



# 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 Grant 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 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

£316.80 (annual)



### What's included

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

## ServicePlan 2

£409.20 (annual)



### What's included

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

## Cylinder service

£132.00 (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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