

Air Source Heat Pump Installation Terms and Conditions

Greater Manchester Warm Homes Scheme



Air Source Heat Pump

PH Jones is committed to protecting your personal data. **We** want to be transparent about how **we** use your personal data, so before you read **these** Terms and Conditions, **we** want to point out that PH Jones is the data controller of your personal data. Although **our** Privacy Notice does not form part of the contract between you and PH Jones you should read **our** Privacy Notice to understand how **we** collect and use your personal data and your data protection rights. Please see **our** Services Privacy Notice at [Privacy Policy - PH Jones](#)

We've provided more detail about how **we** will use your personal data further below.

Air Source Heat Pump Terms and Conditions – Greater Manchester Warm Homes

Please read this document carefully as it sets out the terms and conditions of your new **air source heat pump** installed under the Greater Manchester Combined Authority's ("GMCA"), "Greater Manchester Warm Homes" scheme (the "**Scheme**"). By having an **air source heat pump system** installed, you accept these terms and conditions.

Words in bold

Some of the words and phrases **we've** used in these terms and conditions have a particular meaning. **We've** highlighted these words in bold and explained what they mean below.

Definitions

By "**we**", "**us**" or "**our**", we mean British Gas Social Housing Limited (trading as **PH Jones**) as the provider of the installation services for your **air source heat pump** under the Scheme.

access and making good – getting to your **air source heat pump** or **central heating** system to install it, and then **repairing** any damage **we** may cause in getting access to it by **replacing** items such as cabinets or cupboards that **we've** removed and by filling in holes **we** have made and leaving a level surface – but **we** won't replace or restore the original surface or coverings, for example: tiles, floor coverings, decoration, grass or plants.

accidental damage – when you do something that stops your **air source heat pump** or **central heating** system from working properly – without meaning to.

Air source heat pump - a single air source heat pump on your property that's designed for **home** use and has a heat capacity of up to 12kW.

annual service – a check each year to ensure your **air source heat pump** and **central heating** are safe and working properly.

central heating – the heat and hot water system on your **property** - including your external expansion tank and vessel, radiators, bypass and radiator valves, system filters, **cylinders**, any immersion heater and its wired in timer switch, and the pipes that connect them.

commissioning check – a check **we'll** do when **we** install your **air source heat pump** system to make sure your **air source heat pump** and **central heating** are safe and working properly. See page [4] for more details.

controls – the controls outside your **air source heat pump** that make them work, including the programmer, any thermostats, motorised zone valves, and **central heating** pump and the pipes and wires that connect them.

cylinders – tanks that store hot water.

Air source heat pump system – an **air source heat pump** and any ancillary elements like a hot water tank installed by **us** and which work in combination to provide space heating and hot water for your **home**.

home – the building, including any attached garage or conservatory where you live or a home you own.

Mixing valve and pump group – a device that allows the mixing and diverting of the system water. **meters** – sensors which collect data about the performance of the **air source heat pump**.

property/properties – a **home** and all the land up to your boundary – including any detached outbuildings.

Product/products – cover or service for certain appliance(s) or system(s) as set out in your statement.

Rectification of workmanship defect(s) – the correction of defects arising directly from the installation work carried out by PH Jones, including pipework, connections, and other installed components. This does not include repair of the air source heat pump unit or its components, which are covered by the manufacturer's warranty, and should be reported directly to the manufacturer.

sludge – the natural build-up of deposits in your **air source heat pump** or **air source heat pump system**, as it corrodes over time.

About the product

We're installing air source heat pumps

If you have an **air source heat pump** installed, you'll get access to cutting edge technology and you'll also contribute towards a lower carbon future.

Eligibility

Eligibility for Greater Manchester Warm Homes scheme is determined by the Greater Manchester Combined Authority.

Other improvements under the Scheme

As part of Scheme, your property may be subject to a package of improvements arranged by the GMCA. These may include works such as the installation of solar panels, insulation, or other energy efficiency measures. Those works are carried out by separate providers appointed by the GMCA and are not within the scope of these terms and conditions.

Please note that participation in Greater Manchester Warm Homes requires all improvements identified for your property to be completed. If you have any questions about the full package of improvements applicable to your property, you should contact the Greater Manchester Combined Authority directly.

The cost of the installation and ongoing costs

GMCA has different levels of funding under the Scheme. For owner occupiers or landlords with one property the cost of the installation is fully funded by the GMCA under the Scheme. For landlords with multiple properties only the first eligible property will be 100% funded, subsequent eligible properties will receive up to 50% funding of the cost of the works.

Heating costs

Running costs will vary depending on how you use the **air source heat pump system**, there's no guarantee that having one installed will reduce your heating costs. Using in conjunction with solar PV, battery and exploring different energy tariffs will give you the most economic solution.

Installation of your heating system

Your installation

Getting into your property

It's your responsibility to give **us** access to your **property**. If **we** can't access your property, **we** won't be able to complete the installation. The Scheme requires all approved installations for a property to be completed. If the installation of your **air source heat pump** is not completed, you may lose the opportunity to receive other funded improvements under the scheme.

Photographs

We'll take photographs of where **we'll** be working in your **home**, and of the installation before, during and after completion, to evidence the work carried out and support quality and compliance requirements under the Scheme. **You** accept for the photographs of your **home** to be taken by **us** and to be stored in accordance with **our** Privacy Notice which can be found at [Privacy Policy - PH Jones](#).

Dangerous materials and asbestos

If we find asbestos or other hazardous materials at your property, we may need to stop work. We will not be able to complete the installation until the asbestos or hazardous materials have been safely removed. We will liaise with GMCA regarding the next steps.

Authority to carry out work

When **we** arrive on the installation day, someone 18 years old or older needs to be at the **property**. If you're not at the **property** on the day of installation, you must make sure that there is somebody else present who can give instructions to **our** engineer, on your behalf and you must ensure you obtain any job sheets or advice that the engineer leaves with that person.

If you are a tenant, it is your responsibility to ensure that you have obtained the relevant consent from your landlord to enable you to give instructions to **our** engineer and that you pass any job sheets or advice from the engineer back to the landlord.

Our installers

All our engineers are all fully qualified and carry identity cards. To complete your installation, **we** may use secondary trades such as electricians or specialist builders. These are usually contractors, and they'll all be appropriately qualified.

Working in dangerous or unsafe conditions

We won't start or continue doing any work on your **property** if **we** believe there's a health and safety risk, for example: hazardous chemicals, pest infestations, verbal or physical abuse, or harassment. And **we** won't return to finish the work until that risk is gone.

Timeframes

Any timeframes **we** give you are **our** best estimates and **we**'ll do what **we** can to keep to them. Where there are likely to be delays, **we**'ll let you know as soon as possible and agree new timeframes with you.

Waste removal

We will be responsible for removing all non-dangerous materials, including your old **boiler** and any **central heating** parts **we** replace.

Carpets, floors and finishing

To help **us** complete **our** work **we** may need to take up floor coverings including carpets or tongue and-groove timber flooring or cladding, parquet, hardwood, rubber or tiled floors. We will put it back once the work is done. **We**'ll take care to carry out the work without causing damage to your **property**. If **we** cause unnecessary damage because of **our** negligence, **we**'ll put it right.

Additional work and restoration

Sometimes **we** may have to do some extra work, for example if **we** can't use existing pipework, or **we** need to do some wiring to install the **air source heat pump system**. This work can cause damage to wall coverings, paint and solid wall insulation. You may need to redecorate once the work is completed.

Pre-existing faults

Where **we**'ve connected new equipment to your existing system or appliances, **we** can't accept responsibility for the cost of **repairing** or **replacing** parts of your existing system that later develop faults, or compensating you for any faults that:

- Were already there when your **air source heat pump system** was installed, or were caused by anybody other than **us** when any changes or additions were made to your **air source heat pump system**; or
- **We** couldn't reasonably have been expected to know about before. For example, faulty pipes that don't have the correct protection, which are buried under concrete floors. This applies in all cases except where **we**'ve been negligent in not realising that this damage to your existing system would happen, or unless the way **we** carried out the work was negligent and caused the fault.

System cleanse

When **we** install your **air source heat pump**, **we**'ll carry out a system cleanse. This is where **we** push hot and cold water through your system. *This won't remove sludge. If you have sludge in your system, **we**'ll carry out a power flush before **we** install the **air source heat pump**.*

Commissioning check

A commissioning check will be carried out as part of the installation. **Our** engineer will check that your **central heating** and ventilation don't have any pre-existing faults.

Permission

It's your responsibility to get any permission needed for the work, as **we** won't accept liability for unauthorised work, e.g. if you don't own the **property**, you'll need to get the owner's permission first, or if the **property** is a listed building you may need planning permission.

Things beyond our control

We can't be held responsible if **we** cannot meet **our** responsibilities because of things beyond **our** control including, for example, poor weather conditions, industrial disputes, strikes that **we** aren't directly involved in or if species that could be subject to special protection, for example bats, birds, butterflies, dormice or plants, are found in your **property**.

Electricity supply

You'll need to have an adequate electricity supply to your **property** before **we** can start the work.

Water supply pressure

We'll test your water supply pressure before **we** start work. As water supply rates can change, **we** can't be responsible for your **central heating** failing to work properly because your water supply becomes inadequate or keeps changing, unless **we** were negligent in how **we** tested your water pressure.

Additional services

These terms and conditions apply solely to the installation of your air source heat pump under Greater Manchester Warm Homes. If you wish to commission any additional services from PH Jones that fall outside the scope of the scheme (for example, additional heating works or other services to your property), those will not be covered by the scheme and cannot be agreed under these terms and conditions. Any such additional services will need to be discussed with you separately, and PH Jones will provide you with a written quote and agree the full scope, price, and terms with you before any additional work commences.

Complaints

For details on complaints and your cancellation rights, please see the Complaints section below for more details.

Your Warranties

This section explains the warranties that apply to your air source heat pump installation under the Greater Manchester Warm Homes scheme. Two separate warranties apply: (i) a 7-year manufacturer's warranty in respect of the air source heat pump unit itself and its component parts, provided by the original manufacturer and (ii) a 24-Month Workmanship Warranty provided by PH Jones in respect of the installation work carried out. The manufacturer's warranty is separate and independent from PH Jones's workmanship warranty. Any claims under the manufacturer's warranty should be made directly to the manufacturer.

Manufacturer's Warranty

The **air source heat pump unit** and its components are covered by a warranty provided by the original manufacturer. The manufacturer's warranty covers defects in the equipment itself (not installation workmanship). You should refer to the manufacturer's warranty documentation provided with your unit for full details of the coverage, duration, exclusions, and how to make a claim. Claims under the manufacturer's warranty should be made directly to the manufacturer.

Required annual service

To keep your manufacturer's warranty valid and to ensure your **air source heat pump** continues to operate safely and efficiently, you must have it serviced annually by a suitably qualified engineer. Please refer to the manufacturer's warranty documentation for specific requirements. If you have your **annual service** completed by someone, make sure you keep the paperwork to show you've had it done as the manufacturer may ask you for it if your **air source heat pump** breaks down. As part of your heat pump installation, the first two annual services are included and will be carried out by British Gas. Once your installation has been completed, your details will be registered and an account created to enable us to arrange these services.

Manufacturers' security instructions

It's your responsibility to follow manufacturers' security instructions related to internet or mobile connected devices which are used to communicate with **air source heat pumps**, appliances or systems covered under this agreement.

Workmanship Warranty

The 24-Month Workmanship Warranty covers defects in the installation work carried out by PH Jones for a period of 24 months from the date of installation. It does not cover the **air source heat pump** unit, its components, or any defects arising from the equipment itself – those are covered by the manufacturer's warranty.

The 24-Month Workmanship Warranty includes:

- reasonable labour costs to rectify any defects in PH Jones's workmanship
- an unlimited number of call-outs for defects arising from PH Jones's installation work
- reasonable costs of **access and making good** where required to rectify a workmanship defect

To keep your workmanship warranty and the manufacturer's warranty valid, you should:

- ensure that the **air source heat pump** is serviced and maintained in accordance with the manufacturer's recommendations, and follow any operating instructions provided by the manufacturer or PH Jones.

An **annual service** will help make sure your **air source heat pump** is working safely and efficiently. Please follow the manufacturer's instructions and keep records of any servicing carried out, as these may be relevant to your manufacturer's warranty.

Workmanship Warranty – What is not included

- Defects in the air source heat pump unit or its components – these are covered by the manufacturer's warranty
- **Accidental damage**
- Damage caused by limescale, **sludge** or other debris
- Damage caused by anyone other than us.
- Damage linked to the supply of your gas, water or electricity
- Contamination of glycol or water in the **air source heat pump**
- Any parts designed specifically for underfloor heating
- **Repair or replacement** of electrical elements in radiators
- **Replacing** or topping up your system inhibitor unless **we've** removed it
- Resetting your **controls** or **replacing** the batteries for your **controls**
- **Repair or replacement** of water heaters, fires or fire surrounds
- Damage caused to your **air source heat pump** by circumstances outside **our** control, for example damage caused by frost or freezing as a result of the supply voltage being switched off or insufficient system flow
- We're not responsible for any loss or damage caused by malicious, inappropriate or unintentional interference with the software, internet communications or radio signals of any **air source heat pump**
- **We're** not responsible for any loss of, damage to, or cleaning of **property**, furniture or fixtures as a result of your **air source heat pump** or system breaking or failing unless **we** caused it
- Fixing your showers, their parts and shower pumps

Workmanship Warranty – What is included

Rectification of defects arising directly from PH Jones's installation workmanship, including:

- **installation pipework** and connections made by PH Jones as part of the installation
- buffer tank installation (where installed by PH Jones)
- **mixing valve and pump group installation (where installed by PH Jones)**
- installation of the **controls** that make your **air source heat pump** work, including the programmer, any thermostats, motorised zone valves and **central heating connections**
- installation of expansion tank, radiators, bypass and radiator valves (where installed by PH Jones)

- **installation of cylinders** and any immersion heater and its wired-in timer switch (where installed by PH Jones)
- installation of the pipes that connect the system (where installed by PH Jones)
- the **commissioning check** carried out by PH Jones at the time of installation

UK law

Your installation and workmanship warranty are bound by the laws of England.

Complaints

If you have a complaint about your heating installation:

- email **us** at PHJrenewables@phjones.com
- call **us** on 0333 240 5917

If you have a complaint about your workmanship warranty:

- email **us** at PHJrenewables@phjones.com
- call **us** on 0333 240 5917

We take any complaint seriously and **we**’ll do **our** best to resolve the issue right away. If **we** need more time to investigate, **we**’ll let you know and keep you updated.

If you feel that a complaint has not been resolved to your satisfaction you can also contact GMCA at localgrant@greatermanchester-ca.gov.uk

If you’re not satisfied with **our** final response, or it’s been more than eight weeks since **we** received your complaint, you may be able to take it to Utilities ADR:

- by calling them on 0203 598 7390
- or writing to them at: 12 Walker Avenue, Stratford Office Village, Wolverton Mill Milton Keynes MK12 5TW

For more information, visit utilitiesadr.co.uk

Cancellation

By you

If you wish to cancel your participation in Greater Manchester Warm Homes, you should contact the Greater Manchester Combined Authority at localgrant@greatermanchester-ca.gov.uk. If you refuse access to our engineers on the day of installation or decide that you no longer wish to proceed with the installation, you may be asked to sign a declaration confirming your decision. We are required to provide this declaration to the Greater Manchester Combined Authority.

By us

We can cancel our obligations under this agreement if you put **our** people’s health and safety at risk, for example physical or verbal abuse.