POWYS WARM GYNNES POWYS

NEW DIRECTION GROUP

Warm Powys (Scheme)

Servicing, Breakdown & Maintenance Plans

Warm Powys (Scheme) is proud to deliver the most comprehensive all-inclusive service, breakdown and maintenance packages available in the market to all customers who have had an install under the Scheme. By ensuring your system is serviced and optimised this will maximise any potential fuel savings and validate your manufacturers warranty, giving you full peace of mind.
Please see below the comparison matrix to help you choose the best plan to suit your needs and budget.

Cover Feature	Bronze	Silver	Gold	Platinum	Complete
Annual Heat Pump Service	✓#	✓#	✓	✓	✓
Annual Cylinder Safety Checks	✓#	✓#	✓	✓	✓
Annual Controls Checks	✓#	✓#	✓	✓	✓
Annual Solar PV Service	✓#	✓#	✓	✓	✓
Annual Battery Storage Service	✓#	✓#	✓	✓	✓
Service Performance Report	✓	✓	✓	✓	✓
Warranty Validation Support	✓	✓	✓	✓	✓
Energy Tariff Advice	✓	✓	✓	✓	✓
Breakdown Call-Out Cover		✓		✓	✓
Emergency Response Within 48 Hours		✓		✓	✓
Up to 4 Breakdown Callouts Per Year		✓		✓	✓
Repair Labour Included*		✓		✓	✓
Repair Parts Included*		✓		✓	✓
Central Heating System Maintenance					✓
General Heating System Maintenance					✓
Power Flushing (where required)					✓
System Balancing (where required)					✓
Water Quality Correction					✓
Enhanced Repair Cover Limit (10- or 12-year plans only)		✓		✓	✓
Insurance Backed Guarantee (5+ year plans)	✓	✓	✓	✓	✓
Interest-Free Finance Available (5+ year plans, subject to approval)	✓	✓	✓	✓	✓

**Subject to the limits and exclusions specified in the agreement.*

*#Bronze & Silver plans cover the ASHP **OR** Solar PV/Battery (not both).*

Package	Best For	Key Benefit
Bronze	Customers wanting warranty protection	Annual servicing only (ASHP **OR** Solar PV)
Silver	Customers wanting peace of mind	Annual servicing + breakdown cover (ASHP **OR** Solar PV)
Gold	Homes with heat pump, solar PV & battery wanting warranty protection	Annual servicing only (Includes both ASHP **&** Solar PV)
Platinum	Maximum protection for your whole system installation	Annual servicing + breakdown cover (Includes both ASHP **&** Solar PV)
Complete	Total cover for your whole system installation	Annual servicing, breakdown cover & maintenance (Includes both ASHP, Solar PV & Central Heating System)

Plan Costs

Please choose and tick the box applicable from one of the plans below also confirming if you wish to utilise the interest free loan facility;

Plan Type	Annual Plan	5 Year Plan	10 Year Plan	12 Year Plan
Bronze *(Heat Pump/Cylinder)*	£225 + VAT (£22.50 pm) ☐	£1,075 + VAT (£21.50 pm) ☐	£1,999 + VAT (£19.99 pm) ☐	£2,375 + VAT (£19.79 pm) ☐
Bronze *(Solar PV/Battery)*	£199 + VAT (£19.90 pm) ☐	£945 + VAT (£18.90 pm) ☐	£1,799 + VAT (£17.99 pm) ☐	£2,090 + VAT (£17.41 pm) ☐
Silver *(Heat Pump/Cylinder)*	£299 + VAT (£29.90 pm) ☐	£1,425 + VAT (£28.50 pm) ☐	£2,699 + VAT (£26.99 pm) ☐	£3,150 + VAT (£26.25 pm) ☐
Silver *(Solar PV/Battery)*	£250 + VAT (£25.00 pm) ☐	£1,175 + VAT (£23.50 pm) ☐	£2,250 + VAT (£22.50 pm) ☐	£2,625 + VAT (£21.88 pm) ☐
Gold	£385 + VAT (£38.50 pm) ☐	£1,825 + VAT (£36.50 pm) ☐	£3,450 + VAT (£34.50 pm) ☐	£3,999 + VAT (£33.33 pm) ☐
Platinum	£495 + VAT (£49.50 pm) ☐	£2,350 + VAT (£47.00 pm) ☐	£4,455 + VAT (£44.55 pm) ☐	£5,199 + VAT (£43.33 pm) ☐
Complete	£525 + VAT (£52.50 pm) ☐	£2,495 + VAT (£49.90 pm) ☐	£4,725 + VAT (£47.25 pm) ☐	£5,499 + VAT (£45.83 pm) ☐

☐ Providing you require a 5/10 or 12 year plan you can utilise the option to pay by Direct Debit via Robert Owen Community Banking Fund to pay monthly for your plan with no upfront costs. Should you cancel your plan early, you will be subject to the cancelleation charges

The above plans offer value for money and up to a 12.5% discount by taking the longer term plans. The monthly equivelant costs over the plan term *includes* VAT.

All 5, 10 or 12 year plans are also covered by an insurance backed guarantee should any of the Warm Powys (Scheme) companies suffer business failure.

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Warm Powys (Scheme)

Service Agreement Terms & Conditions

Parties:

- Warm Powys (Scheme) is a *Powys County Council accredited scheme and trading name. The scheme is administered by New Direction Energy & Financial Ltd via an exclusive service level agreement with Warm Wales. All servicing and maintenance works are carried out by our in-house team, and all works are accredited by New Direction Renewables Ltd, both companies incorporated in England and Wales (Company No's. 11408567 & 17445029), both with registered offices at Royal Welsh Warehouse, Old Kerry Road, Newtown, Powys, SY16 1BH (Provider).

And

- (Customer), of (Service Address).
- Plan Name:
- Plan Term:

Effective Date: / /2026

Service Fee: £0.00 (including VAT), payable by Bank Transfer/Cheque or *(for 5, 10 or 12-year plans)* via a monthly or annual Direct Debit payment facility provided by Robert Owen Community Banking (Fund). This Service Agreement will last for 1/5/10/12 year/s from the Effective Date and will remain in force until cancelled by either party in accordance with the Cancellation section of these Terms and Conditions or the end of the plan term as indicated above.

The plans offer a wide range of benefits dependent on the level of cover required. From basic servicing to fully comprehensive breakdown and maintenance cover for your Air Source Heat Pump, Heat Pump hot water cylinder, heating system controls, central heating system and ancillaries and/or Solar PV panels, inverter and battery storage system including ancillaries to ensure it is maintained, supported and in good working order. The plan is designed to work in accordance with your manufacturer's warranty. These terms and conditions set out Your and Our responsibilities in respect of these Services.

1. Definitions and interpretation

For the purposes of this Service Agreement, the following definitions apply:

- "Accredited" relating to Powys County Council & Warm Wales means that while the council (and Warm Wales) endorse the Warm Powys (Scheme) they are not financially accountable or liable to any install or services offered or delivered under the Scheme.
- "Air Source Heat Pump" "ASHP" means the domestic air-to-water heat pump outdoor unit installed by Us at the Service Address with the serial number: (00000000000000).
- "Ancillaries" any other essential parts of the heating or Solar PV system installed by Us and necessary in the running of the heat pump heating system or Solar PV install.

- “Battery storage” refers to the battery/s and any additional ancillaries forming part of the Solar PV system supplied and installed by Us as part of the original system at the service address.
- “Controls” “Controller” means the programmer (time controller), circulating pump, motorised valves, diverter/zone valves, room thermostats, and cylinder thermostat supplied and installed by Us as part of the original system at the Service Address.
- “Cylinder” means the domestic heat pump hot water cylinder and ancillaries installed by Us as part of your heat pump system install at the service address.
- “Data Protection” refers to all applicable UK data protection laws, including the UK General Data Protection Regulation and the Data Protection Act 2018.
- “IBG”, “Insurance backed guarantee” means an insurance policy to cover the plan in the event of New Direction Energy & Financial Ltd and/or Delta Electrical and Solar PV Services Ltd suffering business failure.
- “Manufacturers Warranty” means the warranty given by the heat pump or Solar PV panel/inverter/battery manufacturer.
- “Robert Owen Community Banking Fund”, “Robert Owen” is the organisation that will arrange any Direct Debit facility and/or; interest free loan facility for the Warm Powys (Scheme). Any loan is subject to underwriting, approval and funds availability.
- “Service”, ” Servicing “, ” Services “,, Service Plan” means the maintenance services provided by Us for the ASHP system and/or Solar PV and battery storage during the Term, in accordance with the level of cover chosen by You as set out in this Service Agreement.
- “Service Agreement” means the legally binding agreement between You and Us for the provision of Services at the Service Address, comprising the plan details and these Terms and Conditions.
- “Service Address” refers to the address noted on this agreement where the covered measure/s were installed by Us and where Servicing and/or remedial works are carried out.
- “Solar PV” refers to the Solar PV panels, mounting/rail kits, inverter and all other ancillaries forming part of the solar PV system installed by Us as part of the original system at the service address.
- “Terms and Conditions” means these terms and conditions forming part of the Service Agreement.
- “We”, “Our”, “Us” means Warm Powys (Scheme) of Royal Welsh Warehouse, Old Kerry Road, Newtown, Powys, SY16 1BH.
- “You”, “Your” means the customer entering into this Service Agreement.

To avoid doubt:

- Headings are for ease of reference only and do not affect interpretation.
- Words in the singular include the plural and vice versa.
- References to laws include any updates, amendments, or replacements.
- “Including” means *including but not limited to*.

2. Scope of Services

Servicing: Once every 12 months from the Effective Date, and at 12-month intervals thereafter, for as long as this Agreement remains in force.

Breakdown Cover: Within 48 hours of Us being notified (subject to the terms & conditions below).

Maintenance Cover (COMPLETE PLAN ONLY): Our most comprehensive plan covering the central heating system and other general maintenance jobs not covered by the service and breakdown plan.

Air Source Heat Pump (ASHP) fully comprehensive service package:

- **Inspection of the System**: Check the overall condition of the heat pump, including the indoor and outdoor units.
- **Cleaning Components**: Removing dirt and debris from coils, filters, and fans to ensure efficient operation.
- **Refrigerant Level/Anti-Freeze valves Check**: Ensuring that the refrigerant levels are correct and topping up if necessary or replace with anti-freeze valves.
- **Check safety valves and expansion vessels:** Ensuring full operation
- **Check and clean the magnetic particle filter:** Ensuring smooth operation
- **Check system pressure**: To ensure system optimisation
- **Electrical Components Check**: Inspecting wiring, connections, and controls for safety and proper functionality.
- **System Performance Test**: Measuring the heat output and checking the efficiency of the system.
- **Drainage Check**: Inspecting and cleaning the condensate drain to prevent blockages.
- **Vibration and Noise Analysis**: Listening for unusual sounds and checking for excessive vibration which could indicate problems with the heat pump.
- **System Controls Examination**: Testing the operation of all air source system controls and settings.
- **Documentation**: Providing a detailed report of the service performed, including any issues found and recommendations for repairs or maintenance.
- **Customer Education**: Offering guidance on how to operate the system efficiently and informing the customer about any necessary follow-up actions.
- **Energy Supplier/Tariff switching:** As part of the scheme, we have specialist energy advocates who can advise on the best supplier and/or tariff to suit your energy usage and time of use to maximise your savings potential.

Heat Pump Cylinder system - safety & regulatory checks:

- **Temperature & Pressure (T&P) relief valve test** — Annual test to ensure safe discharge.
- **Expansion vessel pressure check** — Typically around 3 bar; prevents nuisance discharge and protects the cylinder and system stability.
- **Line strainer cleaning** — Removes debris that restricts flow.
- **Pressure reducing valve inspection and test** — Ensures correct incoming mains pressure and critical safety protection.
- **Discharge pipework inspection** — Must have correct fall and be unobstructed.
- **Electrical safety check** — Immersion heater wiring, isolator switch, and safety cut-outs.
- **Benchmark service record completion** — Required for warranty and Building Regulations compliance.
- **Tank flush** — Removes sediment that reduces efficiency (if required).
- **Anode rod inspection** — Every 3–5 years; protects against corrosion.

- **Immersion heater test** — Must reach ≥60°C for legionella protection.

Heat Pump System Controller Tasks:

- **Thermostats:** Check for correct operation and temperature setting of the thermostats.
- **Zone Valves:** Check the operation of the zone valves.
- **Immersion Heater** (element): Check the operation and the timing of the immersion heater.

Solar PV and Battery Storage *- fully comprehensive annual service package that includes the following:*

🛠️ System inspection

A technician checks the entire system end-to-end:

- **PV panels** for cracks, delamination, hotspots, shading issues, and debris – to maintain generation efficiency
- **Mounting rails, roof fixings, and weather seals**
- **DC cabling, isolators, connectors, and junction boxes**
- **AC cabling, consumer unit connections, and safety devices**
- **Battery cabinet condition**, ventilation, and physical integrity

⚡ Electrical testing

Ensures the system is safe and performing correctly:

- DC string voltage and current checks
- **Inverter** AC output tests
- Earth continuity and insulation resistance
- Battery charge/discharge behaviour
- Verification of MCS-compliant installation standards (common in UK servicing)

🔋 Battery health check

Technicians assess:

- State of health (SOH) and remaining capacity
- Cycle count and degradation
- Firmware version and communication with inverter
- Charge/discharge efficiency and balancing
- Backup mode functionality (if supported)

🔄 Inverter & software optimisation

Hybrid inverters manage both PV and battery, so tuning matters:

- Firmware updates
- Smart-charging rules (e.g., off-peak charging, export limits)
- Grid-limit settings (G98/G99 compliance)
- Monitoring app setup and data accuracy
- Export tariff configuration (SEG)

Panel cleaning

Remove any dirt, moss, bird droppings, and pollution buildup to restore efficiency.

Performance analysis

You'll usually receive a report covering:

- Annual generation vs expected output
- Battery utilisation rate
- Self-consumption percentage (typically 70–85% with battery systems)
- Exported energy and SEG earnings
- Recommendations to improve performance

Safety & compliance checks

Includes:

- Verification of isolators and breakers
- Roof integrity and water-ingress checks
- Confirmation of correct labelling and documentation
- Ensuring the system still meets DNO and MCS standards

3. Eligibility & Equipment Covered

- The plan covers the domestic Air Source Heat Pump at the Service Address, installed and operated per manufacturer instructions.
- We may conduct a preliminary assessment. For non-Warm Powys Scheme customers, if the Air Source Heat Pump or Solar PV system is unsafe, incorrectly installed, or contaminated, we may decline cover or propose remedial works (chargeable).
- The removal and replacement of the Air Source Heat Pump or Solar PV system (inverter or panels) listed under this Service Agreement will render this Service Agreement null and void at the point of notification.

4. Customer Responsibilities

You agree to:

- Provide safe, reasonable access at the scheduled time to indoor and outdoor units, including clearance around the Air Source Heat Pump and evaporator coil at the scheduled time (an adult 18+ must be present).
- Notify us promptly of unusual noises, smells, alarms, icing, leaks, or other faults.
- Maintain adequate system pressure and bleed radiators if needed; operate equipment per manufacturer guidance and do not modify setpoints or wiring without guidance.
- Comply with any safety advice we give.
- Keep the areas around the Air Source Heat Pump and Solar PV panels clear of vegetation and obstructions as per the manufacturer's clearance guidance.
- Ensure the Air Source Heat Pump antifreeze protection is not compromised by third-party works or water top-ups.
- Electrical circuits for the heat pump and/or Solar PV haven't been modified or tampered with.
- Ensure any payment schedule is kept up to date and fully paid.

5. Scheduling & Attendance

- We will contact you to schedule the annual Service within the Term or provide you with access to a booking portal.
- Appointments are within normal working hours (Monday-Friday). Weather conditions, access limitations, or safety concerns may affect work on internal/external units.
- You may cancel or rearrange your scheduled appointment up to forty-eight (48) hours before the agreed time without charge.
- Cancellations made within forty-eight (48) hours of the scheduled appointment may incur a fee of eighty-five fifty pounds (£85.00) plus VAT.

6. Breakdown Cover

- Should you choose this option, we will provide an emergency call out service *(up to a maximum of 4 call outs per annum)* within 48 hours of you reporting the problem. An engineer will contact you to try and ascertain the issue and potentially resolve minor common issues with you over the phone and/or visit the premises to correct defaults/remedial works required.
- ***If you have included the complete service & breakdown package all parts and labour are included on repairs/remedial works up to a maximum cap of; £1,750*** *(for annual & 5-year plans)* ***& £2,500 (****for 10- or 12-year plans).* ***per annum OR £3,500*** *(for annual & 5-year plans)* ***& £5,000*** *(for 10- or 12-year plans)* ***over the plan lifetime.*** General system maintenance not essential to the running of the heat pump system including (non-exhaustive); Power flushing, system balancing and water quality correction beyond standard checks *(unless you have chosen the 'Complete Package' to include maintenance).*
- False call outs may incur a fee of eighty-five pounds (£85.00) plus VAT.

7. Exclusions

This plan does not include:

- Emergency callouts, breakdowns, or out-of-hours attendance (for service only plans option).
- Parts, components, consumables, filters beyond routine cleaning, sensors, Controller replacements, PCB repairs, fans, compressors, pumps, valves, expansion vessels, pipework, insulation, electrical supplies, cylinders, buffer tanks, underfloor heating circuits. (*beyond the cover already provided within workmanship or the manufacturer's guarantee*).
  ***NB: If you have included the complete service & breakdown package all parts and labour are included on repairs/remedial works up to a maximum of; £1,750** (for annual & 5-year plans) **& £2,500 (**for 10- or 12-year plans). **per annum OR £3,500** (for annual & 5-year plans) **& £5,000** (for 10- or 12-year plans) **over the plan lifetime.** General system maintenance not essential to the running of the heat pump system including (non-exhaustive); Power flushing, system balancing and water quality correction beyond standard checks *(unless you have chosen the 'Complete Package' to include maintenance)*
- Damage due to misuse, neglect, freezing, flooding, fire, pests, building defects, or third-party works.
- Cosmetic damage, pre-existing faults, manufacturer recalls, and installations not compliant with current standards are excluded.
- Breakdown cover is not included under this Service Agreement ***(unless you have opted for a package to include the breakdown option).*
- Parts coverage is not included under this Service Agreement ***(unless you have opted for a package to include the breakdown option).*

8. Payment, Cancellation & Refund Policy

- You may cancel your plan within 14 days of the Effective Date for a full refund of payments received (providing no Service has been provided); if a Service has been provided, the cooling off period is deemed to of been waived and the equivalent annual premium is charged. For 5/10-or-12-year plans, any cancellations thereafter will be subject to a £299 cancellation fee. Should you have had a service carried out, the equivalent annual premium is also due for that year in full.
- All annual plan payments made under this Service Agreement are payable up-front and non-refundable, including where You choose not to book or receive the annual Service, where the ASHP becomes ineligible due to alteration or removal, or where this Service Agreement is terminated by either party after the 14-day cooling-off period. This non-refundability applies to all payments made to the date of cancellation, regardless of whether the Services have been used in full, in part, or not at all.
- Any missed Direct Debits will attract a £12 administration fee payable (along with your regular monthly premium) the following month.
- Should you move house this plan is fully transferable to the new owner. Please provide details of the new owner's name and contact details to enable us to set up payments directly with them and ensure a smooth transition. There is a £50 administration charge for changing the plan over.
- If you paid outright for your 5-, 10-or 12-year plan, should you wish to cancel you can receive a refund for all unspent years of the plan minus the relevant 1-year annualised plan rate plus RPI for each year spent, plus a £299 (+ VAT) cancellation fee. If you have taken a loan out to purchase your plan, this must be repaid in full. Any shortfall remaining to settle your account after taking into consideration any cancellation costs and/or arrears will need to be paid within 7 days of your notice to cancel.

9. Health & Safety & Refrigerant Handling

- If we consider attendance or continued operation unsafe, we may isolate the Air Source Heat Pump and/or Solar PV system or decline Service until all hazards are resolved.
- Refrigerant work will be performed by appropriately qualified personnel where required. Leak testing may be visual or instrument-assisted; consequential refrigerant works may be chargeable.

10. Changes to these Terms

- We may amend these Terms and Conditions from time to time to reflect operational, legal, regulatory, or service-related changes. We will provide at least 30 days' notice of any material change. If you don't agree to the updated Terms, you may cancel the Service Agreement before the changes take effect. Continued payment or use of the Service after the effective date of the updated Terms will constitute Your acceptance of the changes.
- For annual plans taken, we may review and update the annual Fee each year to reflect inflation, increased operational costs, or changes in supplier pricing. We'll notify you at least 30 days before any price change takes effect. If you do not wish to continue at the revised price, you may cancel the Service Agreement before the new annual Fee is due/commences.

11. Warranties & Liability

- We will provide our Services with reasonable skill and care and ensure that all personnel are suitably qualified.
- We don't guarantee uninterrupted operation, seasonal performance factor (SPF), or COP values.
- Nothing limits liability for death or personal injury due to our negligence, fraud, or other non-excludable rights.
- We are not liable for indirect or consequential losses, business interruption, or loss of earnings or profit suffered by you because of any system failure.
- Your statutory rights remain unaffected.

12. Cancellation & Cooling-Off

- You may cancel your plan within 14 days of the Effective Date for a full refund of payments received (providing no Service has been provided); if a Service has been provided, the cooling off period is deemed to of been waived and the equivalent annual premium is charged. For 5/10-or-12-year plans, any cancellations thereafter will be subject to a £299 cancellation fee. Should you have had a service carried out, the equivalent annual premium is also due for that year in full.
- We may cancel your plan for non-payment (3 or more missed payments), unsafe conditions, or misuse, with 1 months' notice. This will be treated as a cancellation and charges applied in line with the above terms.

13. Data Protection

- We will process personal data in accordance with our privacy notice and applicable data protection laws.
  For queries, contact; applications@warmpowys.uk

14. Complaints

- Please contact applications@warmpowys.uk first and refer to our complaints handling policy located in our frequently asked questions page (section 10).

15. Governing Law & Jurisdiction

- This Service Agreement is governed by the laws of England and Wales. Courts of England and Wales have exclusive jurisdiction.

Signatures

By signing this document and purchasing your chosen package, you are agreeing to these Service Terms and Conditions.

Customer Name: _____

Customer Signature: _____ **Date:** _____

Authorised by: Andrew Condren (Scheme Coordinator)

Authorised Signature: _____ **Date:** _____

WARM POWYS (SCHEME)

Bank Details (for annual or lump sum payment fees)

Bank: LLOYDS (Chelmsford Legg St Osc, 1 Legg Street, Chelmsford, Essex, CM1 1JS)
Account Name: New Direction Energy & Financial Ltd
Account Number: 71168163
Sort Code: 30-98-97

Warm Powys (Scheme)

Registered Address: Royal Welsh Warehouse, Old Kerry Road, Newtown, Powys, SY16 1BH
Administration Address: 22a Cringleway, Great Ponton, Grantham, Lincolnshire, NG33 5DL
TEL: 08000 242456; **WhatsApp** (Evidence Only) 07950 312264; **Email:** applications@warmpowys.uk
Emergency Breakdown & Servicing Contact Number: Tudor Borsazi – 07821 132961

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