

## Maintenance Contract Schedule Technical Help Desk 01872 300205

Please confirm the service level you require, sign the form and return to us. We will return the document confirming contract number start date.

|  |                   |                           |                      |
|--|-------------------|---------------------------|----------------------|
| Contract Number UPN                              |                   |                           |                      |
| Service Level                                    |                   |                           |                      |
| Start Date                                       |                   |                           |                      |
| Payment Type                                     | Annual in advance |                           | Quarterly in advance |
| Client Name                                      |                   |                           |                      |
| Telephone Number                                 |                   |                           |                      |
| Email Address                                    |                   |                           |                      |
| Equipment Site Address                           |                   |                           |                      |
| Equipment  |                   |                           |                      |
| Client Signature                                 |                   |                           |                      |
| <b>Warranty Details</b>                          |                   | <b>Warranty Term</b>      |                      |
| Danfoss heat pump and hot water tank/buffer tank |                   | 2 year parts and labour   |                      |
| Mitsubishi heat pump and hot water tank          |                   | 3 years parts and labour* |                      |
| Source Energy workmanship warranty               |                   | 1 year parts and labour   |                      |

\*1 year warranty extended with Mitsubishi approved installer annual service

| <b>Domestic Heat Pump Aftercare Service</b>              | <b>Non- contract</b> | <b>Bronze</b> | <b>Silver</b> | <b>Gold</b>   |
|--|----------------------|---------------|---------------|---------------|
| <b>Monthly Fee</b>                                       | <b>x</b>             | <b>£15.00</b> | <b>£20.00</b> | <b>£30.00</b> |
| Heat Pump annual inspection/service                      | <b>x</b>             | <b>✓</b>      | <b>✓</b>      | <b>✓</b>      |
| Hot water tank annual inspection/service                 | <b>x</b>             | <b>✓</b>      | <b>✓</b>      | <b>✓</b>      |
| Underfloor manifold inspection/service                   | <b>x</b>             | <b>✓</b>      | <b>✓</b>      | <b>✓</b>      |
| Telephone help desk weekday 9am-4pm                      | <b>✓</b>             | <b>✓</b>      | <b>✓</b>      | <b>✓</b>      |
| Weekday engineer 9am-4pm                                 | <b>✓</b>             | <b>✓</b>      | <b>✓</b>      | <b>✓</b>      |
| Emergency next day on-site engineer                      | <b>x</b>             | <b>x</b>      | <b>✓</b>      | <b>✓</b>      |
| Weekend/public holiday engineer 9am-4pm                  | <b>x</b>             | <b>x</b>      | <b>x</b>      | <b>✓</b>      |
| <b>Engineering charges outside of warranty</b>           |                      |               |               |               |
| Weekday call out fee inc 1 <sup>st</sup> hour on-site    | £75.00               | £50.00        | £50.00        | <b>✓</b>      |
| Weekday on-site labour charge/hour                       | £45.00               | £30.00        | £30.00        | <b>✓</b>      |
| Weekend/public hol call out fee inc 1 <sup>st</sup> hour | <b>x</b>             | <b>x</b>      | <b>x</b>      | £50.00        |
| Weekend/public hol charge/hour                           | <b>x</b>             | <b>x</b>      | <b>x</b>      | £45.00        |

All prices exclude VAT