



Warranty & Service and Maintenance

For ModuSat® Heat Interface Units



ModuSat® HIU Warranty & Service Plans

Once installed, the following takes place -

- 1) **Remote Commissioning & Warranty Validation of all ModuSat® units**
- 2) **Standard Warranty or Enhanced Warranty Starts**
- 3) **After 24 Months, Each Unit is eligible for Cover under a ModuSat® Comprehensive Service Plan**

Our Remote Commissioning & Warranty Validation at £55 per Unit - Saves Both Time and Money.

Overview of the Quick and Simple Process -

Installer Registers ModuSat Units Using our Online Registration Portal ✓

Evinox Check the Operation of Each Unit remotely ✓

Evinox Visit site to inspect a sample of units ✓

Evinox will then certify the units and issue certificates ✓

The Warranty period begins ✓

The following commissioning and warranty validation process must be undertaken before any ModuSat® HIU is covered under the Evinox Energy Standard Warranty Terms.

The process requires the installer to register each ModuSat® Unit using our online registration form, wherein the installer certifies that the unit is installed as per the Evinox Installation manual. This includes compliance with the hydraulic schematic and with G3 unvented regulations where applicable.

The installer must confirm the following details when registering the units -

- The system is full and vented
- Any approved chemicals have been added
- The controls are operational
- The date on which the unit was installed is recorded
- The location of the unit
- The heat meter serial number
- The name of the installer

Once the electronic forms have been completed we will check the operation of the unit remotely and arrange to visit site to inspect an agreed number of sample units installed in order to verify that the installation has been done correctly. We will then certify the units and begin the warranty period.



Standard Manufacturer's Warranty

The standard ModuSat® warranty commences on the issue date of the warranty validation certificate and provides the following:

- Cover Monday to Friday 8am – 5pm (Response within 48 hours)
- 24 months labour
- 24 months parts
- 5 Years parts and labour for the Plate Heat Exchanger (PHE)

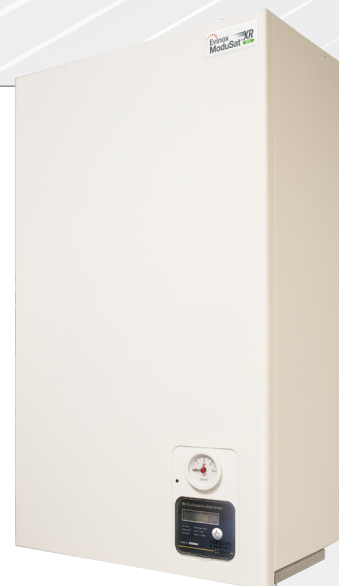
In order to validate the warranty, the following must be fulfilled;

- ✓ Satisfactory completion of the Warranty Validation
- ✓ Cleanliness of system water complies with our terms and condition of warranty
- ✓ The units must be connected to a communications network to allow remote access by Evinox or its approved contractor.

Start Dates of Warranty/Enhanced Warranty Period

The warranty will commence on the issue date of the ModuSat® Interface Unit's warranty validation certificate. By exception we will consider aligning the unit's warranty commencement date to that of an appropriate block or project Practical Completion date. The warranty period will always be agreed in advance.

For full details please refer to the ModuSat® Warranty Terms and Conditions on page 7.



The Standard ModuSat® Warranty can be Upgraded to an Enhanced Warranty for £95 per unit, per year

For Housing Developers, Landlords, Housing Associations and Heat Network Operators, our Enhanced Warranty cover provides additional piece of mind and additional service support for your Evinox ModuSat® Heat Interface Units.

The ModuSat® enhanced warranty provides the following:

- Cover 7 days a week 6am – 10pm (Response within 24 hours)
- 24 months labour
- 24 months parts
- One inspection of the unit during the 24-month enhanced warranty period

For full details please refer to the ModuSat® Enhanced Warranty Terms and Conditions on page 7.

Warranty Comparison

	During Warranty Period (First 2 Years)	
	Standard Warranty	Enhanced Warranty
Telephone Support Cover	8am – 5pm, Mon - Fri	6am – 10pm, 7 days/week
SmartTalk® Remote Diagnostics and Support	Included*	Included*
Minimum Guaranteed On-site Response	48 hours	24 hours
Replacement Parts and Labour Cover	2 years	2 years
Physical Service Inspection	Not included	Included

*Included where remote communication is enabled via broadband connection

ModuSat® HIU Service and Maintenance Plans

All Evinox ModuSat® heating systems are designed to operate at optimum efficiency, using high performance equipment. However, the level of the continuous operation and maintenance service impacts on the lifetime of the scheme.

Evinox can provide an ongoing service and maintenance package, available throughout the lifetime of the units. Our highly qualified service engineers provide the highest standard of service, and are trained specialists in our full range of ModuSat® communal heating equipment.

You can compare the different types of cover available below –

	Following the Expiry of the ModuSat HIU Warranty (Standard or Enhanced)	
	Service & Maintenance Plan 1 Year	Service & Maintenance Plan 2 Year
Telephone Support Cover	6am – 10pm, 7 days/week	6am – 10pm, 7 days/week
SmartTalk® Remote Diagnostics and Support	Included*	Included*
Minimum Guaranteed On-site Response	24 hours	24 hours
Replacement Parts and Labour Cover	1 year	2 years
Physical Service Inspection	Not included	Included

*Included where remote communication is enabled via broadband connection

ModuSat® Service Plan - 1 Year (£240 per HIU - 1-year Contract)

At the end of the 24-month period, subject to all terms and Conditions being satisfied, each ModuSat® will be eligible to continue warranty at the same level of cover.

The Option 2 ModuSat® Service Plan Provides the Following:

- Cover 7 days a week 6am – 10pm
- 12 months labour
- 12 months parts

ModuSat® HIU Service and Maintenance Plans

ModuSat® Service Plan - 2 Year (£220 per HIU per Annum - 2-year Contract)

At the end of the 24-month period, subject to all terms and Conditions being satisfied, each ModuSat® will be eligible to continue warranty at the same level of cover.

The Option 1 ModuSat® Service Plan Provides the Following:

- Cover 7 days a week 6am – 10pm
- 24 months labour
- 24 months parts
- 1 service (physical inspection) during the contract period

Please Note: Both service plan contracts require the ModuSat® units to be connected to a communication network to allow remote access by Evinox or its approved contractor.

(Our ModuSat® service & maintenance agreements are based on best practice and information detailed in the BSRIA Heat Interface Unit (HIU) Guide, which recommends that HIU's are serviced after 2 years in operation)

For full details please refer to the ModuSat® Comprehensive Service Plan Terms and Conditions below.

Comprehensive Service Plan Terms and Conditions

The Comprehensive Service Plan covers all parts and labour for a period of 2 years for Option 1 and 1 year for Option 2.

Before a call out is arranged, an open purchase order or alternative commitment to pay is required in the event that the fault attended to does not fall within Evinox's responsibility.

Evinox will respond within 24 hours between the hours of 06:00 and 22:00 seven days per week providing that prior to contacting Evinox, the client can demonstrate that they have taken appropriate steps to establish that the heat and/or cooling system defect that needs to be addressed falls within Evinox's responsibility.

The Comprehensive Service Plan remains valid providing that the following conditions are met and maintained:

1. Water quality in the primary and secondary systems complies at all times with BS 7593:2006, supported with an appropriate certificate before the start of the plan. Parts and labour costs incurred as a result of poor water quality will be chargeable.
2. The units must be connected to a communications network to allow remote access by Evinox or its approved contractor.
3. All payments for both equipment and labour should have been paid or are up to date within Evinox payment terms.
4. The ModuSat unit has not been accessed or modified by a third party without the approval of Evinox.
5. Relevant administrative and technical contact details valid for the periods of time covered by this agreement have been filed with Evinox.

In the event that the above conditions are not complied with, or the call-out is for anything other than the failure of the unit, then labour will be chargeable at £160 for the first hour and £90 per subsequent hour or parts of an hour thereafter between 08:00 and 17:00 Monday to Friday, and at all other times £210 for the first hour and £120 per subsequent hour or parts of an hour thereafter.

Remote Commissioning & Warranty Validation Details

Standard Commissioning and Warranty validation will be charged at a rate of £55.00 per unit based on a 10% sample rate.

The Basic Commissioning and Warranty Validation Package Includes:

Confirmation through the physical inspection of a (10%) sample that the unit is installed as per our hydraulic and electrical schematic.
Verification that the unit location matches that provided through the on-line registration form.
Remote setting of the maximum primary flow rates through the unit in order to balance the system.
Remote setting of the DHW outlet temperatures and heating temperatures to suit the installation type/specification.
Taking a water sample from the primary network and confirming conformance with the Evinox quality standard.
Fitting a configured router to facilitate broadband connection.
Enabling the PaySmart or ENE3 functionality on the unit where required.
Issuing of a commissioning and warranty validation certificate for each unit.

Optional Extras Include:

Undertaking additional works such that all units can be read on the bus network.
Checking and recording the flow rate and temperature from the kitchen tap.
Checking and recording the flow rate and temperature from any tap with TMV fitted.
Recording serial numbers.
Testing run signals from third party controllers.
Testing the operation of the heating and hot water.
Checking that the correct fuse size has been used.
Increase the proportion of sample units for physical inspection.

Excluded from the Warranty Validation Package:

Making any terminations at the unit, data logger or amplifier.
Dealing with any system or plant room problems.
Troubleshooting the primary network to eliminate flow issues.
Searching for units that are ready for validation.
Cleaning line strainers to improve primary flow.

The warranty validation will be charged out at a rate of **£55.00 per unit** based on a **10% physical inspection** rate with a one-day preliminary inspection being provided free of charge, any optional extras will incur additional cost charged at a rate of £580 per engineer per day.

Warranty Terms & Conditions

Standard Manufacturer's Warranty Terms and Conditions

The standard warranty covers all parts and labour for a period of 2 years commencing on the issue date of the ModuSat Interface Unit's warranty validation certificate. By exception we will consider aligning the unit's warranty commencement date to that of an appropriate block or project Practical Completion date

Before a warranty call out is arranged, an open purchase order or alternative commitment to pay is required in the event that the fault attended to does not fall within Evinox's responsibility.

Evinox will respond within 48 hours between the hours of 08:00 and 17:00 Monday to Friday providing that prior to contacting Evinox, the client can demonstrate that they have taken appropriate steps to establish that the heat and/or cooling system defect that needs to be addressed falls within Evinox's responsibility.

The warranty remains valid providing that the following conditions are met and maintained:

1. Water quality in the primary and secondary systems complies at all times with BS 7593:2006, supported with an appropriate certificate before the start of the warranty period. Parts and labour costs incurred as a result of poor water quality will be chargeable.
2. The units must be connected to a communications network to allow remote access by Evinox or its approved contractor.
3. All payments for both equipment and labour should have been paid or are up to date within Evinox payment terms.
4. The ModuSat unit has not been accessed or modified by a third party without the approval of Evinox.
5. Relevant administrative and technical contact details valid for the periods of time covered by this agreement have been filed with Evinox.

In the event that the above conditions are not complied with, or the call-out is for anything other than the failure of the unit, then labour will be chargeable at £160 for the first hour and £90 per subsequent hour or parts of an hour thereafter between 08:00 and 17:00 Monday to Friday, and at all other times £210 for the first hour and £120 per subsequent hour or parts of an hour thereafter.

Enhanced Warranty Terms and Conditions

The enhanced warranty agreement is subject to a signed and agreed contractual document that must be put in place with the agreed start dates prior to practical completion of the project. An order will be raised at the time of the signing of the agreement for the value of the extended warranty. Once the agreement is in place the extended warranty cost is payable within 30 days.

The enhanced warranty covers all parts and labour for a period of 2 years commencing on the issue date of the unit's warranty validation certificate. By exception we will consider aligning the unit's warranty commencement date to that of an appropriate block or project Practical Completion date

Before a warranty call out is arranged, an open purchase order or alternative commitment to pay is required in the event that the fault attended to does not fall within Evinox's responsibility.

Evinox will respond within 24 hours between the hours of 06:00 and 22:00 seven days per week providing that prior to contacting Evinox, the client can demonstrate that they have taken appropriate steps to establish that the heat and/or cooling system defect that needs to be addressed falls within Evinox's responsibility.

Evinox will carry out one inspection of the unit during the 24-month enhanced warranty period

The Enhanced warranty cover remains valid providing that the following conditions are met and maintained:

1. Water quality in the primary and secondary systems complies at all times with BS 7593:2006, supported with an appropriate certificate before the start of the warranty period. Parts and labour costs incurred as a result of poor water quality will be chargeable.
2. The units must be connected to a communications network to allow remote access by Evinox or its approved contractor.
3. All payments for both equipment and labour should have been paid or are up to date within Evinox payment terms.
4. The ModuSat unit has not been accessed or modified by a third party without the approval of Evinox.
5. Relevant administrative and technical contact details valid for the periods of time covered by this agreement have been filed with Evinox.

In the event that the above conditions are not complied with, or the call-out is for anything other than the failure of the unit, then labour will be chargeable at £160 for the first hour and £90 per subsequent hour or parts of an hour thereafter between 08:00 and 17:00 Monday to Friday, and at all other times £210 for the first hour and £120 per subsequent hour or parts of an hour thereafter.



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Evinox reserves the right to make changes and improvements which
may necessitate alteration to the specification without prior notice.
This is not a contractual document.

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