



TERMS & CONDITIONS

1. INTRODUCTION

- 1.1 These Terms and Conditions ("Terms") govern the provision of the Renewables Helpline Air Source Heat Pump Service and Maintenance Plan ("Plan") by DM Developments (Inskip) Ltd to you ("you", "your", "Customer").
- 1.2 By purchasing, renewing, or continuing with the Plan, you agree to be legally bound by these Terms.
- 1.3 The Plan is a service and maintenance agreement and is not an insurance policy. It does not provide financial indemnity, cash reimbursement, or replacement cover, and does not replace household insurance or manufacturer warranties.
- 1.4 The Plan is available to consumers only. You confirm that you are acting wholly or mainly outside your trade, business, craft, or profession.
- 1.5 Fixed-Term Agreement. By purchasing or subscribing to the Plan, you acknowledge and agree that you are entering into a twelve (12) month fixed-term contract. Any option to pay monthly is provided as a payment method only and does not constitute a monthly or rolling contract. You agree to fulfil the payment obligations for the full Plan Period, subject to your statutory rights under applicable consumer law.

2. DEFINITIONS

In these Terms:

Essential Care Package means a Plan providing one annual ASHP service as described in clause 4.1.

Complete Care Package means a Plan providing one annual ASHP service plus hot water cylinder checks as described in clause 4.2.

Priority Care Package means a Plan including all services within the Complete Care Package, plus ongoing labour support for diagnostics and maintenance as described in clause 4.3.

Priority Support Package means a support-only Plan designed to work alongside an existing manufacturer service plan, providing labour-based diagnostics, maintenance support, and system advice as described in clause 4.4.

Plan Period means the twelve (12) month period beginning on the Plan start date.

Property means the private domestic residential property registered under the Plan.

3. ELIGIBILITY

3.1 The Plan is available only for private domestic residential properties located in mainland UK.

3.2 The Plan is not available for:

- (a) Commercial or industrial premises;
- (b) Properties used primarily for business purposes;
- (c) Systems not safely accessible;
- (d) Systems that do not comply with applicable safety regulations.

3.3 The ASHP must:

- (a) Be fully installed and operational at the Plan start date;
- (b) Have completed any applicable installation warranty period where required by us;
- (c) Be properly maintained and not subject to known pre-existing faults.

3.4 We reserve the right to refuse, suspend, or cancel the Plan where eligibility requirements are not met.

4. SCOPE OF SERVICES

4.1 Essential Care Package

Includes one annual visit covering:

- (a) Visual inspection of indoor and outdoor units by a qualified engineer
- (b) Electrical and control safety checks
- (c) Operational checks and performance review
- (d) Filter and strainer inspection and cleaning (where accessible)
- (e) Condensate and drainage checks (where applicable)
- (f) Review of controller settings and accessible fault history
- (g) Glycol level check
- (h) Documentation for service records and warranty support

4.2 Complete Care Package

Includes everything in the Essential Care Package, plus:

- (a) Inspection of hot water cylinder
- (b) Checks of associated safety devices and controls
- (c) System-wide performance review
- (d) Basic performance optimisation where appropriate

4.3 Priority Care Package (Labour-Inclusive Plan)

Includes everything in the Complete Care Package, plus:

- (a) Labour for diagnostics and maintenance of the ASHP system
- (b) Fault identification and investigation when issues arise



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(c) Maintenance of key system components including:

- Outdoor unit
- Indoor unit or hydrobox
- Controls and electrical connections
- Pipework, valves, sensors, and ancillary components within the ASHP circuit
- (d) Priority access to service appointments where reasonably practicable

4.3.1 This Plan includes labour services only unless expressly stated otherwise in writing.

4.3.2 Replacement parts, materials, and system upgrades are not included and will be chargeable separately.

4.3.3 The Plan does not guarantee that faults can be repaired or that the system will operate without interruption.

4.4 We reserve the right to determine the appropriate repair method and whether repair is possible.

5. EXCLUSIONS

5.1 The Plan does not cover:

- (a) Replacement parts or materials;
- (b) Full or partial system replacement;
- (c) Heating distribution systems, including radiators and internal pipework beyond the ASHP circuit;
- (d) General plumbing issues not directly related to the ASHP;
- (e) Pre-existing faults or defects present prior to the Plan start date;
- (f) Cosmetic defects;
- (g) Damage caused by misuse, neglect, accidental damage, or third-party interference;
- (h) Systems modified or repaired by unauthorised persons;
- (i) Any equipment not forming part of the ASHP system, for instance solar panels and boilers.

5.2 The Plan does not include any form of system performance guarantee.

6. SERVICE BOOKING AND ACCESS

6.1 Services are provided by appointment and subject to availability.

6.2 You must provide safe and reasonable access to the ASHP and associated equipment.

6.3 We may refuse or postpone service where:

- (a) Access is unsafe or unavailable;
- (b) Health and safety requirements cannot be met.

6.4 Where access requires alteration to the Property, you accept responsibility for any resulting reinstatement, except where damage is caused by our negligence.

7. SERVICE RESPONSE

7.1 We will use reasonable endeavours to arrange service visits within a reasonable timeframe.

7.2 Service response times are not guaranteed and may vary due to:

- (a) Weather conditions;
- (b) Parts availability;
- (c) Access availability;
- (d) Demand levels.

7.3 We reserve the right to prioritise services based on safety and operational requirements.

8. PLAN PERIOD AND RENEWAL

8.1 The Plan runs for a minimum period of twelve (12) months.

8.2 The Plan may automatically renew at the end of each Plan Period unless you notify us otherwise.

8.3 We will notify you in advance of renewal and any changes to fees.

8.4 We reserve the right to refuse renewal.

9. FEES AND PAYMENT

9.1 Payment Terms

Plan fees must be paid in advance either:

- (a) Annually; or
- (b) Monthly, where available via an approved payment provider.

By entering into this contract, you authorise us to collect payments using your chosen payment method for the duration of the Plan Period.

9.2 Minimum Term Commitment

This contract is for a minimum period of twelve (12) months ("Plan Period").

By purchasing the Plan, you agree to pay all fees due for the full Plan Period, subject only to your statutory rights of cancellation as set out in clause 10.



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9.3 Failed or Missed Payments

If any payment fails or is not received when due, we will attempt to re-collect the payment using your authorised payment method.

If payment remains outstanding, we reserve the right to:

- (a) Suspend access to services under the Plan;
- (b) Contact you to update payment details;
- (c) Recover any outstanding amounts due

9.4 Suspension of Services

Where payments are not up to date, we may suspend all services under the Plan, including but not limited to:

- Annual servicing
- Maintenance support
- Priority response

Suspension of services does not cancel this contract and does not affect your obligation to pay.

9.5 Acceleration of Outstanding Balance

If you:

- (a) Fail to maintain payments;
- (b) Cancel or withdraw your payment instruction without settling amounts due; or
- (c) Otherwise breach this contract in a way that affects payment,

we reserve the right to make the remaining balance for the full Plan Period immediately due and payable.

9.6 Debt Recovery

If payment remains outstanding after reasonable notice, we may:

- (a) Refer the outstanding balance to a third-party debt collection agency;
- (b) Commence legal proceedings to recover the debt;
- (c) Recover reasonable costs incurred in the recovery process, to the extent permitted by law.

9.7 Non-Refundable Fees

All fees paid under this contract are non-refundable except where required by law.

10. CANCELLATION

10.1 Your Right to Cancel (Cooling-Off Period)

You have the right to cancel this contract within fourteen (14) days of purchase.

If you request that services begin during this period, you expressly agree that:

- (a) We may begin providing services immediately; and
- (b) You will be liable for the cost of any services provided up to the point of cancellation, calculated on a reasonable and proportionate basis.

Where a full service visit or substantive maintenance work has been carried out during this period, we reserve the right to charge the full applicable service cost.

10.2 Cancellation After Cooling-Off Period

After the 14-day cooling-off period has expired, this contract remains in force for the full Plan Period.

If you choose to cancel after this period, you will remain liable for the full cost of the contract for the remainder of the Plan Period, and any outstanding balance may become immediately due.

No refunds will be provided for any unused portion of the Plan, except where required by law.

10.3 Failure to Pay or Early Termination

If you attempt to cancel this contract by stopping or cancelling payments without settling the outstanding balance, this will be treated as a breach of contract.

In such circumstances, clause 9.5 (Acceleration of Outstanding Balance) will apply.

10.4 Our Right to Cancel

We may cancel this contract immediately where:

- (a) You fail to make payment;
- (b) You breach these Terms;
- (c) The system becomes unsafe or ineligible;
- (d) You provide false or misleading information.

Where cancellation occurs due to your breach, any outstanding balance for the remainder of the Plan Period may become immediately due.

10.5 Reinstatement Following Cancellation

Where this contract has been cancelled or suspended due to non-payment or breach:

- (a) Reinstatement is subject to our approval;
- (b) A system inspection may be required;
- (c) A reinstatement fee may apply.



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11. CUSTOMER RESPONSIBILITIES

You agree to:

- (a) Maintain the system in accordance with manufacturer recommendations;
- (b) Provide safe access;
- (c) Provide accurate information.

12. LIABILITY

12.1 We are not liable for:

- (a) Loss of heating;
- (b) Loss of hot water;
- (c) Loss of income;
- (d) Indirect or consequential losses.

12.2 Our total liability is limited to the total amount paid under the Plan during the relevant Plan Period.

12.3 Nothing excludes liability for death or personal injury caused by negligence or fraud.

12.4 We do not guarantee system performance, efficiency improvements, or uninterrupted operation.

13. FORCE MAJEURE

We are not liable for delays or failure to perform obligations caused by events outside our reasonable control, including:

Weather

Supply shortages

Industrial disputes

Government actions

14. COMPLAINTS

14.1 We operate a formal complaints procedure.

14.2 Complaints should be submitted to:

Email: renewablehelpline@ecohomeinsulation.co.uk

Address: DM Developments (Inskip) Ltd, Unit 2B Edward Quay VII, Riversway, Preston, PR2 2YF.

14.3 We will acknowledge and respond within reasonable timeframes/[8] weeks.

15. DATA PROTECTION

15.1 We process personal data in accordance with UK GDPR.

15.2 Please refer to our Privacy Policy.

16. AMENDMENTS

16.1 We may amend these Terms where necessary for legal, regulatory or operational reasons.

16.2 We will provide reasonable notice of any material changes.

17. GOVERNING LAW

These Terms are governed by the laws of England and Wales. The courts of England and Wales shall have exclusive jurisdiction.

18. CONTACT

DM Developments (Inskip) Ltd, Unit 2B Edward Quay VII, Riversway, Preston, PR2 2YF. 0800 135 7663.