and will remain in force for one (1) year.
- c) Agreement is self-renewing and will renew annually at prevailing rates, terms and conditions, unless and until terminated by either party in writing, not more than 30 days from billing date.
- d) Renewal of this agreement will automatically include any changes to standard terms and conditions of maintenance services made since last renewal. Standard terms and conditions of maintenance services applicable on renewal are available on request.

2) Payment.

- a) Charges for agreement will be invoiced on servicing.
- b) If customer fails to pay within 30 days of billing date Orangehouse Renewables Limited has the right to impose a late payment charge (finance charge) on unpaid balance at the monthly periodic rate.
- c) Agreements not paid in full within three months will be removed from customer's account and any services performed during this period will be billed at Orangehouse Renewables Limited's prevailing rates.
- d) Upon breach of terms or default in payment, Orangehouse Renewables Limited reserves the right to withhold service.
- e) Failure on the part of the customer to make payment when due shall relieve the seller of the entire obligation of providing service under this agreement.
- f) All prices exclude VAT, which will be charged at the prevailing rate at the time of invoicing.

3) Cancellation.

- a) Either party may cancel this agreement by providing 30 days written notice.
- b) Agreement is transferable to a new homeowner when service is established with Orangehouse Renewables Limited.
- c) After 30 days from invoice date there is no refund of this agreement.

4) Conditions of Coverage.

- a) For systems not installed by Orangehouse Renewables Limited, or where Service and Maintenance Agreement has not been taken out within 12 months of system commissioning date, upon initial visit by technician, system will be inspected for compliance with Orangehouse Renewables Limited criteria. Items determined necessary to bring up to this criteria will be the responsibility and expense of the customer and agreement will not be applicable until criteria are met.
- b) If, upon inspection, the equipment covered ceases to meet acceptable standards for continued coverage, all costs for out of warranty parts and service that are rendered prior to the date of cancellation will be applied against the cost of the agreement. Any remaining balance will be refunded to the customer.
- c) Orangehouse Renewables Limited reserves the right to postpone services for unsafe or unsanitary conditions.
- d) In the event that the equipment under agreement is no longer economically repairable, we will provide customer with a quote to replace, until replacement takes place, no further service work will be performed.
- e) Customer is to keep heating equipment accessible and free from any obstructions that deter proper servicing of equipment. Area around equipment, including crawl space must be dry.
- f) Attic cylinders must have adequate flooring to service unit, no exceptions will be made.
- g) Orangehouse Renewables Limited will hold a supply of general spares. Additional spare parts outside of these may need to be sourced from normal sources of supply before repair can be completed.
- h) Obligation to furnish replacement parts is subject to availability of parts from normal sources of supply. If parts are unavailable or obsolete contract coverage on these items is voided.
- i) Defective items outside the scope of the manufacturers recommended annual servicing procedures are not covered by this agreement. Such item will be identified, but replacement of these items will be chargeable.

5) Exclusions.

- a) Agreement does not cover cost of parts where parts are not covered by warranty. All parts supplied out of warranty will be chargeable.
- b) Unnecessary or nuisance calls will be charged and paid by the customer at the prevailing rate.
- c) The customer will not hold Orangehouse Renewables Limited responsible for any changes, additions or deletions to existing equipment that may be dictated by local codes, government authorities, insurance companies, or any other third party unless authorised and paid for.
- d) This agreement does not cover loss or damage resulting from fire, water, windstorm, hail, lightening, earthquake, theft, riot, misuse, or abuse or any other circumstance beyond Orangehouse Renewables Limited's control.
- e) This agreement does not cover electrical work, plumbing or piping, or other equipment beyond that listed herein.
- f) Additional equipment used in conjunction with the operation of the system, such as humidifiers, air cleaners, heating ventilation and air conditioning (HVAC), electronic thermostats, etc. is not covered under this agreement.
- g) Liability for injury or damage to persons or property or consequential damage resulting from defects in or non-operation of equipment or its accessories, nor resulting damage from emergency drain pans or clogged condensate drain lines.
- h) Orangehouse Renewables Limited shall not be liable for any indirect or consequential losses arising from the provisions of the Services, including without limitations any delays or less or use or loss of profits.
- i) System faults arising from suspected design or installation problems with ground collectors are excluded from this agreement.

6) Default by customer.

- a) Orangehouse Renewables Limited reserves the right to terminate agreement without notice or refund if any of the following occur:
 - i) Customer permits any person other than an employee or authorised representative of Orangehouse Renewables Limited to perform service on customer's equipment.
 - ii) Customer fails to keep account current in accordance with existing credit policy of Orangehouse Renewables Limited. In such case, Orangehouse Renewables Limited reserves the right to withhold service.

7) Annual Maintenance Inspection (AMI).

- a) One AMI will be completed during each 12-month period.
- b) This service is provided under the agreement but in itself holds no monetary value.
- c) It is the customer's responsibility to contact our office to schedule inspection.
- d) AMI will be performed during Normal Working Hours.
- e) Orangehouse Renewables Limited is not responsible if AMI is not performed due to the unavailability of customer to schedule work.
- f) All AMI work will be performed in accordance with manufacturers recommendations.

8) Service Hours.

- a) Normal Working Hours covered by this agreement are 8:00am to 4:30pm on Normal Working Days.
- b) Normal Working Days covered by this agreement are Monday through Friday, excluding public holidays.
- c) Call outs will usually be scheduled for the next Normal Working Day, where possible.
- d) Service outside of Normal Working Hours is provided on a best endeavours basis.
- e) Emergency service constitutes no heat or other dangerous situations.

