

Heat Pump Care Plan

Terms and Conditions

Plumbing & Renewables Ltd — Membership Agreement

Our Care Plans are designed to help keep your heating system operating safely, efficiently and reliably through regular servicing, technical support and ongoing maintenance.

This Agreement explains how your Care Plan works, the benefits included in your chosen plan and your responsibilities as a Member.

The Heat Pump Care Plan is a service and maintenance agreement. It is not an insurance policy, an extended warranty or a guarantee against every component failure.

1. Eligibility

The Heat Pump Care Plan is available for domestic air source heat pump systems.

Before Membership begins, Plumbing & Renewables must be satisfied that the heating system is suitable for the level of Membership requested.

Depending on the system and its condition, we may:

- accept the system without further checks;
- carry out an inspection or service before Membership begins;
- require remedial work before Membership begins;
- offer a lower level of Membership; or
- decline Membership where the system is not suitable.

Heating systems installed or previously maintained by Plumbing & Renewables will normally be accepted, provided they remain in satisfactory condition.

2. Systems Installed by Others

Heating systems installed by another company may require an initial inspection, health check or service before Membership begins.

If faults, defects or other issues are identified, Plumbing & Renewables may require remedial work, offer a lower level of Membership or decline Membership.

Membership will only begin once we are satisfied that the heating system is suitable for the selected level of Membership.

3. What is Included (Varies by Care Plan Level)

All Care Plans include an annual Heat Pump Service and Technical Support. Depending on the plan level chosen, the following benefits are included:

Feature	Bronze	Silver	Gold	Platinum
Annual Heat Pump Service	✓	✓	✓	✓
Annual Hot Water Cylinder Service	✓	✓	✓	✓

Feature	Bronze	Silver	Gold	Platinum
Technical Support	✓	✓	✓	✓
Out-of-Hours Technical Support	✗	✓	✓	✓
Priority Breakdown Response	✗	✓	✓	✓
Manufacturer Warranty Liaison	✗	✓	✓	✓
Heat Pump Performance Report	✗	✗	✗	✓

Breakdown call-outs and parts benefits:

Benefit	Bronze	Silver	Gold	Platinum
Breakdown Call-outs	—	1	2	Unlimited*
Ancillary Heating System Parts Benefit	—	—	50% up to £150 per component	100% up to £300 per component
Heat Pump Parts Benefit	—	—	50% up to £150 per part	100% up to £300 per part

* Unlimited call-outs are subject to Fair Usage and the terms of this Agreement (see Schedule 4).

Pricing (Membership Fees):

	Bronze	Silver	Gold	Platinum
Monthly	£17.99	£27.99	£44.99	£64.99

Membership is paid by monthly Direct Debit only; there is no annual up-front payment option.

The Heating System Parts Benefit and Heat Pump Parts Benefit are included with **Gold and Platinum Care Plans only**. Only the ancillary heating system components listed in Schedule 1 qualify for the Heating System Parts Benefit. The refrigeration circuit and compressor are excluded from the Heat Pump Parts Benefit.

Platinum Members receive a written Heat Pump Performance Report following each annual service, giving an overview of the heating system's operating condition and performance.

4. Exclusions (What is NOT Covered)

The Care Plan is intended to support heating systems that are generally well maintained and operating as intended. It is not intended to fund major refurbishment, system upgrades or pre-existing faults.

A detailed list of excluded components and items is provided in Schedule 2, including exclusions relating to the heat pump refrigeration circuit and compressor, and other heating system components and circumstances outside the scope of the Care Plan.

Membership Benefits apply to the heating system in the condition in which it was accepted onto the Care Plan. If the system is materially altered, modified or extended after Membership begins, Plumbing & Renewables may review its continued suitability for Membership.

5. Annual Service

Each Care Plan includes one annual Heat Pump Service and one annual Hot Water Cylinder Service where a hot water cylinder forms part of the heating system.

Annual Services are carried out by appointment. Members are responsible for arranging the service and providing safe and reasonable access to the property. Unused annual services cannot be carried forward into a future Membership Year.

6. Waiting Period

A 14-day waiting period applies to new Care Plan Memberships. Breakdown assistance, labour benefits, the Ancillary Heating System Parts Benefit and the Heat Pump Parts Benefit begin 14 days after the Membership Start Date.

The waiting period does not apply to:

- annual servicing;
- Technical Support;
- existing Plumbing & Renewables customers whose heating system has been installed or serviced by us within the previous twelve months; or
- Members upgrading from one Plumbing & Renewables Care Plan to another.

Any fault identified before the waiting period has expired will be treated as a pre-existing condition and will not qualify for the relevant Membership Benefits.

7. Breakdown Assistance

Where included in the selected Care Plan, we will provide assistance with eligible heating system breakdowns during an active Membership and after any applicable waiting period.

We will first try to resolve the problem through Technical Support where reasonably possible. If an engineer visit is required, appointments will be prioritised according to the level of Membership, engineer availability, safety, workload and urgency. Priority Breakdown Response does not guarantee same-day attendance or a 24-hour emergency response service.

Where a fault is resolved through Technical Support and no engineer visit is required, this does not count as one of the breakdown call-outs included in the Care Plan. The number of breakdown call-outs included in each Care Plan is shown in Schedule 3.

8. Technical Support

Technical Support provides Members with advice and practical assistance when they experience a problem with their heating system.

Support may be provided by telephone, text message, email, video guidance or remote access to compatible heating systems. We will try to diagnose and resolve issues remotely where reasonably possible, but some problems will require an engineer visit or further investigation. Remote support cannot guarantee that an issue will be resolved.

Where included in the selected Care Plan, out-of-hours Technical Support is available until 9:00 pm on weekdays and between 9:00 am and 5:00 pm at weekends. Text messaging is often our preferred method of contact outside normal office hours.

Some faults may require specialist manufacturer support, in which case we may refer the Member to the manufacturer directly. Equipment manufacturers do not provide out-of-hours technical support; where an

engineer visit is required, this will be dealt with under the Breakdown Assistance provisions.

9. Heating System Parts Benefit

The Heating System Parts Benefit is included with **Gold and Platinum Care Plans only**. Where an eligible ancillary heating system component suffers a genuine mechanical failure during an active Membership, we will repair or replace the component in accordance with the selected Care Plan:

- **Gold:** 50% of the supply cost, up to a maximum contribution of £150 per component.
- **Platinum:** 100% of the supply cost up to £300 per component.

Only the ancillary heating system components listed in Schedule 1 qualify. We will aim to obtain and install replacement parts as quickly as reasonably possible; some specialist parts may take several days to arrive.

10. Heat Pump Parts Benefit

The Heat Pump Parts Benefit is included with **Gold and Platinum Care Plans only**. It provides a contribution towards eligible replacement parts within the heat pump itself — these may include sensors, electronic components, control components and displays. The refrigeration circuit and compressor are excluded.

- **Gold:** 50% of the supply cost, up to a maximum contribution of £150 per part.
- **Platinum:** 100% of the supply cost up to £300 per part.

Where the cost of an eligible part exceeds the applicable maximum contribution, the Member is responsible for the balance. Parts covered by an applicable manufacturer warranty will be dealt with through the manufacturer's warranty and will not use the Care Plan contribution. This benefit does not cover the cost of upgrading a component where an equivalent replacement is available.

11. Manufacturer Warranty Liaison

Where included within the selected Care Plan, we will assist with potential heat pump manufacturer warranty claims and, where appropriate, liaise with the manufacturer on the Member's behalf. The acceptance or rejection of a warranty claim remains at the manufacturer's discretion; we cannot guarantee manufacturer timescales, availability or decisions. Where a warranty claim is declined, any work or parts not covered by the Care Plan may be chargeable.

12. Heat Pump Performance Report

Platinum Members receive a written Heat Pump Performance Report following each annual service, providing an overview of the operating condition and performance of the heating system, with recommendations to improve efficiency, performance, reliability or operation where relevant. The report is advisory and reflects the condition of the heating system at the time of inspection; it is not a guarantee of future performance.

13. Member Responsibilities

Members are expected to:

- maintain continuous Membership payments;
- arrange and allow access for the annual service;
- provide safe and reasonable access to the property;
- protect the heating system from freezing where reasonably practicable;

- follow reasonable advice provided by Plumbing & Renewables;
- notify Plumbing & Renewables of significant alterations to the heating system; and
- avoid unauthorised modifications that may affect the safe operation of the system.

We will normally issue service reminders, but responsibility for booking and allowing access remains with the Member. Members remain responsible for appropriate home insurance and for risks outside the scope of the Care Plan.

14. Exclusions

The Care Plan is intended to support heating systems that are generally well maintained and operating as intended. A detailed list of excluded components and items is provided in Schedule 2.

15. Fair Usage

The Care Plan is designed to support unexpected failures and normal wear and tear. It is not intended to fund repeated repairs arising from an unresolved underlying problem, poor system condition, misuse, neglect or unauthorised alterations. The circumstances that may fall outside Fair Usage are set out in Schedule 4. Where we consider a situation falls outside Fair Usage, we will explain the reason and, where appropriate, recommend the most suitable course of action.

16. Changes to Your Membership

Members may request to upgrade or downgrade their Care Plan at any time. Upgrades will normally take effect immediately, with the revised monthly payment applying from the date of the upgrade (the standard 14-day waiting period may apply to any additional Membership Benefits).

Downgrades will normally take effect from an agreed date; Membership Benefits already provided remain subject to the Care Plan that applied when those benefits were provided. Where a Member downgrades before completing the minimum twelve-month Membership period, any outstanding amount due under this Agreement will remain payable.

17. Ending Your Membership

Members may cancel their Care Plan by giving notice to Plumbing & Renewables. All Care Plans have a minimum Membership period of twelve months.

If Membership is cancelled before the minimum twelve-month period has been completed, we will calculate any outstanding amount based on the standard retail prices applicable to the Membership Benefits already provided. If the value of Membership Benefits received exceeds the Membership payments made, the difference becomes payable as a Final Account, due within 14 days of the invoice date. If Membership payments exceed the value of benefits provided, no refund will normally be payable for unused Membership. Membership Benefits cease when Membership ends.

18. Suspension or Cancellation by Plumbing & Renewables

We may suspend or cancel Membership where it is no longer reasonable or practical to continue providing the Care Plan. This may include:

- persistent non-payment;
- abusive or threatening behaviour towards our staff;

- deliberate misuse of the Care Plan;
- refusal to complete essential remedial works necessary for the safe operation of the heating system;
- significant unauthorised alterations to the heating system; or
- knowingly providing false or misleading information in relation to Membership Benefits.

Where reasonably practicable, we will explain the reason for suspension or cancellation and give the Member an opportunity to resolve the issue before Membership is ended.

19. Moving Home

The Care Plan applies to the heating system and property identified in the Membership Details. Membership does not automatically transfer to another property or new homeowner. If you are moving home, please contact us — selling the property does not automatically end your financial obligations under this Agreement. Where the new property is suitable for Membership, we will be happy to discuss a new Care Plan for the heating system.

20. Changes to Membership Fees

We may review Membership fees to reflect changes in operating costs, labour costs, material costs or Membership Benefits. Members will receive reasonable notice of any change before it takes effect. If you do not wish to continue following a change in fees, you may cancel your Membership in accordance with this Agreement.

21. Cooling-off Rights

Where the Care Plan is purchased online, by telephone or following a visit to your home, you may have a statutory right to cancel your Membership within fourteen days in accordance with applicable consumer protection legislation. If you exercise this right, your Membership will end and any payments made will be refunded, less the value of any service, inspection or other Membership Benefit you specifically requested and received before cancellation, where permitted by law. Nothing in this Agreement affects your statutory cancellation rights.

22. Events Outside Our Control

We will endeavour to provide Membership Benefits within reasonable timescales. We are not responsible for delays or temporary inability to provide Membership Benefits resulting from circumstances beyond our reasonable control, including severe weather, flooding, fire, national emergencies, industrial action, interruptions to utility supplies, shortages of labour or materials, or delays in obtaining replacement parts. Where such circumstances arise, we will keep Members informed and resume normal service as soon as reasonably practicable.

23. Privacy and Data Protection

Plumbing & Renewables will collect and use personal information for purposes connected with administering your Care Plan, arranging services, responding to breakdowns and meeting our legal obligations. Where appropriate, we may share relevant information with equipment manufacturers or authorised suppliers where necessary to administer warranty claims or obtain replacement components. Personal information will be handled in accordance with our Privacy Policy and applicable UK data protection legislation.

24. General Terms

This Membership Agreement, together with the Schedules, forms the agreement between Plumbing & Renewables Ltd and the Member in relation to the Heat Pump Care Plan. Any variation to this Agreement must be confirmed by us in writing. If any provision of this Agreement is found to be invalid or unenforceable, the remaining provisions will remain in full force and effect. Nothing in this Agreement affects the Member's statutory rights under applicable consumer protection legislation.

We may review and amend this Agreement where reasonably necessary to reflect changes in legislation, industry standards or the operation of the Care Plan. Members will be given reasonable notice of any material changes before they take effect.

This Agreement is governed by the laws of Scotland and any dispute arising from it will be subject to the jurisdiction of the Scottish courts.

Schedules

The following Schedules form part of this Membership Agreement and provide further detail about the benefits, exclusions and terms of your Care Plan.

Schedule 1 – Covered Ancillary Heating System Components

The following ancillary heating system components are covered by the Heating System Parts Benefit, where fitted as part of the Member's heating system:

Safety & Pressure: Expansion vessels · Pressure relief valves · Pressure gauges · Tundish & discharge components

Filling & Air Management: Filling loops & flexible hoses · Automatic air vents · Manual air vents · Manual bleed valves

Filtration & Separation: Magnetic filters · Dirt separators · Air separators

Valves & Controls: Isolation valves · Motorised/zone valves & actuators · Automatic bypass valves · Non-return/check valves · Drain-off valves

Radiators & UFH: TRVs · Lockshield valves · UFH actuator heads

Pumps & Controls: External circulation pumps (where not integral to the heat pump) · Room thermostats

This Schedule does not include components forming part of the heat pump itself — these are dealt with separately under the Heat Pump Parts Benefit (Section 10).

Schedule 2 – Excluded Components and Items

The following components, items and works are excluded from the Care Plan. The Heat Pump Parts Benefit (Section 10) applies to eligible replacement parts within the heat pump, subject to the limits and conditions of the selected Care Plan; the refrigeration circuit and compressor are specifically excluded from that benefit.

Heat Pump & Heating: Heat pump refrigeration circuits · compressors · hot water cylinders · buffer vessels · low loss headers · hidden heating system pipework

Underfloor Heating: UFH pipework · manifolds · wiring centres & controls

Radiators & Towel Rails: Radiator bodies · designer/decorative radiators · electric towel rails & heating elements

Treatment & Alterations: Water treatment · chemical flushing · sludge removal · system upgrades/improvements · Member-requested alterations/additions

Building & Groundworks: Decorating/making good · building works · groundworks

Damage & Misuse: Freezing · flood · fire · lightning · storm damage · power surges · accidental damage · misuse · neglect · vandalism · third-party damage

Pre-existing / Upgrades: Pre-existing faults/defects · upgrades requested instead of equivalent replacements

Other: Items specifically identified by Plumbing & Renewables as unsuitable for inclusion under the Care Plan

The exclusions in this Schedule apply in addition to the other exclusions and conditions set out in this Membership Agreement.

Schedule 3 – Care Plan Benefits and Pricing

See the feature comparison and pricing tables in Section 3 above for the full benefit and price breakdown by tier.

* Unlimited call-outs are subject to Fair Usage and the terms of this Agreement.

Schedule 4 – Fair Usage

The Care Plan is designed to support unexpected failures and normal wear and tear in heating systems that are generally well maintained and operating as intended. Fair Usage does not include:

- repeated failures arising from the same unresolved underlying problem;
 - repeated replacement of components where the underlying cause has not been addressed;
 - failures caused by poor water quality, sludge or corrosion;
 - misuse, neglect or deliberate damage;
 - unauthorised alterations to the heating system;
 - operation outside the manufacturer's requirements where this contributes to a fault or repeated failure;
- or
- systems that are no longer considered reasonably repairable.

Each situation will be considered individually, taking into account the condition, age and service history of the heating system. This Schedule does not create a fixed limit on the number of visits, repairs or parts that may be provided — Fair Usage will be considered based on the individual circumstances of the heating system and the Membership.

Schedule 5 – Add-ons and Pricing

Additional Heat Pump Add-On

Available where a property has two or more heat pumps operating as part of the same heating system, including cascade installations. The Add-On extends the applicable Care Plan benefits to each additional heat pump covered, but does not duplicate benefits relating to shared heating system components or the hot water system, and does not create a separate Care Plan or separate Membership.

Care Plan	Additional Heat Pump (per month)
Bronze	£10
Silver	£12
Gold	£20
Platinum	£30

Solar Thermal Service Add-On

Available where the property has an existing solar thermal system. Provides one annual solar thermal service in accordance with our standard solar thermal service procedure. It is a service-only benefit and does not include solar thermal faults, repairs, replacement parts, breakdown call-outs or remedial works.

Cost: £10 per month. The Solar Thermal Service Add-On is only available alongside a Heat Pump Care Plan and is not available as a standalone Membership.

Note: Contact a member of our team today to discuss your requirements for the Additional Heat Pump Add-On or Solar Thermal Service Add-On, or to arrange a Care Plan tailored to your property.