HEAT PUMP PROTECTION PLAN

DOMESTIC HEAT PUMP SERVICING AND REPAIR PLAN
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

Website: 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 plan confirmation and any changes we notify to you, which form the legal agreement between you and Home By Eight Ltd, trading as UK Heat Pump Servicing, for your Heat Pump Protection Plan.

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

central heating: The heat and hot water system at your property other than the heat pump system, including the expansion tank, radiators, bypass and radiator valves, system filters, warm-air vents, cylinders, any immersion heater and its wired-in timer switch, and the pipes connecting them.

contribution: The first amount of each approved repair, payable by you before an engineer will attend, as set out in your plan confirmation. It is sometimes described as a call out fee. Payment can be made by credit or debit card and is taken at the time of booking.

effective period: The period from the start date until the plan ends or is cancelled in accordance with these terms.

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

heat pump system: Air to air, air to water, exhaust air and above-ground ground source heat pump systems. It does not include any ground source heat pump, or any part of one, that is beneath the ground.

plan confirmation: The personalised order confirmation or welcome email sent to you when you take out the plan or at renewal, showing the plan you have chosen, the price, the contribution that applies and any other terms specific to you.

plan year: The period of 12 months from the start date and each consecutive period of 12 months thereafter.

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 plan confirmation. Where the address is a flat, communal areas and service ducts are excluded. Your property extends only to what is wholly within your control and for which you are wholly responsible.

protection plan: This agreement for the provision of the annual heat pump service, telephone technical support and discretionary repair benefits described below. The plan is a maintenance service agreement and is not an insurance policy.

repair, repaired, replacing: Fixing your heat pump, thermal store or associated equipment following an individual fault or breakdown. It does not include work that is purely cosmetic, or software issues that do not stop the main function of the equipment or make it unsafe.

repair limit: The maximum total value of discretionary repair work, including parts and labour, that we will provide under your plan in any plan year, being £1,500.

sludge: The natural build-up of deposits in your heat pump, including any filters, or central heating system as it corrodes over time.

start date: The date your plan starts, as shown in your plan confirmation.

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

upgrades: Improvements that make your heat pump, thermal store or associated equipment safer or more efficient.

we, us, our: Home By Eight Ltd, trading as UK Heat Pump Servicing and operating ukheatpumpservicing.co.uk.

you, your: The person named as the plan holder on the plan 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 plan

A discretionary plan

Your plan is not an insurance product. It is a discretionary protection plan and operates on a wholly discretionary basis. This means that we will exercise our discretion, acting reasonably, in relation to any request for repairs or other benefits under the plan. In exercising that discretion, we aim to treat customers reasonably and fairly.

A discretionary plan allows decisions on repair requests to be made quickly and in house, which usually means faster turnaround times. Where we approve a repair, our aim is to have your system working again as soon as possible, minimising any inconvenience to you and your household.

Your monthly payments are for the annual service, unlimited telephone technical support and the administration of your plan, including access to our network of approved engineers. Repair work is a discretionary benefit provided in addition to those services and is not a contractual entitlement.

What is included

- An annual service of your heat pump, thermal store and associated equipment to ensure it is working properly (see The annual service below).
- Unlimited telephone technical support.

- Unlimited call outs for breakdowns or fault diagnosis, subject to payment of the contribution for your chosen plan option, for any breakdown or fault that is not covered by the manufacturer warranty.
- The cost of labour and replacement heat pump parts for your heat pump, thermal store, controls and sensors, up to the repair limit.
- Damage caused by accident, except where any part of the heat pump, thermal store or associated equipment is not within the property behind locked gates or doors.

All repair benefits are provided at our sole discretion, acting reasonably, as described in Discretionary repair benefits below.

Plan options and prices

You can choose from three plan options. The contribution shown is payable for each repair call out that we approve. No contribution is payable for your annual service visit.

Plan option Contribution per repair call out Monthly price

Option 1 £0 £39.29

Option 2 £60 £34.51

Option 3 £95 £29.75

Prices are correct as of 15 September 2026. All plans run for a term of 12 months and are paid monthly by recurring payment, using the payment method you set up when you join. We do not offer one-off prices for this plan. All prices 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 on our plans page and at checkout, and full promotion terms are available at ukheatpumpservicing.co.uk/promotion-terms.

Prices, payments and renewals

If a monthly payment is not received, we may try to take it again unless you tell us otherwise. If you do not pay for your plan on time, the plan will be suspended from the payment due date and any repair requests made after that date will not be considered for approval until payment is received. We may use a debt collection agency to recover any amount owing to us and may recover the reasonable costs of doing so from you.

Your plan runs for a fixed term of 12 months from the start date. At the end of each 12 month term, your plan renews automatically for a further 12 month term to ensure continuity, unless you tell us before the renewal date that you do not wish to renew. We will send you a renewal notice at least 28 days before the end of your term showing the price you will pay to continue.

Your price will not increase at your first renewal: the price you signed up at also applies to your second plan year. From your second renewal onwards, we may increase the plan price at renewal to reflect inflation and increases in our costs. Any new price will be shown in your renewal notice before it takes effect. If you do not wish to continue at the new price, you can tell us at any time before the renewal date, in writing or by phone, and your plan will end at the end of the current term. Any change caused by a change in the applicable rate of tax may also be passed on to you where permitted by law.

The contribution

Your plan may carry a contribution of up to £95 per approved repair, depending on the plan option you have chosen. The contribution that applies to you is shown in your plan confirmation. It is payable up front at the time you book an engineer.

If an engineer needs to visit your property more than once to complete the same repair, for example where parts must be ordered and fitted on a return visit, you will not be charged the contribution again. No contribution is payable for your annual service visit; it applies to repairs only.

The annual service

As part of the plan we will provide an annual service, which forms part of the ongoing maintenance needed to keep your system in good working order. The winter months are the busiest period for engineers, and taking your annual service between May and September helps us prioritise faster repairs for you, so we ask that you book your service within that window. To book, call 0333 041 5130.

Your first annual service can only be booked once the plan has been running for 90 days and payments are up to date, unless more than 12 months have passed since the last annual service completed on your heat pump system.

It is your responsibility to arrange your annual service, and you will not be refunded any part of the plan cost if you do not take it.

The annual service 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.

After the annual 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.

Discretionary repair benefits

You may request a repair to your heat pump, thermal store or associated equipment at any time during the effective period, subject to the exclusion period described in Section 3. Any repair, including any parts and labour, is provided at our sole discretion, acting reasonably. We are under no obligation to approve any repair request, and a decision not to provide, or to stop providing, a repair is not a breach of this agreement.

The plan provides unlimited repair requests, subject to the repair limit: the total value of repair work we will provide will not exceed £1,500 over the duration of each 12 month service agreement. Any individual repair whose cost would exceed £1,500 is not provided under the plan; you are responsible for agreeing and paying for such work directly with us. Where the repair limit has been reached, or where we decline a repair request, we will explain the position and, where appropriate, offer to quote for the work as a separately chargeable job.

Approved repair work is guaranteed for 90 days from the date the repair is completed. If the same fault involving the same part recurs within 90 days, you will not pay the contribution again when booking the engineer to return.

All parts and materials supplied by us will be standard parts commonly used in the industry. We are not responsible for the cost of a like-for- like replacement part to the extent that its cost exceeds the cost of an equivalent standard part.

Heat pump beyond economical repair (BER)

We may deem your heat pump beyond economical repair if the manufacturer advises us in writing that it is BER, if the manufacturer no longer stocks parts for it, or if one of our independent registered engineers advises that it is BER due to damage caused by another fault.

If your heat pump is deemed BER, we may, at our discretion, pay a contribution towards a new heat pump. Any such contribution will be up to a maximum of the repair limit, less any repair and engineer costs we have already incurred during the current term. We will only consider a contribution towards a new heat pump if you can supply a service history showing the heat pump has been maintained in accordance with the manufacturer's instructions, none of the faults fall within the exclusions of the plan, and you have been an active customer for at least 90 days with payments fully up to date. If you are not eligible for a contribution towards a new heat pump, you will be entitled to cancel this agreement without any termination fee.

What is not included

Unless it is listed under What is included above, the following are excluded from the plan:

- Any breakdown or fault that arises and is covered within the manufacturer warranty period.
- Removing sludge or scale from the heat pump (including any filters) or heating systems, or repairing the damage it causes to the heat pump, thermal store and associated equipment.
- De-scaling and any work arising from hard water scale deposits, or from damage caused by aggressive water, scale or sludge resulting from corrosion.
- Any fault caused by someone else you used for repairs, and design faults.
- Any contribution to the cost of repair or replacement beyond the repair limit.
- Replacing or topping up system inhibitor, unless we removed it.
- Any ancillary components associated with the supply of heat to a swimming pool, including the pool heat exchanger, pool diverter valves and swimming pool controls.
- Repairing or replacing your central heating system.
- Repairing or replacing other heating systems installed at the property.
- Any breakdown resulting from work an engineer has previously identified as needed to prevent a future issue, where that work has not been carried out.
- Clearing, replacing or repairing magnetic filtration devices.
- User tasks detailed in your user guide, repressurising your system, and bleeding your radiators.
- Non-standard parts or systems, including towel rails, towel rail valves, customised or curved radiators, cast iron or decorative radiators, airlocks, and the balancing and venting of radiators.
- Problems relating to steel, lead or iron pipes.
- Upgrades or improvements to your system.
- Maintenance work required to keep your systems in good working order, beyond the annual service included in your plan.
- Replacement of consumables, such as external fuses and batteries.
- Intermittent faults that cannot be identified at the time of the engineer's attendance.
- Heat pumps, thermal stores and associated equipment that have been flooded or submerged in water.

Important note: a common issue is the need to flush a central heating system to prevent the build-up of sludge and other matter that can cause blockages and future damage. Where our engineers recommend this measure and the work is not completed, we will not be able to help with issues that result from this cause. Where such a recommendation is made, we will write to you to confirm it.

General exclusions

The plan also does not provide any benefit in respect of the following:

- Ground source heat pumps and associated equipment wholly or partially sited or located under the ground, at all.
- Any item not described in the What is included section.
- Pre-existing faults or design faults that were already present when your heat pump, thermal store or associated equipment was installed, that were caused by anybody other than us when changes or additions

were made to it, that we could not reasonably have been expected to know about (for example faulty pipes without correct protection buried under concrete floors), or that we have told you about and you have not fixed.

- Any heat pump that is more than 15 years old and has not been serviced within the last 12 months at the point the plan is taken out.
- Any individual repair where the cost is over £1,500. You are responsible for agreeing and paying these costs directly with us.
- Any losses arising from delays in obtaining spare parts, unless caused by our negligence or our failure to carry out reasonable searches to procure those parts.
- Systems, appliances or equipment that have not been installed, serviced or maintained regularly in accordance with British Standards and the manufacturer's instructions.
- Any equipment that is not the heat pump, thermal store or associated equipment, including flexible hoses, external pumps, unvented kits, room thermostats and other generic heating equipment, and central heating components.
- Repairs or replacements that are only necessary because of a change in legislation or health and safety guidance.
- Any damage, defect or breakdown caused by malicious or wilful action, negligence, misuse or third-party interference.
- Breakdowns resulting from a failure to follow our advice that permanent repairs or improvements outside the plan are needed to keep your system working safely. Your agreement will continue to run until you or we change or cancel it, but such advice, if not followed, will affect what we can help with.
- Work at your home where we believe there is a health and safety risk to our engineer, including any form of abuse, hazardous chemicals, asbestos, dangerous pets or pest infestations. You are responsible for making the area safe, including any cost of safe removal of chemicals or asbestos, and we may require evidence that this has been done before we proceed.
- Any parts not supplied and chosen by us. Subject to applicable regulations, our engineer may fit an alternative part complying with British Standards supplied by you at the time of the visit, but that part will not be guaranteed, and our engineer will not fit customer-supplied parts where the request relates to the central heating system.
- Damage caused by frost or freezing temperatures, except for equipment specifically designed for external installation.
- Damage that is covered by any other insurance policy.
- Parts or equipment still under the manufacturer's warranty.
- Any loss, damage or impairment caused by earthquake, flood, lightning, fire, wind, humidity, weather conditions, salt spray, storm or other natural events, abnormally high or low temperatures, plumbing problems, corrosion, chemical exposure, radiation, explosion, sabotage, terrorism, war, riot, civil commotion, or other man-made or technological catastrophes.
- Loss, damage or indirect costs arising from disconnection from, or interruption to, the gas, electricity or water mains services to the property.
- Turning off the external water supply stopcock. If we cannot turn it off to complete a repair, it is up to you to arrange for your water supplier to do so.
- Any loss or damage caused by malicious, inappropriate or unintentional interference with the software, internet communications or radio signals of any equipment under the plan.
- Any loss where damage occurs while the property has been unoccupied for 30 or more consecutive days.
- Repairs, maintenance work or spare parts not approved by us.
- Loss or damage to, or cleaning of, property, furniture, fixtures or any other consequential loss resulting from your equipment breaking or failing, unless we caused it. By agreeing to a repair, you accept that some property damage may be an inevitable consequence of the work.

- Any loss arising from subsidence, heave or landslip caused by bedding down of new structures, demolition, structural repairs or alterations to the property, faulty workmanship, defective materials, or river or coastal erosion.
- Investigative work where the problem that prompted your request has already been resolved.
- Any request where the root cause stems from a communal area for which you do not have sole responsibility.
- Power generation systems and their associated pipework, pumps, panels and controls, including solar panels, wind turbines and combined heat and power systems.
- Swimming pools and decorative features such as fountains and ponds, including associated valves, pumps and pipes.
- Showers, including the shower unit, controls, pumps, valves, outlets and shower head.
- Saunas, steam rooms and hot tubs.

The plan applies only where the property, heat pump, thermal store and associated equipment are used solely for domestic purposes and are situated completely within a domestic property.

3. Arranging visits, changes, cancellation and complaints

Exclusion period for new plans

During the first 30 days of your plan you cannot request a repair call out. During this period you can access our technicians through the telephone support line only. Your first annual service can be booked once the plan has been running for 90 days, as described in Section 2.

Requesting a repair

To request a repair, call our support line on 0333 041 5130 or email sales@ukheatpumpservicing.co.uk. Our team will take some details to understand the issue. To get you up and running sooner, they will ask questions to identify whether the fault can be fixed there and then with guidance over the phone. Where that is not possible, they will collate the information needed to prepare an engineer, make the booking and take payment for the contribution where one applies.

Repair requests are considered in accordance with the Discretionary repair benefits section. Any repair timelines given are estimates only, are subject to the availability of parts and personnel, and time is not of the essence. We are not responsible for delays in sourcing parts or materials from third-party suppliers or manufacturers.

Missed appointments

Please tell us at least 48 hours in advance if you need to cancel an appointment. If our engineer attends a booked appointment and you are not available, we may, at our discretion, charge you a non-cancellation fee of £60.

Changes to your details or equipment

It is your responsibility to keep us informed of any changes to your contact details, including your telephone number, address and email address. If you change a heat pump, thermal store or any associated equipment under the plan, you must tell us the make and model of the new equipment so that we can check whether we can support it. If we cannot support the new equipment, we may need to cancel or amend your plan.

Cancelling your plan

There is a 14 day cooling off period from the start date during which you can cancel and receive a full refund. By booking a visit that falls within the cooling off period, you are asking us to provide that visit within that period. The only exception to a full refund is where we have already carried out a service for you, in which case we will cancel your plan and charge you for that service. The charge is the amount shown for the service in your plan confirmation, or, where no amount is shown, our standard price for a single service at the time you booked it.

After the 14 day cooling off period, the contract runs for the full 12 month term and you are committed to it. No refunds are given after the cooling off period, whether or not the annual service or any discretionary repair work has been carried out. If you cancel at any point before the end of the 12 month term, the full amount payable for that term becomes due and is payable in full. Where you pay monthly, all remaining instalments for the term will be collected or invoiced.

Late cancellation. If you cancel or rearrange a booked visit with less than 48 hours' notice, after your 14 day cancellation period has ended, a late cancellation charge of £180 (including VAT) applies, reflecting the engineer time we have committed to your visit. This does not affect your right to cancel within the 14 day cancellation period, which is set out above.

Your contract end date is the anniversary of your start date. Renewal happens automatically to ensure continuity. If you do not wish to renew for the following year, we accept non-renewal requests at any time, in writing or by phone, taking effect at the end of the current term.

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 or suspend the plan

We may end your agreement at any time if:

- You give us false or incorrect information.
- You fail to pay for your plan.
- You use threatening or abusive behaviour or language.
- Your heat pump system is deemed by us to be unsuitable for our plans.

If your heat pump system is found to be unsuitable for our plans, we will refund the monthly payments you have already made.

Complaints

If you are unhappy with any part of the plan, please contact us as soon as possible at 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. Complaints relating to personal data may also be raised with the Information Commissioner's Office where applicable.

4. Your obligations, access and safety

Information and authority

You must provide us with any information we request when you apply for the plan, and all information you give must be accurate and not false, exaggerated or misleading. You must have the appropriate authority to make decisions about the treatment of your heat pump system. If you do not own the property where the equipment is located, you must obtain the property owner's permission before arranging any repair; we accept no responsibility for damages or losses you sustain if you have not obtained that permission.

When requesting a repair, please give us as much information as possible, which may include the manufacturer of the faulty item, the faults observed (including any visual displays), how long the problem has been apparent, and whether any other repairs have been attempted. Creating as much access as possible helps minimise the cost and duration of your repair.

Access and safety

Please ensure that our approved engineer can easily access the property and any item that requires repair or servicing. Our engineer will be unable to carry out any work if they cannot access the item or if the work

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

Fraud and breach

You must not act in a fraudulent manner. If you, or anyone acting for you, makes a request under the plan knowing it to be false or exaggerated in any respect, makes a statement in support of a request knowing it to be false, or submits a document knowing it to be forged or false, we will decline the request and will be entitled to recover any amounts paid from the inception of the plan.

In the event of a breach by you of these conditions or obligations, we will have the right to void the plan and will be under no liability to make any payment of any kind.

Call recording and overlapping plans

To improve the quality of our service, some calls to our support line may be recorded for training and monitoring purposes. If you hold several different plans or policies, some elements may overlap; in instances of overlapping benefits we will not issue a refund.

5. Legal information

About us

The Heat Pump Protection Plan 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, boilers2go.co.uk and homekog.co.uk.

Regulatory status

This plan provides you with an annual service, telephone support and access to our network of approved engineers for repairs that are approved by us. It is a maintenance service agreement operating on a wholly discretionary basis. It is not a contract of insurance and is not regulated by the Financial Conduct Authority. Any benefit under this agreement related to the occurrence of an uncertain event will be provided at our absolute discretion, acting reasonably.

Transfers, subcontracting and changes

We may at any time transfer any or all of our rights or responsibilities under this agreement to another organisation, and will tell you as soon as we reasonably can if we do so. We may also subcontract anything we have agreed to do under this agreement. None of this affects your rights. The rights provided to you under this agreement cannot be transferred by you to anyone else.

We may make changes to these terms and conditions. If we make changes that are not in your favour, we will tell you about them, and if you do not accept the changes you may end this agreement without any cancellation fees.

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.

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.

Personal information

We use personal information to administer the plan, arrange service and repair visits, 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. You can also contact us at 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 or on 03454 04 05 06.

Contact details and opening hours

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

Ropergate House, Ropergate, Pontefract, WF8 1JY

Email: sales@ukheatpumpservicing.co.uk

Heat pump servicing enquiries: 0333 041 5130

Website: ukheatpumpservicing.co.uk

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