



## Your GreenTec System

### **Introduction**

Congratulations on choosing a GreenTec System to control your home's environment – your home is now using 50 – 80% less fossil fuel than if you had installed conventional heating and ventilating systems.

Now that your system is installed, we want to ensure that it runs at optimum performance and with maximum reliability and longevity.

During the first year of your operation of your GreenTec System, all parts and labour costs are met by GreenTec. But we do ask that, before calling us in to service your system, you are as sure as possible that the problem definitely lies within our system – and if it is, that it wasn't caused by a third party. Please refer to the **Third party or accidental damage** clause in the **General Exclusions** section at the end of this document.

Six months into the operation of your new system, we will arrange a visit to replace your air filters and to run checks on all parts of your system. This visit will be uncharged.

One year into the operation of your system, this Maintenance Agreement comes into force at whichever level – Bronze, Silver or Gold – you select, and will be automatically renewed annually; if you wish to change or discontinue the agreement, you may do so by giving three months' notice to GreenTec.

### **Standard Services**

All GreenTec System owners, on signing and returning this agreement, and making payments as agreed, have access to a range of standard services. The minimum level of cover – our Bronze Level Agreement – provides:

#### **Customer Familiarization Session**

GreenTec provide an initial training session on the use of the control system, highlighting any features particular to your installation.

#### **Help Desk**

The GreenTec Help Desk is available to support customers during Normal Business Hours. GreenTec staff are on call to respond to customer questions and enquiries.

#### **Engineer Call-Outs**

Ad-Hoc Engineer Call-Outs, Emergency Engineer Call-Outs and Planned Maintenance visits are available to be carried out by fully-trained GreenTec personnel. The cost of labour involved varies according to the level of Agreement between the Owner and GreenTec Systems.

#### **Replacement Parts**



Replacements for all parts of the system are available through GreenTec. Parts are supplied free to Gold Agreement customers and are chargeable to all other customers.

Please note that major components in the system are subject to a one-year warranty from the date that the Owner begins operating the system.

### **Filters**

All Bronze, Silver and Gold Agreement GreenTec customers will receive replacement Air Handling Unit filters annually as a minimum. If the filters aren't changed on a regular basis, the performance of the air conditioning system will deteriorate – in particular, as less air is passed through the filters, air quality will reduce and condensation may begin to form on windows.

### **Planned Maintenance Services**

Our Planned Maintenance Services add to the facilities available for Bronze Agreement customers. They are custom-designed to check the condition and operation of all elements of your system, adjusting and renewing where necessary. By thoroughly servicing your system twice annually, we aim to reduce the need for unplanned visits to zero.

All 3 levels of services – Bronze, Silver and Gold – are described on the following pages.



## **BRONZE LEVEL AGREEMENT**

The minimum level of cover needed by all customers, Bronze Level cover gives:

- Access to the GreenTec Help Desk for free guidance and advice on the running of your system. A high proportion of enquiries are resolved on the telephone; those that require a GreenTec Engineer to attend are responded to with a target Engineer-to-Site time of 3 Business Days from receipt of call.
- Access to the GreenTec Engineer Call-Out Service; service visits are chargeable at current rates (which are £120 call-out fee, plus, during Normal Business Hours, £60 per hour, or £120 per hour outside of Normal Business Hours). Any parts required are chargeable.
- Access to the GreenTec Emergency Engineer Call-Out Service. An Emergency is defined as the Owner having either no heat or no hot water; GreenTec target to be at the premise on the same day if the Company is notified by 10am, or on the following day if notified after 10am.

Charges for Emergency Engineer Call-Outs are as for the Engineer Call-Out Service.

- Replacement Air Handling Unit filters are dispatched to site annually; fitting is to be arranged by the Owner.



## SILVER LEVEL AGREEMENT

Our intermediate level of cover includes:

- Access to the GreenTec Help Desk for free guidance and advice on the running of your system.
- Access to the GreenTec Engineer Call-Out Service. The target response time for general enquiries is next Business Day from receipt of call.

Labour charges are included; any parts required are chargeable.

- Access to the GreenTec Emergency Call-Out Service. An Emergency is defined as the Owner having either no heat or no hot water; GreenTec target to be at the premise on the same day if the Company is notified by 10am, or on the following day if notified after 10am.

Call-out and labour charges for Emergency Engineer Call-Outs during Normal Business Hours are included in the monthly/annual charge; visits outside Normal Business Hours are subject to a £60 call-out charge, plus £60 per hour. Any parts required are chargeable.

- Two Annual Service visits, generally at 6-month intervals, which include:
  - replacement of the Air Handling Unit(s) filter(s)
  - inspection of all parts of the system and adjustment where relevant
- Where the necessary equipment is installed, our Remote Monitoring service is available at an additional ongoing cost of £120 per year. As required or when requested, GreenTec are able to check, advise on and make adjustments to key system elements – an invaluable facility that makes for faster resolution of queries.

In order to implement Remote Monitoring, the system requires:

- an upgrade to the Control Panel
- an RJ45 connection to the Control Panel, which is in turn connected to the Router
- a PC with an Internet connection with an outward-facing IP address

Please contact GreenTec for a detailed quotation for the addition of Remote Monitoring system.



## GOLD LEVEL AGREEMENT

Our premium maintenance service gives ultimate peace of mind, and includes:

- Access to the GreenTec Help Desk for free guidance and advice on the running of your system.
- Access to the GreenTec Engineer Call-Out Service. The target Engineer-to-Site time is next Business Day from receipt of call.

Labour charges and any parts required are included

- Access to the GreenTec Emergency Call-Out Service. An Emergency is defined as the Owner having either no heat or no hot water; GreenTec target to be at the premise on the same day if the Company is notified by 10am, or on the following day if notified after 10am.

Labour charges and any parts required for Emergency Engineer Call-Outs are included.

- Two Annual Service visits, generally at 6-month intervals, which include:
  - replacement of the Air Handling Unit(s) and room ducting filters, and any other parts deemed unserviceable
  - inspection of all parts of the system and adjustment where relevant
- Where the necessary equipment is installed, our Remote Monitoring service is available at no additional ongoing cost. As required or when requested, GreenTec are able to check, advise on and make adjustments to key system elements – an invaluable facility that makes for faster resolution of queries.

In order to implement Remote Monitoring, the system requires:

- an upgrade to the Control Panel
- an RJ45 connection to the Control Panel, which is in turn connected to the Router
- a PC with an Internet connection with an outward-facing IP address

Please contact GreenTec for a detailed quotation for the addition of Remote Monitoring system.



## **Planned Maintenance Services**

Planned Maintenance Services, including those listed below shall, be performed by the Company on a twice yearly basis on GreenTec Systems where a Silver or Gold level agreement is in place.

<b>Installed Equipment</b>	<b>Planned Services include (varies with system specification)</b>
<b>Heat Pump</b>	Circulation Pump Check Compressor Check Delta T – Brine, Heating, Hot Water Particle Filter Clean Calibration Sensor Check Settings Viscosity Solution Check
<b>Plant Room</b>	Hot Water Cylinder Visual Check T & P Valve Functional Test Pressure Relief Valve Functional Test Expansion Vessel Check
<b>Air Handling Unit Filter</b>	Air Filter Change (consumable)
<b>Air Handling Unit</b>	20% Manometer Supply and Extract Testing Drip Tray Bacterial Clean Fan Motor Check
<b>Underfloor Heating</b>	Calibrate thermostat check Actuators Correct Working Floor Temp/Air Temperature Check
<b>Chiller / HPac</b>	Check Pump Operation Check Insulation Brine Temperature Air Temperature



## **General Exclusions**

This Agreement does not include the following:

### **Spare Parts or consumables**

The cost and availability of any spare parts or consumables not listed in Schedule 1 (e.g. cleaning material, antifreeze, inhibitor, solar-fluid, etc.) that are required as a result of the inspections.

### **Design or existing faults**

The cost of repairs needed because of design faults (unless caused by the Company), or faults which existed prior to this Agreement and which were not otherwise known by the Company using reasonable care and skill.

### **Third-party or accidental damage**

The cost of repairs relating to damage caused by the Owner or any other third party; or the cost of repairing damage or breakdowns caused by changes to, or problems with, the gas, electricity or water and other building services.

### **Consequential loss**

Any loss or damage to property (including any cleaning needed) caused by the system breaking down or leaking (for example, damage to furniture caused by water leaks) and any resulting re-location or redecoration that may be needed following the performance of the Services.

### **Normal insured risks**

The cost of repairing faults, or damage caused by freezing weather conditions, subsidence, structural repairs, accident, fire, lightning, explosion, flood or storm. Owner household insurance should be maintained to cover for these risks.

### **Other**

Repairing faults or clearing physical blockages (blockages such as rubble, sludge and scale, but not air locks).

Commencing and/or continuing services where the Company reasonably considers that there is a Health & Safety risk including: the presence of hazardous materials; infestations; or harassment of Company personnel.



## Agreement Details

Owner name & address

Developer

Home:  
Mobile:  
Email:

Office:  
Mobile:  
Email:

### System Landmark Dates

Please fill in the following landmark dates for your system:

Owner Operation Commenced : \_\_\_\_\_

Required start of Maintenance Services : \_\_\_\_\_

### Maintenance Agreement Levels

Please tick one of the boxes to accept an option below (all prices include VAT @ 15%):

- |                 |               |                          |              |                          |
|-----------------|---------------|--------------------------|--------------|--------------------------|
| • <b>BRONZE</b> | @ £ per month | <input type="checkbox"/> | @ £ per year | <input type="checkbox"/> |
| • <b>SILVER</b> | @ £ per month | <input type="checkbox"/> | @ £ per year | <input type="checkbox"/> |
| • <b>GOLD</b>   | @ £ per month | <input type="checkbox"/> | @ £ per year | <input type="checkbox"/> |

### GW Greentec Limited bank details

HSBC  
31 St Peters Court  
High Street  
Chalfont St Peter  
Bucks SL 9 9QQ

Sort Code : 40 - 17 - 69  
Account Number : 41392441

I/We agree to be bound by the terms & conditions of this agreement and confirm our acceptance.

\_\_\_\_\_  
Authorised Signatory - Customer

\_\_\_\_\_  
Authorised Signatory – GreenTec Systems

Name:

Name: Lee Woods  
Position: Operations Director

Date:

Date: