



The Service

We will arrange to visit the property annually to conduct a general inspection of the unit. This may include, but is not limited to, replacing filters, running tests, reviewing alarm logs, calibrating and making adjustments to the unit as necessary to optimise performance and efficiency.

The Benefits

- To keep the unit in good working order, optimising efficiency
- Reduced possibility of breakdowns or failure
- Enhance reliability and longevity of unit life
- Servicing records
- Reduced call out costs
- Access to out of hours emergency telephone number
- Priority scheduling for breakdowns

The Service Details

Access to the property

Appointments will be made for the service, however, where access cannot be gained on the agreed date and time and no work can be conducted; in these circumstances we reserve the right to make a charge for a return visit. It is your responsibility to allow us access to the property.

Appointments

We will contact you when it is time to make an appointment for your next visit. Every effort will be made to accommodate your requirements on dates and timings.

Faults

If, whilst carrying out the service, faults with the system are found, these will be detailed on the inspection report. Remedial work to correct these faults will be carried out as part of the service where possible. When a return visit is required to resolve these issues this will be chargeable.

Replacement parts

Where a need for a replacement part is established we will endeavour to fit this using spare parts carried by the engineer. We do not guarantee to always have spare parts available whilst on site and there may be occasions when these need to be ordered from the manufacturer. Where a return visit is needed to fit ordered parts this will be chargeable. Charges may be incurred for the use of replacement parts.

Service records

During each contracted visit the engineer conducting the service will complete a detailed Planned Preventative Maintenance Inspection Report. This report will give in depth information on the checks and adjustments that have been made. It will also detail remedial work carried out including any materials used as well as any further work that may be required. A copy of this will be left at the property.

Reduced call out charges

Customers with a valid service agreement have the benefit of a reduced call out rate of £120 + VAT per visit which includes the first hour, with additional hours charged at £45 + VAT per hour.





Service Agreement

This service agreement is made between Berkshire Hampshire Heatpumps Ltd and

Your name and address

Contact details:

Phone:

Mobile:

Email:

To service the following unit(s)

Enter manufacturer, make, model and KW rating of heatpump

Located at the property detailed below (if different from above)

If more than one property, please supply list of contact/access details

Payment

☐

Option 1: payment in full prior to service being carried out: cheque/standing order

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Option 2: 4 x quarterly payments in one year via standing order
(please complete standing order form)

Acceptance

This service agreement is accepted on behalf of the customer by:

Signature

Print Name

Date

This service agreement is accepted on behalf of the supplier by:

Signature

Print Name

Date

Once this document has been signed by both parties and payment terms have been agreed, forward planning of appointment for service can be organised. Commencement of payment by standing order is the beginning of annual term and a convenient appointment will be made within the term.



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