



ServicePlan

Helping you maintain your Grant renewable heating system for years to come.



Peace of mind

Grant heating products are recognised for their innovative designs, impressive performances and reliable durability. To ensure that your VortexAir hybrid or cylinder operate as efficiently as possible, Grant UK recommends that your appliance is regularly serviced. Maintenance not only prolongs the lifespan of your Grant product but it can also improve the overall performance of your entire heating system.

Grant UK can arrange for one of their in-house engineers to service your renewable product. Whether you have a VortexAir hybrid and/or a Wave hot water cylinder, a Grant UK service engineer can visit your home, service your appliance and leave you with the peace of mind that your home heating system is working at its best.



Benefits

Regular servicing can deliver a wide range of benefits for your Grant renewable heating system. By booking a product service through Grant UK, you will:

Maintain your Grant product warranty

Annual servicing is a requirement to preserve your Grant product warranty.

Maximise your system's efficiency

Even if your Grant product warranty has expired, Grant UK strongly recommend that products are serviced annually to ensure that both the appliance and system are working as efficiently as possible.

Comply with RHI Scheme requirements

If you are claiming the Renewable Heat Incentive (RHI), you must ensure that your renewable product is annually serviced by an MCS accredited installer. All of Grant UK's in-house engineers are MCS accredited so when they service your Grant product you will be adhering to the RHI Scheme rules enabling you to continue to receive your quarterly payments.

Keep your product maintained by a highly-skilled engineer

All of Grant UK's engineers are experienced in the field and extensively trained on all of Grant's renewable product ranges. By choosing Grant UK to service your appliance, your product will be maintained by the Company who also manufactured it.

Prolong the lifespan of your Grant product

Regular servicing can identify and resolve any issues which could affect your Grant renewable heating system.

What's included

Grant UK will send a member of their Field Service Engineering Team to your home to carry out a service of your renewable product. Please find below a summary of what is included in each product service package.



Grant VortexAir hybrid service

Heat pump	System
Assess the visual condition of the heat pump	Check the heating and hot water controls settings
Check for any debris/obstructions in the evaporator fins and remove if found	Check expansion vessel pressure & operation of pressure relief valve
Check that the fan outlet is not obstructed and remove any debris	Clean magnetic filter
Check that the condensate drain opening is clear	Central heating check
Assess the condition of the flexible hose and pipe insulation	Hybrid parameter check
If the hybrid is installed within 15 miles of the coast, spray the evaporator with ACF50	
Check the heating system pressure and operation of pressure relief valve	
Check the antifreeze concentration level	
Check for any sign of leakage from the refrigerant circuit	Update annual servicing record for the product
Boiler	
Check oil storage and oil supply	Replace nozzle and inspect the flexible oil line if required
Assess the visual condition of the boiler and flue termination	Check flue gas analysis & adjust burner to manufacturers settings
Clean primary heat exchanger and baffles	Check appliance safety controls
Clean secondary heat exchanger and turbulators	Check operation of pressure relief valve
Clean and correctly set burner	Clean condensate trap and check correct discharge



Grant Wave cylinder service

Check and clean the cartridge from the pressure-reducing valve (PRV)

Check the strainer and, if necessary, remove any debris and replace the cartridge

Check the charge pressure in the expansion vessel and top up as necessary

Manually lift the expansion relief and temperature and pressure relief valves one at a time and check for adequate discharge

Check that the discharge to waste is correct and unobstructed

Check that each of the valves seal correctly when released

Test the immersion heater and thermostat function

Check the immersion heater resistance

Complete electrical ground check

Ensure cylinder sensor is correctly located, securely fitted and operating correctly

Update annual servicing record for the product

No complicated commitments

ServicePlan by Grant is very flexible. There is no need for you as the homeowner to financially commit to a long-term service plan. Instead, you can simply contact Grant UK when your product is due for servicing and book a one-off appointment.

After Grant UK's engineer has completed the service, you can opt-in to receive a reminder the following year from Grant UK letting you know that your product's next service is due. There is no pressure to enter into a service plan contract so you keep complete control of maintaining your home's heating.

Book a service

If you would like to arrange for a Grant Engineer to attend your property to service your appliance, please contact our **ServicePlan Team on 01380 736920**. We will then arrange for an engineer to service your Grant renewable product at a suitable time.

Please note, we recommend that you contact Grant UK a month prior to your product's annual service due-date to allow for sufficient time to schedule a booking.



ServicePlan Prices & Packages

ServicePlan 1

£288 (annual)



What's included

• VortexAir hybrid service	• Technical support
• Service labour	• Dedicated engineer
• Routine service visits	• 50% off replacement parts
• Annual service reminder	

ServicePlan 2

£372 (annual)



What's included

• VortexAir hybrid & cylinder service	• Technical support
• Service labour	• Dedicated engineer
• Routine service visits	• 50% off replacement parts
• Annual service reminder	

Cylinder service

£120 (annual)



ServicePlan

by Grant

This leaflet is accurate at the time of printing but as Grant UK has a policy of continual improvement it may be superseded. We reserve the right to alter prices and specifications without prior notice. The statutory rights of the consumer are not affected. All prices are inclusive for VAT. A full copy of our terms and conditions is available upon request.

All products manufactured under I.S. EN ISO 9001. Grant UK additionally holds ISO 14001 accreditation.

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