

Enerus Care

Heat Pump Service Plan

Terms & Conditions

Overview

The Enerus Care Plan is a 12-month maintenance membership designed to help keep your heating system operating safely and efficiently.

The plan includes an annual service together with a range of membership benefits, including priority booking and discounted repair labour. It is not an insurance policy or a guarantee against breakdown.

Membership Includes

Your Enerus Care Plan includes:

One annual heating system service
Digital service certificate
Efficiency optimisation where applicable
Priority booking for servicing and repairs
10% discount on labour for repair work
Annual service reminders
Access to your online customer portal
Telephone support during normal office hours
Monthly Membership

Membership costs:

£15 per month

Paid monthly by Direct Debit.
Minimum membership term of 12 months.
Payments continue throughout the membership period regardless of whether the annual service has already taken place.

Annual Service

The annual service includes:

Manufacturer-recommended servicing procedures where available.
Visual inspection of the heating system.
Operational safety checks.
Cleaning of accessible components where required.
Efficiency and performance checks.
System pressure and expansion vessel checks (where applicable).
Inspection of controls and safety devices.
Digital service certificate.

Additional work outside the scope of a normal service will always be quoted before being carried out.

Repairs

Repairs are not included within the membership.

Members receive:

Priority booking.
10% discount on labour charges.

Replacement parts, materials and specialist equipment are chargeable separately.

What's Not Included

The plan does not include:

Replacement parts.
Emergency breakdown cover.
24-hour call-outs.
Labour for repairs.
System upgrades.
Damage caused by misuse or neglect.
Pre-existing faults identified before membership.
Work outside the manufacturer's service requirements.
Plumbing, electrical or building work unrelated to servicing.
Appointments

Members are responsible for arranging a suitable appointment.

If an appointment needs rearranging, please provide at least 24 hours' notice where possible.

Repeated missed appointments may result in additional charges.

Access

Customers must provide safe access to the heating system.

If our engineer cannot safely complete the service, a further appointment may be required and an additional charge may apply.

Existing Faults

The annual service is not intended to diagnose every fault within a heating system.

If faults are discovered during the visit, we will explain our findings and provide a quotation where appropriate.

Cancellation

You may cancel your membership at any time.

If cancelled within the initial 12-month term, any outstanding monthly payments for the minimum term remain payable unless otherwise agreed by Enerus.

After the first 12 months, membership continues on a rolling monthly basis until cancelled.

Our Responsibilities

Enerus will:

Carry out servicing with reasonable skill and care.
Use appropriately qualified engineers.
Notify you when your annual service becomes due.
Keep records of services completed.

Liability

Nothing within these Terms affects your statutory rights.

Enerus shall not be liable for losses arising from circumstances outside our reasonable control, including manufacturer defects, utility interruptions or customer misuse.

Privacy

Customer information is processed in accordance with our Privacy Policy and is used solely for administering your membership and providing heating services.

Changes to Membership

We may update membership pricing or benefits from time to time.

Members will receive at least 30 days' notice of any significant changes.