

# HEAT PUMP ONE OFF SERVICE

## AIR SOURCE HEAT PUMP ANNUAL SERVICE, SINGLE VISIT

### TERMS AND CONDITIONS

**UK Heat Pump Servicing is a trading name of Home By Eight Ltd**

Ropergate House, Ropergate, Pontefract, WF8 1JY

Email: [sales@ukheatpumpservicing.co.uk](mailto:sales@ukheatpumpservicing.co.uk)

Website: [ukheatpumpservicing.co.uk](http://ukheatpumpservicing.co.uk)

Heat pump servicing enquiries: 0333 041 5130

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## 1. Definitions

Some words and phrases in these terms have specific meanings:

**agreement:** These terms and conditions, together with your booking confirmation, which form the legal agreement between you and Home By Eight Ltd, trading as UK Heat Pump Servicing, for your one off heat pump service.

**associated equipment:** Equipment directly associated with the operation of your heat pump system, including controls and sensors, that is located within the property.

**booking confirmation:** The personalised order confirmation or booking email sent to you when you book the service, showing the price paid and any other terms specific to you.

**engineer:** An appropriately qualified engineer or contractor whom we appoint or approve to carry out the service on our behalf.

**heat pump system:** Air to air, air to water and exhaust air (air source) heat pump systems. It does not include ground source heat pump systems.

**property:** The private home, garage and permanent domestic outbuildings (excluding sheds, greenhouses and non-permanent structures) within the boundary of the address shown on your booking confirmation.

**service:** The single annual service visit described in these terms. This is a one off service; no ongoing plan, subscription or repair benefit attaches to it.

**thermal store:** Any thermal store forming part of your heat pump system, as shown in your booking confirmation.

**we, us, our:** Home By Eight Ltd, trading as UK Heat Pump Servicing and operating [ukheatpumpservicing.co.uk](http://ukheatpumpservicing.co.uk).

**you, your:** The person named on the booking confirmation.

#### Interpretation

A reference to a person includes an individual, company or other legal body where the context allows.

A reference to legislation includes that legislation as amended or replaced from time to time.

A reference to writing includes email unless these terms expressly state otherwise.

## 2. What is included in your service

#### Your service

This is a one off annual service for domestic air source heat pumps, paid for upfront as a single payment with no annual or monthly plan attached. After you book, we will send a booking confirmation showing the price paid and any other terms that apply to you. You must be the owner of the home or have authority from the owner to arrange the service.

The service does not include repairs, replacement parts or breakdown assistance of any kind. If you would like ongoing servicing, or servicing and repair benefits together, please ask us about our Heat Pump Service Plan and Heat Pump Protection Plan.

#### Price and payment

The price of the one off service is £296.43, payable in full at the time of booking. Prices are correct as at the date these terms were last updated and include the relevant taxes at the current rate. A promotional discount may apply to the price you pay for a limited period; the price you actually pay is shown at the time of booking, and full promotion terms are available at [ukheatpumpservicing.co.uk/promotion-terms](http://ukheatpumpservicing.co.uk/promotion-terms). The service will not be carried out until payment has been received.

#### What is included

- One service visit for your heat pump, thermal store and associated equipment, carried out by an appropriately qualified engineer, to ensure it is working properly.

- A service report following the visit describing the checks completed.
- Operating and maintenance guidance from the engineer during the visit, where appropriate.

### **The service**

The checks carried out will depend on the type, condition and configuration of your system and may include:

- Inspection of your heat pump, thermal store and associated equipment to confirm it is working properly.
- Cleaning of the heat exchanger.
- Checking of seals and gaskets, with replacement where needed.
- Checking of antifreeze levels.
- Checking of safety devices and expansion vessels.
- Checking of compressor operation.
- Cleaning of the evaporator.
- Checking of filters and strainers.
- Digital analysis, where supported by the manufacturer.

Not every check will be relevant to every system, so we do not guarantee that every item above will be carried out at every visit.

After the service, we will provide or make available a service report describing the checks completed. This may be used as evidence of servicing, although it is your responsibility to confirm the specific requirements of any manufacturer warranty.

### **What is not included**

- Repairs, replacement parts or breakdown assistance of any kind. If our engineer identifies a fault, we will explain the issue and any repair work will be quoted and, if you wish to proceed, agreed and charged separately.
- Work that requires an additional visit, unless separately agreed and charged for.
- Ground source heat pump systems of any kind.
- Deep cleaning of the heat pump, thermal store or heating system beyond the cleaning reasonably required to carry out the service.
- Removing sludge or scale from the heat pump (including any filters) or heating systems, or rectifying the damage it causes.
- Rectifying pre-existing faults, installation defects or non-compliant work.
- Maintenance work beyond the single service visit.
- Replacement of consumables, such as external fuses and batteries.

### **Issues arising from the service visit**

If you believe that damage or a fault has arisen as a direct result of the service visit, please contact us promptly at [sales@ukheatpumpservicing.co.uk](mailto:sales@ukheatpumpservicing.co.uk) so that we can assess the issue and explain the next steps.

## **3. Booking, changes, cancellation and complaints**

### **Booking and arranging your visit**

To book, call 0333 041 5130 or book through [ukheatpumpservicing.co.uk](http://ukheatpumpservicing.co.uk). We will make reasonable efforts to arrange the service at a convenient time. If circumstances beyond our reasonable control prevent the visit from going ahead, we will contact you and arrange another time.

You are responsible for ensuring that the service is booked and completed within any period required by your manufacturer warranty. We are not responsible for a loss of warranty caused by your failure to arrange servicing in time.

### **Rearranging and missed appointments**

Please tell us at least 24 hours in advance if you need to rearrange your appointment; we will agree a new date with you at no extra charge. If our engineer attends the booked appointment and you are not available, or safe and reasonable access cannot be provided, we may, at our discretion, charge you a fee of £60 to rebook the visit.

### **Cancellation and refunds**

You have a 14 day cooling off period from the date of booking during which you can cancel and receive a full refund, provided the service has not yet been carried out. By booking an appointment date that falls within the cooling off period, you are requesting that we provide the service within that period.

Once the service has been carried out, no refund is due. If you cancel after the 14 day cooling off period but before the service has been carried out, we will refund the price paid less any reasonable costs we have already incurred in relation to your booking.

Any statutory cancellation rights that apply to your purchase and cannot be excluded by law are not affected by these terms.

### **When we may cancel your booking**

We may cancel your booking at any time if:

- You give us false or incorrect information.
- You use threatening or abusive behaviour or language.
- Your heat pump system is deemed by us to be unsuitable for the service.

If we cancel your booking and the service has not been carried out, we will refund the price paid in full.

## **Complaints**

If you are unhappy with any part of the service, please contact us as soon as possible at [sales@ukheatpumpservicing.co.uk](mailto:sales@ukheatpumpservicing.co.uk), or write to us at UK Heat Pump Servicing, Ropergate House, Ropergate, Pontefract, WF8 1JY. We aim to acknowledge complaints within 2 working days and, where possible, provide a substantive response within 7 to 14 working days. If we need longer to investigate, we will keep you informed.

Our general complaints information is also available on [ukheatpumpservicing.co.uk](http://ukheatpumpservicing.co.uk). Complaints relating to personal data may also be raised with the Information Commissioner's Office where applicable.

## **4. Access and safety**

### **Access to your home**

An adult aged 18 or over must be present at the home throughout the visit and able to give instructions on your behalf. You are responsible for providing safe and reasonable access to the heat pump, thermal store, heating system and any relevant controls or equipment.

### **Safety risks**

An engineer may refuse to start work, or may stop work, if they reasonably believe there is a health and safety risk. Work will resume only when the risk has been removed or appropriately controlled.

Where asbestos or another hazardous material is suspected, you may be required to arrange appropriate specialist assessment or removal before work can continue. Any such work is your responsibility unless we agree otherwise in writing.

### **Unsafe or non-compliant systems**

If we identify a safety concern, defect or non-compliance during the visit, we may recommend repairs or improvements. Any such work is outside the scope of the service and will be quoted separately.

## **5. Legal information**

### **About us**

The one off heat pump service is provided by Home By Eight Ltd. UK Heat Pump Servicing is a trading name of Home By Eight Ltd. Our registered office is Ropergate House, Ropergate, Pontefract, WF8 1JY. We operate [ukheatpumpservicing.co.uk](http://ukheatpumpservicing.co.uk), [boilers2go.co.uk](http://boilers2go.co.uk) and [homekog.co.uk](http://homekog.co.uk).

### **Regulatory status**

This is an agreement for a single service visit. It is not a contract of insurance and is not regulated by the Financial Conduct Authority. Repairs and breakdown assistance are not provided under this agreement.

### **Performance and liability**

We will carry out our obligations under this agreement within a reasonable time, unless we cannot do so due to circumstances beyond our reasonable control. We may subcontract the service to an approved engineer or contractor; this does not affect your rights.

Nothing in this agreement excludes or limits any liability that cannot lawfully be excluded or limited, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation. Subject to that, we are not responsible for losses that were not reasonably foreseeable when the agreement was made, or for business losses where you are acting as a consumer.

### **Third-party warranties**

If your heat pump or heating system is covered by a manufacturer or other third-party warranty, you are responsible for checking any conditions that apply to servicing and for telling us about any special requirement before the visit. We will take reasonable care when carrying out the service, but we cannot guarantee that a third party will accept the work as satisfying its warranty conditions.

### **Personal information**

We use personal information to administer your booking, arrange the service visit, communicate with you and meet our legal obligations. More information about how personal data is used is available in the privacy information published on [ukheatpumpservicing.co.uk](http://ukheatpumpservicing.co.uk). You can also contact us at [sales@ukheatpumpservicing.co.uk](mailto:sales@ukheatpumpservicing.co.uk).

### **Governing law and statutory rights**

We will communicate with you in English. This agreement is governed by the law of England and Wales, unless the property is in Scotland, in which case the law of Scotland applies.

Nothing in these conditions will reduce or affect your statutory rights. For further information about your statutory rights, contact Citizens Advice at [www.adviceguide.org.uk](http://www.adviceguide.org.uk) or on 03454 04 05 06.

### **Contact details and opening hours**

#### **UK Heat Pump Servicing, a trading name of Home By Eight Ltd**

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For non-emergency assistance we are open 9:00am to 6:00pm, Monday to Friday, except public holidays.