

## Product Summary

The Thermal Earth Heat Pump Care Plans have been designed to meet the demands and needs of customers who want to protect their heat pump on a service and repair basis.

This Summary should be read in conjunction with the Terms & Conditions.

Please note this Care Plan is for Domestic Systems up to 22kW and doesn't cover commercial systems or systems larger than 22kW. If you require a proposal for a larger system please get in touch.

## What's Covered by your Care Plan – Standard

- ✓ **Extended 10-year warranty on your heat pump and internal components**
- ✓ Remote system monitoring.
- ✓ Telephone support (Monday to Friday).
- ✓ Annual service, including mileage of your heat pump and associated equipment to make sure it's running safely and efficiently.
- ✓ A 25% discounted rate on any other call outs including materials, spare parts and labour charges including mileage.

## What's covered by your Care Plan – Premium

- ✓ Everything in Care Plan Standard, plus:
- ✓ **10-year heating system warranty (only components supplied by Thermal Earth).**
- ✓ Priority phone support.
- ✓ Labour and replacement parts for any heat pump system components as listed.
- ✓ No call out charge for listed components.

## What's not covered

- ✗ Removing sludge or scale from the heating system or repairing the damage it causes to the heat pump or associated equipment.
- ✗ Faults caused by someone else you used for repairs, design faults or accidental damage. We will fix these for you, but you'll need to pay for the parts and labour as this will not be covered by the Service Plan
- ✗ An Immediate response time to call-outs; however, your call will be treated as priority and we will endeavour to get to you as soon as possible
- ✗ The replacement or repair of any part/parts that fall outside of the main heat pump components (Standard Care)
- ✗ The replacement or repair of any part/parts that are not critical components of the heat pump system or make up or form part of the distribution system.

## HEAT PUMP CARE PLAN

### Products Covered

The Heat Pump Care Plans supplied by Thermal Earth are available on both ground source and air source heat pumps manufactured by MasterTherm and ACOND and include the heat pumps and associated equipment when installed by Thermal Earth. Please note the care plan doesn't cover heat pumps by any other manufacturers.

### Call Out Amount (Standard Care)

The call out fee is payable on all engineer callouts for breakdowns and fault diagnosis. The fee is payable every time we visit for an issue unless it is related to a heat pump warranty issue.

### Underwriting

This is a service agreement and not an insurance policy. The Care Plans are not underwritten by insurance and not regulated by the Financial Conduct Authority, rather they represent an ongoing service contract provided by Thermal Earth Limited.

### Duration of Agreement

The Care Plan begins on the date the first direct debit is taken, and continues until your agreement runs out, is terminated by you or you fail to make a payment. The initial plan is for a 120-month (10 year) period that will automatically renew each year, unless you write to us and ask us not to.

Please note that all prices are subject to change, and your service plan might increase in line with inflation. We will write to you to advise of any changes at least 21 days before any changes are made.

### First Service

Our Care Plans are available to all customers that have had their heat pump serviced or commissioned by Thermal Earth within the last 12 months. If your heat pump is over 12 months old, or you have missed a service, a period of three months following a First Service needs to lapse before we can accept the heat pump onto a Care Plan. Provided the engineer does not identify any faults with the heat pump, the Care Plan can start 3 months later. No units over 2 years old accepted on to the plan. Please Note, acceptance onto any Care Plan is at our discretion and we reserve the right to decline your request to join.

## HEAT PUMP CARE PLAN

### **Annual service**

We'll send you or your authorised contact an email, letter, text message or we'll call you to arrange your annual service. We'll try to contact you up to three times. If we don't hear back from you after the third time or you are not at the property when our engineer visits, we won't try again and won't refund the cost of the missed annual service. You can still contact us at any time to book it but the return visit will be an extra and chargeable.

In periods of local or national high demand for our services (such as cold weather), we prioritise breakdowns and may need to rearrange your annual service.

One of our engineers will visit your home to complete your annual service. This will include testing the system and cleaning the filters. If the visit shows that it's necessary to take your heat pump apart to adjust or clean it, we'll do so. During the visit, our engineer will fill in a checklist that shows you exactly what we've looked at. If we find a problem or fault that needs to be fixed, we'll tell you about it.

### **Work carried out by anyone but Thermal Earth**

If anyone other than us carries out any work on your heat pump, or system and damages it, or that work has not been completed properly, your cover doesn't include putting that right.

If deliberate damage or misuse occurs, we won't repair or replace any parts that have been deliberately damaged or misused. Our engineer will use their expert judgement to determine how the damage was done.

### **Communication connections**

We're not responsible for your internet connection nor the data transmission to, or from any heat pump device or control system and we're not responsible for repairing or replacing any network hub, smart speaker or voice-controlled equipment or any smart functionality, for example, connectivity to or from your thermostat or radiator valves and mobile devices (excluding thermostats installed by us and included in your plan)

### **Booking A Repair**

For repairs call 01269 833100. We will contact you to book in your annual service when it falls due.

## HEAT PUMP CARE PLAN

### **Making a complaint**

If you have a complaint about any part of our service or your care Plan, please phone us on 01269 833100 or write to us at:

Thermal Earth Ltd, Unit B1 Capel Hendre Industrial Estate, Ammanford, Carmarthenshire, SA18 3SJ

We take any complaint seriously and we'll do our best to resolve the issue right away. If we need more time to investigate, we'll let you know and keep you updated.

### **Cancelling your agreement**

You can cancel your Care Plan with 30 days' notice at any time by writing to us at:

Thermal Earth Ltd, Unit B1 Capel Hendre Industrial Estate, Ammanford, Carmarthenshire, SA18 3SJ

We'll give you a full refund of any amounts paid if you cancel within 14 days unless a repair has been completed. The 14 days begins from the date you complete your direct debit mandate. This is your cooling off period.

If you cancel after your cooling off period your cover will continue until the next anniversary of your agreement (minimum of 12 months). If we do your annual service or we complete a repair before you cancel your product you'll have to pay a cancellation charge equal to the remainder of the instalments up to the next anniversary of your agreement.

Please note, this agreement is for a minimum term of 12 months.

## What's covered by your Care Plan

### Heat Pump Parts – Standard Care

Our Service Plans specifically cover heat pumps and associated heat pump products, covering faults to the following components:

**Heat Pump** - Includes the heat pump unit and all internal components but no external components.

### Heat Pump Parts – Premium Care

Our Service Plans specifically cover heat pumps and associated heat pump products, covering faults to the following components:

**Heat Pump** - Includes the heat pump unit and all internal components but no external components.

**Heat Pump Cylinder** - Includes the heat pump cylinder, 3 way valve, thermostatic mixing valve and safety devices.

**Heat Pump Buffer / Accumulation Tank / Low Loss Header** - Includes the buffer / accumulation tank / low loss header and all internal components but no external components.

**Heat Pump Controls and Sensors** - Includes the heat pump controller and heat pump sensors (including heating flow sensor, outdoor sensor, hot water sensor, room sensor).

**Expansion vessels**