



# HEAT PUMP PROMISE TERMS AND CONDITIONS



# Heat Pump Promise Terms And Conditions

Please take the time to read this document carefully, as it details the terms of our Heat Pump Promise. By “we”, “us” or “our”, we mean EDF and EDF Heat Pumps as the provider of the services for your air source heat pump, and your air source heat pump installation. EDF Heat Pumps is a trading name used by CB Heating and EDF Energy Customers Limited, both wholly owned subsidiaries of the EDF Energy Group.

EDF Heat Pumps is authorised and regulated by the Financial Conduct Authority and EDF Heat Pumps is a MCS certified installer.

1. If you purchase an air source heat pump from us after 13 January 2025 which is subject to our Heat Pump Promise and design temperatures as agreed with your survey or, which are included on your customer documentation, these terms will apply. As part of the Heat Pump Promise, we guarantee that your air source heat pump will heat your home to the temperatures agreed and included in your customer documentation for one year following installation.
2. Our expert surveyors will visit your property to assess it and provide guidance on the available air source heat pump options. They will also inform you of the temperatures we can guarantee your heat pump will achieve and include this in your customer documentation. We reserve the right to decline offering a quote for installation, request that you upgrade your home and/or insulation before installation, or not provide the Heat Pump Promise if we determine that suitable temperatures cannot be achieved in your property or if your home does not meet the necessary insulation or building standards for an air source heat pump to function effectively. If you don't complete the required upgrades to your home and/or insulation prior to installation, we will not guarantee the temperature, and you will not be eligible for support under the Heat Pump Promise as outlined in these terms.
3. Whilst we may have provided you with the Heat Pump Promise and agreed upon the temperatures to which your air source heat pump will heat your home, it's essential to understand that heating systems can be affected by temperature fluctuations and may require time to reach their optimum temperatures. We cannot guarantee that the air source heat pump will always reach the agreed temperatures, but you should not experience frequent or severe failures in meeting those temperatures.
4. If you experience a recurring or persistent significant issue with your air source heat pump not heating your home to the agreed temperatures, you'll need to contact us so we can arrange an inspection and any necessary repairs. We reserve the right to make a minimum of three attempts to resolve any issue preventing your air source heat pump from reaching the agreed temperatures. We will perform any repairs or replacements we determine are necessary to ensure your heat pump heats your home to the agreed levels. This may, at our sole discretion, include replacing the air source heat pump, upgrading or enlarging radiators, or modifying pipework. You agree to allow us to carry out any repairs or replacements we consider necessary to achieve the agreed heating temperatures.
5. The temperatures to which your air source heat pump is heating your home can be measured by a monitoring system. This can include but is not limited to:
  - a heat meter
  - measuring radiator flow temperatures
  - electricity meters
  - temperature sensors
  - room thermostats.

We may install a monitoring system either during the installation of your air source heat pump or at a later time, and you agree to allow us to install it as a condition of receiving the Heat Pump Promise. The monitoring system will enable us to track temperature and electricity consumption data for monitoring purposes. You consent to sharing this data with us, and it will only be used to ensure your heat pump is functioning correctly, address any identified issues, and investigate any claims under this Heat Pump Promise. We reserve the right to determine the measurement or monitoring metric used for the Heat Pump Promise. If you do not grant us access to your property to install or use a monitoring system, we will not be liable under the Heat Pump Promise for any failure of your air source heat pump to heat your home to the agreed temperatures.



6. If after we have exhausted all possible methods for fixing your air source heat pump to achieve the agreed temperatures and we deem that we're still unable to get your air source heat pump to achieve the agreed temperatures, we will (a) if you paid in full for your air source heat pump and installation at or around the time of installation, refund you the purchase price of your air source heat pump and installation that you have paid us or (b) if you have entered into a financing arrangement through one of our third party providers for the purchase of your air source heat pump and its installation, we will refund to you any money you already have paid to the third-party provider and settle the remaining balance directly with the third party. We will liaise directly with the third-party financing provider regarding the balance already paid and the settlement figure.
7. We reserve the right to amend or withdraw this offer for future purchases at any time.
8. The Heat Pump Promise does not cover situations where the failure to heat your home to the agreed temperatures is due to factors outside of our control, including but not limited to power outages, the use of holiday mode settings, extreme weather conditions, pre-existing faults, you or anyone else not using the air source heat pump in line with our instructions, including any user guides or tampering with installed equipment. We reserve the right to refuse or terminate your Heat Pump Promise if we find evidence of misuse of the equipment.
9. Our maximum liability under this guarantee is limited to (a) if you paid in full for your air source heat pump and installation at or around the time of installation, the purchase price of the air source heat pump and its installation that you paid to us or (b) if you entered into a financing arrangement through one of our third party providers for the purchase of your air source heat pump and its installation, the amount that you have already paid to the third-party provider and the settlement figure the third-party provider tells us is due in order to terminate your finance contract. For the avoidance of doubt, the settlement payment will be made to the third-party finance provider and we will not pay you the settlement figure directly. We will not be liable for any other costs or losses, including but not limited to, loss of income, loss of use of the equipment, your failure to get the appropriate permissions to install an air source heat pump or any redecoration or alteration works. We will not be liable to you for any amount granted under the Boiler Upgrade Scheme.