



Laver Group  
**Green Guard**



Over  
40 Years  
Heating  
Experience



## About Us

Laver Group has been established for over 40 years supporting our customer with their heating system. We deeply value our customers and are committed to providing exceptional support. Your satisfaction is our top priority, and we're here to assist you with any needs or concerns.

# Air Source Heat Pumps

To maintain your warranty, comply with building regulations and continue to qualify for the renewable heat incentive (RHI – if applicable), your ASHP must be in full working order. We highly recommend one of our care plans, offering an annual service reminder and a further option to include maintenance and breakdown cover.



### Green Guard 100 – ASHP Annual Service £16.25/monthly

Ensure you do not miss a service, have full flexibility, and can spread costs with Green Guard 100 a service only plan.

### Green Guard 101 - ASHP Service & Breakdown £26.00/monthly

All year support with our Green Guard 101 plan covering annual service, maintenance, and breakdown plan. Although warranty will cover your ASHP for major component replacements, Green Guard 101 provides labour, minor parts, and consumables.

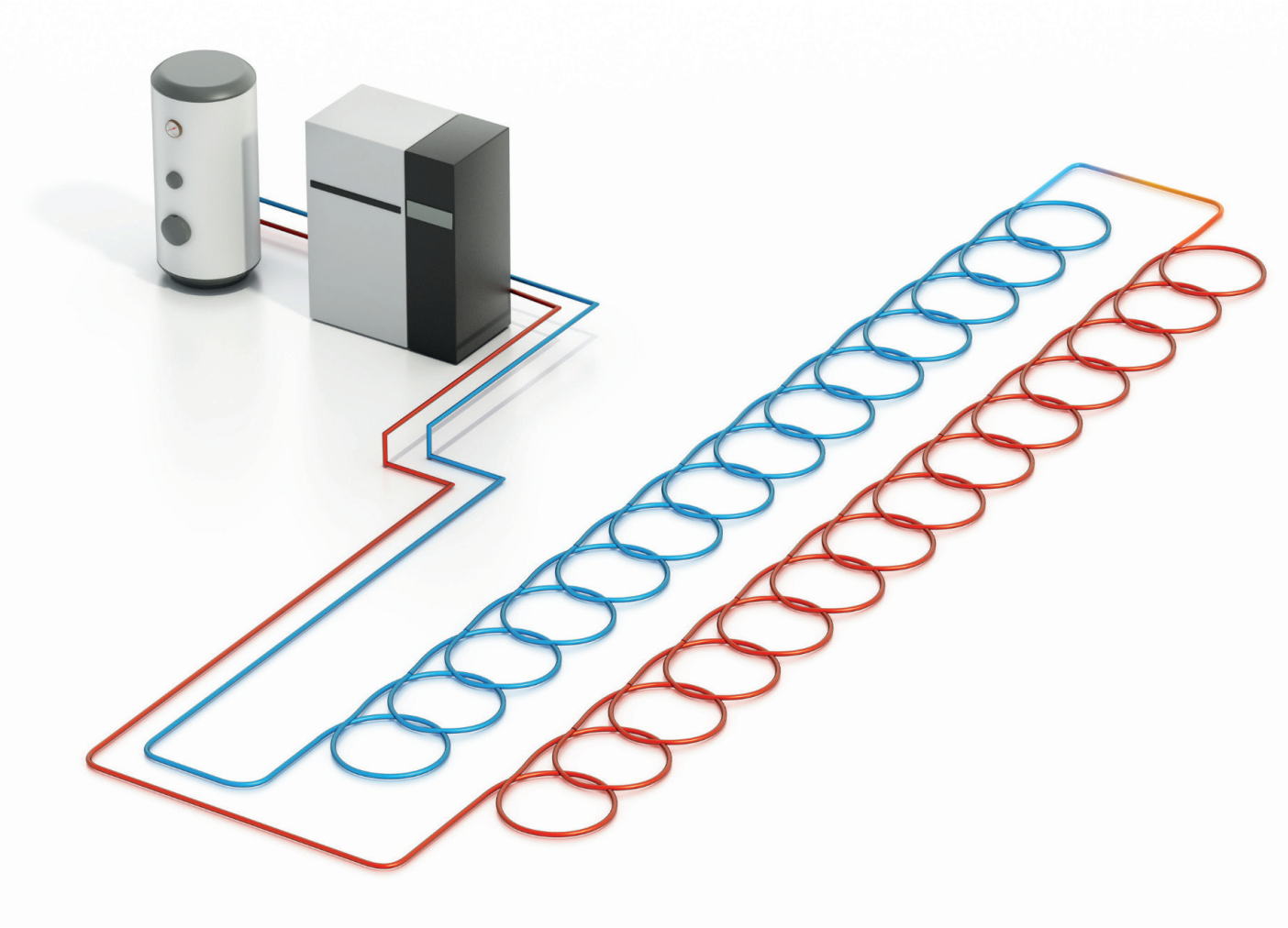
#### Note

That for ASHP not installed by Laver Group/not serviced by Laver Group within the last 12 months, an initial survey will be required to check that the system is in good working order before starting on the 100 & 101 plan's. Initial survey costs £99 and any repair works to qualify your ASHP will be quoted for.

Call outs cost £60 on top of your monthly/annual fee.



# Ground Source Heat Pumps



## Green Guard 200 – GSHP Annual Service £17.25/monthly

### Includes

Reminders of when service is due via email, call or post. Flexibility of date and time of service.

### Does Not Include

- Repairs or replacement of any parts
- Servicing of heat distribution or hot water systems.

### Full Qualified Engineer Will Check

- All Safety Components Outside Unit including
- Clearing of vents Settings & Electronics
- Insulation Anti-Freeze levels & Top-Ups
- Filters & Adjustment/Tuning of system Visible
- Pipework and Fittings including Flow Rates
- Pressure relief valves & expansion vessels

# Ground Source Heat Pumps



## Green Guard 201 – GSHP Annual Service & Breakdown £32.00/monthly

### Includes

Fully qualified engineer will service the GSHP as in the “200” plan but also includes:

- All replacement parts for in-warranty heat pumps installed within 5 years and up to £299 for Heat Pumps older than 5 years (Any works more than £299 will be quoted and agreed upon before commencing)
- All repairs to a single heat pump unit, hot water cylinder and expansion tank system, up to and including the heat distribution system manifold installed at the property
- Repairs to heat distribution system Radiators & visible piping for all properties
- Hidden pipework & under floor **IF** Laver Group installed the heat pump providing terms have not been breached
- Labour included free of charge for all parts

### Does Not Include

- Damage caused by improper use/accidental/ vandalism/ maintenance or repairs carried out by another person or company.
- Repairs to heating distribution system if not installed by Laver Group. Showers, taps etc that form the hot water distribution system
- Major components for heat pumps installed more than 5 years ago (at time of repair)
- Replacing batteries or resetting heating controls unless caused by fault



# Solar Thermal Hot Water



**Green Guard 300 – STHW Annual Service**  
**£9.99/monthly**

Fully qualified engineer will service the GSHP as in the “200” plan but also includes:

**Includes**

- Visual inspection of the pipework insulation, collectors, and sensors
- Check of the flow rate
- Check of system hydraulic pressure
- Test of pressure relief valve
- Check on the level and quality of systems anti- freeze
- Other checks to ensure the system is performing correctly

**Note**

additional glycol/antifreeze (if required) is charged at £12.99 per litre and a triennial full service is required every three years with any STHW plan for an additional £50

# Solar Thermal Hot Water



**Green Guard 301 – STHW Full Package**  
**£32.00/monthly**

Green Guard 301 includes all the features of “300” and a call out service for just £30 and then free labour thereon. Additionally with free replacements of:

- Faulty pumps.
- Controller issues Leaking joints Faulty sensors (e.g., false readings causing pump to run in the night)
- Loss of pressure
- Airlocks or blockages.

For parts not included, we offer reduced price to Green Guard customers e.g., replacement of expansion vessels found to be perforated, replacement of leaking hot water cylinders, storm damage insurance works, etc.





**Package Green Guard 400 – Solar PV  
Annual Enhancement**  
**£10.99/monthly**

Annual panel cleaning to boost the output of your array by 12% to 36%reducing your energy bills as well as your payback time. Costs based on a single inverter system up to 4kWp.



**Green Guard 401 - Solar PV Full Package**  
**£24.99/monthly**

As well as the above this package includes:

- An inspection and testing site check
- AC electrical testing of Solar PV circuit
- Inspection of accessible connections
- Visual inspection of modules, mounting system, and DC cable
- String Voltage checks
- Written Report Inspection & Testing of Inverters
- Inspection of protection devices.

Terms &  
Conditions

1. The Agreement will only cover the person and the product named in the Agreement. Nobody other than the owner(s) of the named product can benefit from this Agreement.
2. Upon arranging a time and date for a service or maintenance visit, it is your responsibility to provide access to the heat pump, cylinder, and any other parts of the system at the time agreed between you and us. If we are not able to gain access at the agreed time, we reserve the right to charge for the time, including travel time.
3. During extreme weather events, it may be impossible for us to reach properties,particularly in rural locations. In such circumstances we will inform you of our inability to visit and will arrange an alternative time and date once the conditions allow more reasonable access.
4. Our service and maintenance team carry common spare parts. We also try to diagnose the issue over the telephone prior to the visit, so we can obtain any additional parts that we think are required. However, if the fault requires a spare part that we do not have available, we will advise you of the time it will take to obtain the new part and will arrange another time to come and fit the part. In this circumstance you will not be charged the call-out fee for the second visit.
5. If our suppliers fail to deliver spare parts on the agreed date, we will keep you informed of the revised delivery date and will organise date and will organise another suitable time to fit the part.
6. This cover does not include consequential loss or damage to property caused by the system breaking down (such as increased running costs, cost of running alternative heating systems, water damage to property, etc.).
7. We will replace any easily removable parts of cupboards, panels, or framework that we might need to remove to gain access to the heat pump, but we are not responsible for any redecoration that may be required as a result of such alterations. Similarly, in the unlikely event that we need to dig to access parts of the heat pump(ground source), we will fill in any holes, but will not be responsible for restoring the original surface.
8. This Plan does not cover repairs undertaken by third parties. We will not reimburse you of any costs you have incurred by appointing any other company or person to repair the heat pump. We will not make any cash payments in lieu of annual service,repairs, or replacement parts
9. This Plan does not cover any faults that were known before the Agreement was signed. For heat pumps installed by anyone other than Laver Group, we will carry out a qualifying survey. We reserve the right to carry out a qualifying survey for heat pumps that were installed by Laver Group if we have not serviced or seen the heat pump for an extended period (longer than one year).



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Office Use Only

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Please fill in the whole form using a ball point pen and send it to:

Laver Group Ltd  
Riverside Buildings  
Nile Road  
Pontypridd  
CF37 1BW

## Instruction to your bank or building society to pay by Direct Debit

Name(s) of the Account Holder(s)

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Service User Number

4 4 4 9 8 6

Reference

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Bank / Building Society Account Number

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Branch Sort Code

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Name and Full Postal Address of Your Bank/Building Society

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| To: The Manager | Bank/Building Society |
| Address         |                       |
|                 |                       |
| Postcode        |                       |

### INSTRUCTION TO YOUR BANK OR BUILDING SOCIETY

Please pay Laver Group Limited Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Laver Group Limited and, if so, details will be passed electronically to my bank/building society.

Signature(s)

Date

Banks and Building Societies may not accept Direct Debit instructions for some types of account

DD12

## The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Laver Group Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Laver Group Limited to collect a payment, confirmation of the amount and date will be given to you at the time of request.
- If an error is made in the payment of the Direct Debit, by Laver Group Limited or your Bank or Building Society, you are entitled to a full and immediate refund of the amount paid from your Bank or Building Society. If you receive a refund you are not entitled to, you must pay it back when Laver Group Limited asks you to.
- You can cancel a Direct Debit at any time by simply contacting your Bank or Building Society. Written confirmation may be required. Please also notify us.