

Product Information Document

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Exceptions and omissions are excluded.

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About This Document

This document explains exactly what the heat pump service plan offered by JD Heating & Renewables Limited does and doesn't cover, as well as essential information about how your plan works. It is important that you read this document carefully, together with your statement which confirms the specific details of your plan. If anything is not correct on your statement or you have any questions that you would like to discuss with us, please call 01630 414150 and select Option 1.

Product Summary

The JD Heating & Renewables Heat Pump Service Plans ("Service Plans") are designed to meet the demands and needs of customers who want to protect their heat pump and associated equipment on a service and repair basis.

This Summary should be read in conjunction with the Terms & Conditions, which can be found on our website.

What's covered by your Premium Service Plan (significant inclusions)

- ✓ Annual service of your heat pump and associated equipment to make sure it's running safely and efficiently
- ✓ 20% service plan membership discount on all JD Heating & Renewables engineering services (parts and labour)
- ✓ Unlimited telephone technical support
- ✓ One callout per year to breakdowns or for fault diagnosis (subject to an excess per call-out)

What's not covered (significant exclusions)

- ✗ Removing sludge or scale from the heating system or repairing the damage it causes to the heat pump and 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
- ✗ A guaranteed response time to call-outs; if you require emergency breakdown cover you should source this from a local heating firm or an alternative provider
- ✗ Any contribution to the cost of repair or replacement beyond the Repair Limit

Excess Amount

This is payable on all engineer call-outs for breakdowns and fault diagnosis. The excess is payable each time we visit – whether you report it to us, or we find it during an Annual Service and have to return subsequently to diagnose a fault. Please note that the excess charge will not be applied if we are able to carry out the Annual Service during the call-out.

Products Covered

The Premium Heat Pump Service Plan is available on all products currently supplied by JD Heating & Renewables, including but not limited to Bosch, Grant, Heliotherm, Mitsubishi, Stiebel Eltron, Vaillant & Viessmann, & heat pumps and associated equipment.

Underwriting

This is a service agreement and not an insurance policy. The Service Plans are not underwritten by insurance and not regulated by the Financial Conduct Authority, rather they represent an ongoing service contract provided by JD Heating & Renewables Limited. As such, any benefit you receive under this contract will be at our sole discretion.

Duration of Agreement

The length of your agreement is 12 months. The Service 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. All Service Plans automatically renew at the end of the first year, unless you write to us and ask us not to, or we write to you and inform you that we will not renew your Service Plan. The price of the Service Plan might increase as the heat pump gets older - current prices are provided in this document. Please note that all prices are subject to change, and we will write to you to advise of any changes. We will write to you 21 days before and price changes to confirm the price of your renewal.

System Health Check (First Service)

To be accepted onto a service plan your heat pump needs to have been serviced or commissioned by JD Heating & Renewables within the last 6 months. If this is not applicable, then you will need arrange for us to carry out a service on your heat pump before we can provide a quotation for a Service Plan.

If your heat pump is over five years of age, the original warranty period has expired. In this case a period of three months following a Health Check needs to lapse before we can accept the heat pump onto a Service Plan. Provided the engineer does not identify any faults with the heat pump, the Service Plan can start 3 months later.

Booking a Service, Call-out and/or Repair

We will contact you to book in your annual service when it falls due. For repairs call 01630 414150.

Contacting us

Address: JD Heating & Renewables Limited, Unit 57, Wallace Way, Market Drayton, TF9 3AG

Email: info@jdheatingandrenewables.co.uk Phone: 01630 414150

Making a complaint

If you have a complaint about any part of our service or your Service Plan, please phone us on 01630 414150, write to us or email at the address above.

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.

This service contract may only be relied on and enforced by us and you and shall not be directly or indirectly enforceable by any third party under the contracts (Right of Third Parties) Act 1999 or otherwise. This service contract shall in all respects be governed and construed in accordance with the laws of England and Wales and, subject to the terms of this clause, any disputes arising between the parties under this contract shall be referred to the exclusive jurisdiction of the courts of England and Wales, unless the protected home is located in Scotland, in which case the law of Scotland shall apply.

Cancelling your agreement

You can cancel your Service Plan with 30 days' notice at any time by writing to us or email at the address above. 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.

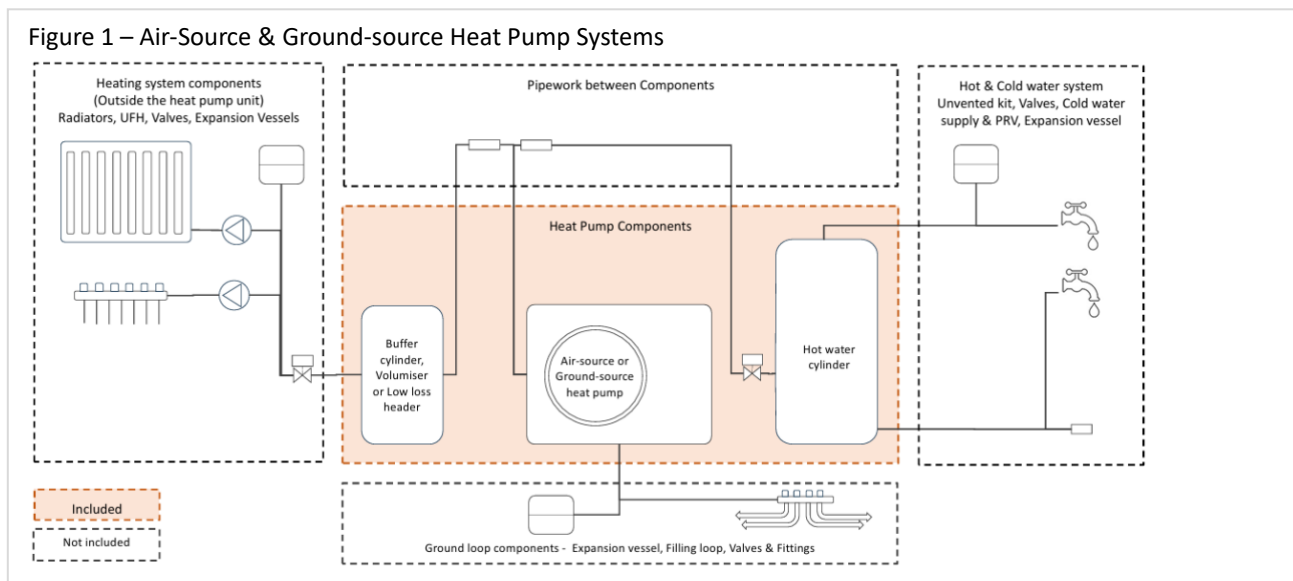
If you cancel after your cooling off period your cover will continue to the end of the period your last payment is for. If we do your annual service or we complete a repair before you cancel your product you'll have to pay a cancellation charges equal to remainder of the instalments up to the next anniversary of your agreement.

We reserve the right to refuse to commit to or renew your agreement without cause.

What's Covered By The Service Plan

Our Service Plans (and Service Plan benefits) specifically cover heat pumps and associated heat pump products, covering faults to the following components, as illustrated in the Figure 1 below:

- Heat Pump Includes the heat pump unit and all internal components but no external components.
- Heat Pump Cylinder Includes the heat pump cylinder and all internal components but no external components.
- Heat Pump Buffer / Volumiser / Low Loss Header Includes the buffer / volumiser / 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).



Pricing

The table below sets out our rates for the services we provide. Please note that these prices are accurate as of October 2024 and are subject to change. For the latest prices, please visit our website. Prices shown are all in Pounds Sterling. We reserve the right to quote a different amount to the figures shown below based on your callout and repair history.

Air-Source Premium Heat Pump Service Plan (prices from Oct '24)	Fee (excl. VAT)	VAT (20%)	Fee (incl. VAT)	12 Monthly Direct Debit
Health-check / Off-plan Service	£225	£45	£270	
Premium Heat Pump Service Plan (JD Installations)	£225	£45	£270	£22.50
Premium Heat Pump Service Plan (other installations)	£250	£50	£300	£25.00
Off-plan or excess Call-out fee	£120	£24	£145	

Ground/Water-Source Premium Heat Pump Service Plan (prices from Oct '24)	Fee (excl. VAT)	VAT (20%)	Fee (incl. VAT)	12 Monthly Direct Debit
Health-check / Off-plan Service	£250	£50	£300	
Premium Heat Pump Service Plan (JD Installations)	£250	£50	£300	£25.00
Premium Heat Pump Service Plan (other installations)	£275	£55	£330	£27.50
Off-plan or excess Call-out fee	£120	£24	£145	

Note: 1. Please note that these prices are subject to quotation based on the location of your heat pump. Local discounts may also be available. Please contact the Technical Support department for confirmation on pricing. The Service Plan Charge is paid in 12 equal monthly instalments.

2. "Loyalty" pricing applies to air source heat pumps designed, supplied and commissioned by JD Heating & Renewables Limited.

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