

Heat Pump Care Plan Membership Agreement

Plumbing & Renewables Ltd

Member name		Property address	
Care Plan		Membership start date	
Monthly fee		Add-ons	

This Agreement is between Plumbing & Renewables Ltd (we, us or our) and the Member named above (you or your) for the heating system at the property address shown above.

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

1. Eligibility

Care Plans are available for domestic air source heat pump systems. Before Membership begins, we must be satisfied that the system is suitable for the selected plan.

We may accept the system as it is, inspect or service it first, require remedial work, offer a different plan, or decline Membership. Systems installed by another company may require an initial inspection, health check or service. Membership starts only after we confirm acceptance.

Availability may also depend on the property's location and the travel required. Where an Additional Mileage Add-on applies, its price and charging basis will be agreed with you and recorded in the Membership Details.

2. Your Care Plan Benefits

The benefits below apply during an active Membership and are subject to the conditions and exclusions in this Agreement.

Benefit	Essential	Complete	Ultimate
Monthly price	£16.99	£44.99	£64.99
Annual heat pump service	✓	✓	✓
Annual hot water cylinder service	✓	✓	✓
Office-hours technical support	✓	✓	✓
Out-of-hours technical advice	✗	✓	✓
Priority breakdown response	✗	✓	✓
Breakdown visits per Membership Year	✗	2	Unlimited*
Annual parts allowance	✗	Up to £500**	Up to £750**
Manufacturer warranty liaison	✗	✓	✓

* Ultimate breakdown visits are unlimited, subject to the Fair Usage terms in Section 7.

** Qualifying parts only

3. Payments, Membership Year and Waiting Period

Membership is paid monthly by Direct Debit at the rate in the Membership Details. It runs in consecutive 12-month periods from the Membership Start Date, which may differ from the Direct Debit collection date. Payments must remain up to date; benefits may be suspended while an account is in arrears.

All Care Plans have a minimum 12-month term. A 14-day waiting period applies to breakdown visits, labour benefits and the Annual Parts Allowance for new Memberships. A fault identified during that period is treated as pre-existing.

The waiting period does not apply to annual servicing, Technical Support, existing customers whose system we installed or serviced in the previous 12 months, or Members upgrading between our Care Plans. A waiting period may still apply to any newly added benefits following an upgrade.

4. Annual Servicing

Each plan includes one heat pump service and, where fitted, one hot water cylinder service in each Membership Year. Services are by appointment and cannot be carried forward, refunded or exchanged for cash.

We will normally send a reminder, but you are responsible for booking the service and providing safe, reasonable access.

5. Technical Support and Breakdown Visits

Technical Support may be provided by telephone, text, email, video or remote access to a compatible system. You must cooperate with reasonable diagnostic checks. Remote support cannot guarantee a resolution, and some faults need an engineer or manufacturer.

Out-of-hours advice, where included, is available until 9:00 pm on weekdays and from 9:00 am to 5:00 pm at weekends. It is remote advice only and is not a 24/7 emergency attendance service. Manufacturers do not normally provide out-of-hours technical support.

Where breakdown visits are included, we will first try to resolve the fault remotely. A remotely resolved fault does not use a visit. Required visits are prioritised according to the plan, safety, urgency, workload, engineer availability and access to parts. Priority response does not guarantee same-day attendance.

Essential does not include breakdown visits. Complete includes up to two visits per Membership Year. Ultimate includes unlimited visits, subject to Fair Usage. Work or parts outside the selected plan will be quoted separately.

6. Annual Parts Allowance

Complete includes up to £500 and Ultimate up to £750 in each Membership Year towards the supply cost of qualifying replacement parts needed after a genuine mechanical failure. Essential has no parts allowance.

The allowance is one annual total across all qualifying parts. It cannot be carried forward, refunded or exchanged for cash. You pay any amount above the remaining allowance. Labour is included only where your selected plan expressly provides it. Equivalent replacements will be used where available; upgrades are chargeable.

Parts covered by a manufacturer warranty will be handled under that warranty and will not use the allowance. Availability and delivery times for specialist parts are outside our control.

Qualifying parts

Safety and pressure: expansion vessels, pressure-relief valves, pressure gauges, tundishes and discharge components.

Filling and air management: filling loops, flexible hoses, automatic/manual air vents and bleed valves.

Filtration and separation: magnetic filters, dirt separators and air separators.

Valves and controls: isolation, motorised/zone, bypass, non-return/check, drain-off and diverter valves, including actuators.

Radiators and underfloor heating: thermostatic radiator valves, lockshield valves and underfloor-heating actuator heads.

Pumps and controls: external circulation pumps, room thermostats, standard controllers.

Heat pump parts: electrical/control parts: flow switches, sensors, thermistors, standard controllers/displays, electrical connections and control boards.

7. Exclusions and Fair Usage

The Care Plan supports unexpected failures and normal wear and tear in a generally well-maintained system. It does not fund major refurbishment, system upgrades, pre-existing faults or repeated repairs where an underlying cause has not been addressed.

The following are not included:

Heat pump: refrigeration circuit and major components, including compressors, condensers, evaporators, refrigerant leaks or pipework, four-way valves and other refrigeration-circuit parts.

Tanks: Hot water cylinders, buffer vessels, low-loss headers.

Underfloor heating: pipework, manifolds, wiring centres and controls.

Radiators & pipework: radiator bodies, decorative radiators, electric towel rails, heating elements, concealed heating-system pipework.

Treatment & alterations: Water treatment, chemical flushing, sludge removal, system upgrades, improvements, alterations or additions requested by you.

Building and groundworks: Decorating, making good, building work and 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.

Fair Usage does not cover repeated failures from the same unresolved problem, repeated replacement of parts without correcting the cause, or a system that is no longer reasonably repairable. We assess each case individually using the system's age, condition and service history. If we consider a claim outside Fair Usage, we will explain why and recommend the next step. Fair Usage is not a fixed numerical cap on visits or repairs.

Benefits apply to the system as accepted. If it is materially altered, modified or extended, we may review whether it remains suitable for Membership.

8. Manufacturer Warranty Liaison

For Complete and Ultimate Members, we will help with potential manufacturer warranty claims and may liaise with the manufacturer. Where the manufacturer must diagnose or attend, we may direct you to arrange this with them.

The manufacturer decides whether to accept a claim and controls its own timescales. We cannot guarantee its decision or availability. Work or parts declined by the manufacturer and not included in your Care Plan may be chargeable.

9. Your Responsibilities

- keep Membership payments up to date;
- book services and provide safe, reasonable access;
- take reasonable steps to protect the system from freezing;
- follow reasonable operating and diagnostic advice;
- tell us about significant alterations and do not make unauthorised changes; and
- maintain suitable home insurance for risks outside this Care Plan.

10. Changing, Cancelling or Moving

You may ask to change plan. Upgrades normally take effect immediately and may carry a waiting period for new benefits. Downgrades take effect on the date agreed and do not change benefits already used. If you downgrade during the minimum 12-month term, any amount already due under this Agreement remains payable.

You may cancel by giving us notice, but the minimum term is 12 months. If you cancel early, we will compare payments received with the standard retail value of benefits already provided. If that value is higher, the difference is payable within 14 days of invoice. No refund is normally due where payments exceed benefits used. Benefits stop when Membership ends.

Membership applies only to the property and system in the Membership Details and does not automatically transfer to another property or owner. Contact us before moving; selling the property does not automatically end your payment obligations. We can discuss a new plan for a suitable system at your new property.

11. When We May Suspend or End Membership

We may suspend or end Membership if it is no longer reasonable or practical to continue, including persistent non-payment, abusive or threatening behaviour, deliberate misuse, refusal to complete essential safety work, significant unauthorised alterations, or knowingly false or misleading information.

Where reasonably practicable, we will explain the reason and give you an opportunity to resolve it first.

12. Fees and Cooling-off Rights

We may change fees to reflect operating, labour or material costs, or changes to benefits. We will give reasonable notice. If you do not accept a change, you may cancel under this Agreement.

If you buy online, by phone or following a visit to your home, you may have a statutory 14-day right to cancel. Payments will be refunded less the value of any service, inspection or benefit you expressly asked us to provide during that period, where the law permits. Nothing in this Agreement affects your statutory rights.

13. Events Outside Our Control, Privacy and General Terms

We are not responsible for delay or temporary inability to provide benefits due to circumstances beyond our reasonable control, including severe weather, flooding, fire, national emergencies, industrial action, utility interruption, labour or material shortages, or parts delays. We will keep you informed and resume service when reasonably practicable.

We use personal information to administer Membership, arrange services, respond to faults and meet legal obligations. We may share relevant information with manufacturers or authorised suppliers where needed for warranties or parts. Information is handled under our Privacy Policy and UK data-protection law.

This document and the Membership Details form the entire Care Plan agreement. Variations must be confirmed by us in writing. If one term is invalid, the others remain effective. We may amend the Agreement where reasonably necessary for changes in law, industry standards or operation of the Care Plan, giving reasonable notice of material changes.

This Agreement is governed by Scots law and disputes are subject to the jurisdiction of the Scottish courts.

14. Optional Add-ons

Additional Heat Pump — £10 per month for each additional unit

Available where two or more heat pumps operate as part of the same heating system, including cascade installations. It extends the selected Care Plan benefits to each additional heat pump, but does not duplicate benefits for shared heating or hot-water components and does not create a separate Membership.

Solar Thermal Service — £10 per month

Includes one annual service of an existing solar thermal system under our standard service procedure. It is service-only and excludes solar thermal faults, repairs, parts, breakdown visits and remedial work. It is available only with a Heat Pump Care Plan.

Additional Mileage — price agreed individually

Where a property is outside our standard service area or requires additional travel, we may offer an Additional Mileage Add-on. The price and charging basis will be calculated for the individual property and confirmed in the Membership Details before the Add-on begins.

This Add-on covers only the additional travel agreed with you. It does not change the benefits of the selected Care Plan, guarantee attendance within a particular time, or require us to attend where it would be unsafe or impracticable to do so. Travel outside the agreed arrangements may be quoted separately.

Member Acceptance

By signing electronically, you confirm that you have read and understood this Agreement and agree to its terms and the completed Membership Details.

Member name	
Electronic signature	
Date	