

# TERMS AND CONDITIONS

## Eco Service Solutions (E.S.S)

*Renewable Systems Specialist – Air Source Heat Pump Services*

Effective Date: June 2026

### 1. Introduction and Acceptance

These Terms and Conditions ("Terms") govern the provision of services by Eco Service Solutions ("we", "us", or "our"), including but not limited to Air Source Heat Pump (ASHP) servicing, fault finding, repairs, Property Readiness Assessments (PRA), Property Readiness Reviews (PRR), and related renewable heating services. By booking a service, requesting a quote, or engaging with our services, you ("the Customer" or "you") agree to be bound by these Terms.

Please read these Terms carefully. If you do not agree, do not proceed with booking or using our services.

### 2. Our Services

We specialise in professional Air Source Heat Pump servicing, fault finding, repair, Property Readiness Assessments, and Property Readiness Reviews for homeowners. All services are carried out in accordance with manufacturer guidelines, MCS standards (where applicable), Building Regulations, and relevant industry best practices.

#### Key Services Include:

- **ASHP Annual Service: Comprehensive service of mono-block ASHP and Hot Water Cylinder – £179.99**
- **Fault Finding: Diagnostic visit – £95**
- **Repair Service:** Quoted after diagnosis (parts & labour)
- **Property Readiness Assessment (PRA): Detailed pre-install evaluation with Readiness band – £129 (includes written report)**
- Property Readiness Review (PRR): Post-install performance assessment for underperforming systems – £95

### 3. Booking, Scheduling and Cancellation

1. Bookings can be made via phone, email, or our website. We will confirm your appointment in writing (email or text).
2. We aim to attend within agreed time slots but cannot guarantee exact times due to unforeseen circumstances (e.g., traffic, previous jobs overrunning). We will notify you as soon as possible of any delays.
3. Cancellations: You may cancel up to 24 hours before the scheduled appointment without charge. Cancellations within 24 hours may incur a £50 call-out fee to cover our costs.
4. We reserve the right to cancel or reschedule due to adverse weather, staff illness, or other circumstances beyond our reasonable control. In such cases, we will offer an alternative date at no extra cost.

## 4. Pricing and Payment

5. All prices are quoted in GBP. Eco Service Solutions is not currently VAT registered; prices shown are the total amount payable with no VAT added.
6. Annual servicing, PRA, and PRR must be paid in full at the time of booking via our website. System diagnosis and fault finding requires the £95 initial visit fee at booking; additional time beyond 2 hours (£20 per hour) and any repair work is payable on site or as otherwise agreed in writing. We accept card payments via our website and on-site payment by card, bank transfer, or cash where applicable.
7. For repairs, a non-refundable deposit of 50% may be required before ordering parts.
8. Late payments will incur interest at 8% per annum above the Bank of England base rate, in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

## 5. Customer Obligations and Site Access

9. You must provide safe and reasonable access to the property and the ASHP system (including any loft, garage, or external areas) during the scheduled visit.
10. You are responsible for ensuring that any pets are secured and that the work area is clear of obstacles.
11. You must inform us in advance of any known hazards, restricted access, or specific requirements (e.g., listed building status, leaseholder permissions).
12. Failure to provide access or cancellation on the day without notice may result in a £75 charge.

## 6. Warranties, Guarantees and Liability

13. All workmanship is guaranteed for 12 months from the date of service/repair, subject to normal use and proper maintenance. Manufacturer warranties on parts remain with the original manufacturer.
14. Our total liability under these Terms shall not exceed the total amount paid by you for the specific service in question.
15. We are not liable for indirect, consequential, or special damages, including loss of heating, business interruption, or damage to property caused by pre-existing faults in the system.
16. Nothing in these Terms excludes or limits our liability for death or personal injury caused by our negligence, or for fraud or fraudulent misrepresentation.

## 7. Property Readiness Assessment (PRA) & Review (PRR) Specific Terms

17. The PRA provides a non-binding assessment of your property's suitability for ASHP installation. It includes a two-hour practical low-temperature performance test (45–50°C), room-by-room scoring (Temperature Gain, Delta T, and Room Performance scores), a Room Scoring Matrix (score out of 40 per room), an overall Readiness band (High / Moderate / Low), findings-based recommendations, and a written report.
18. The PRR uses the same practical testing methods to assess post-install system performance. It is advisory only and does not constitute an MCS system design.
19. All assessment findings represent a snapshot of the property's condition on the day of visit under the specific test conditions. We cannot guarantee future performance or installation costs, as these depend on detailed design, grants (e.g., BUS), and installer quotes.
20. The PRA report is valid for 6 months from the date of issue.

## 8. Data Protection and Privacy

We collect and process personal data (name, address, contact details, property information) solely for the purpose of providing our services, in compliance with the UK GDPR and Data Protection Act 2018. We will not share your data with third parties without your consent, except where required by law or to fulfil the service (e.g., parts suppliers). You have the right to access, correct, or delete your data by contacting us. Full Privacy Policy available on request or on our website.

## 9. Complaints and Disputes

21. If you are unhappy with our service, please contact us within 7 days of the visit. We will investigate and aim to resolve the matter fairly within 14 days.
22. These Terms are governed by the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

## 10. Changes to These Terms

We may update these Terms from time to time. The version in force at the time of your booking will apply. Continued use of our services after changes constitutes acceptance of the updated Terms.

## 11. Contact Us

### **Eco Service Solutions (E.S.S)**

66 Butt Park Rd, PL5 3NR

Email: [info@ecoservicesolutions.co.uk](mailto:info@ecoservicesolutions.co.uk)

Phone: 07887 607128

Website: [www.ecoservicesolutions.co.uk](http://www.ecoservicesolutions.co.uk)

*Thank you for choosing Eco Service Solutions. We look forward to helping you maintain your renewable heating system efficiently and reliably.*