

## Plan Summary

# Heat Pump and Unvented Cylinder Service

This Plan provides a Heat Pump & Unvented Cylinder Service for homeowners.

A summary of what is and is not included under the Plan is set out below.

### ✓ What is Included

#### Heat Pump Service

- ✓ An inspection of the pump and its installation pipework, to ensure it is safe and in line with manufacturer's instructions

#### Unvented Cylinder Service

- ✓ An inspection of the cylinder and its installation pipework, as required by the manufacturer to ensure it is safe and in line with regulations

#### About your Service

We will contact you to arrange for an engineer to service the heat pump and unvented cylinder to statutory requirements, manufacturer's recommendations and relevant codes of practice. Services are normally undertaken Monday to Friday, 9am to 5pm.

### ✗ What isn't Included

#### Main Exclusions

- ✗ Any parts or repair needed to the heat pump or unvented hot water cylinder, heating source or heat distribution system
- ✗ Maintenance that is not part of the standard manufacturer's service
- ✗ Air conditioning, ground source, water source or air to air heat pumps
- ✗ Thermal storage units

### Who is eligible for this plan?

This plan is for homeowners. Let or sub-let properties, mobile/park homes, dedicated business premises and council/housing association properties are not included.

### How do I cancel the plan?

If this plan no longer meets your needs and you'd like to cancel, please contact us by telephone or in writing. You may cancel your plan at any time. You will receive a full refund if you cancel within the cancellation period as long as no work has been performed under the plan. If you have had work completed under this plan or if we have made three attempts to contact you to make an appointment there will be no refund.

### When does the plan start and end?

The plan will start from the date your application is processed and run for 12 months. Your plan dates are shown on your Plan Schedule.

**For more information please see your Terms and Conditions.**

