



Home and Business Maintenance Services  
Service & Maintenance Packages





## Trust in us to look after your energy needs

### Looking after your investment

#### for many years to come.....

From small-scale boiler supply only, through to highly complex biomass mega-watt design, engineering and installation challenges, integral at every level. We are currently involved in over 1000 projects every year – and all of these require servicing and maintaining.

### Approved UK Partners

Several of Europe's, top heating manufacturers partner with us as we install their products throughout the UK. You can be secure in the knowledge that you are procuring not only our many years of experience, and all that it encompasses, but also the highest attention to detail, care, skill and safety standards of biomass boiler service and maintenance available.



## Trained & Approved UK service partner.

### Safe Reliable Operation

Our boilers have an industry wide reputation for reliability but, as with all complex equipment, your boiler must be maintained in line with the manufacturer's recommendations to ensure its safe, reliable operation as well as achieving maximum RHI returns and reduced fuel consumption through optimum efficiency. In the case of new machines, scheduled maintenance to manufacturer's requirements is a condition of the machine's warranty. It is also a mandatory requirement in the case of all machines registered for the RHI scheme.

### Getting the most from your system

To ensure that you get the most out of your boiler and to comply with the terms of the warranty and the

the RHI scheme, we can tailor your service plan to comply with the manufacturer's service requirements taking into account the anticipated boiler duty, run hours and any specific requirements you may have at your installation. The support and Service and Maintenance Packages we offer are designed to provide you with the choice to select the most cost effective option and response level which is right for your need and business criticality. In accordance to the manufacturers' recommendations, your boiler should undergo safety checks and be serviced at least annually or a maximum every 2000\* FLHE (Full Load Heat Equivalent) hours. Boilers running at more than the standard estimated 2000\* FLHE are at greater risk and therefore may require additional service or interim support. Please contact us for a quotation.

Comply with manufacturers recommended service intervals and warranty

Safe reliable operation

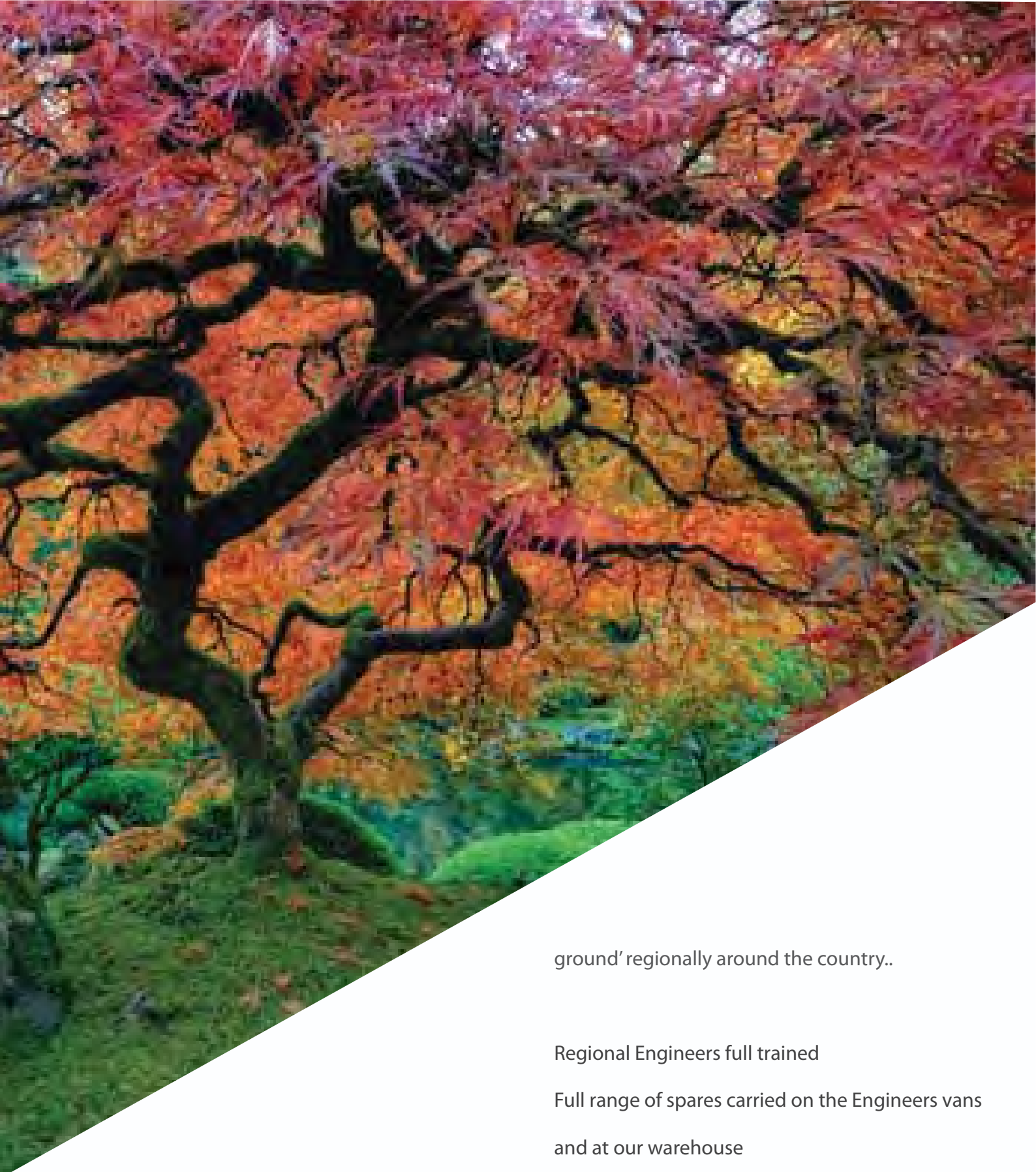
Maximum RHI returns through optimum efficiency

Reduced fuel consumption

Servicing is mandatory to comply with RHI scheme rules

Extended boiler life

Extended warranties (up to 20 years available)



## National coverage

To enable us to react to your needs, we have a national workforce of Commissioning & Installation Engineers. Each Engineer has received extensive training and is based 'on the

ground' regionally around the country..

Regional Engineers full trained

Full range of spares carried on the Engineers vans  
and at our warehouse

Full diagnostics tools including Fuel Analysis and  
Combustion Analysis

Remote telephone support and trouble-shooting

Remote Monitoring and software updates

Operator Training





## Service & Maintenance Packages

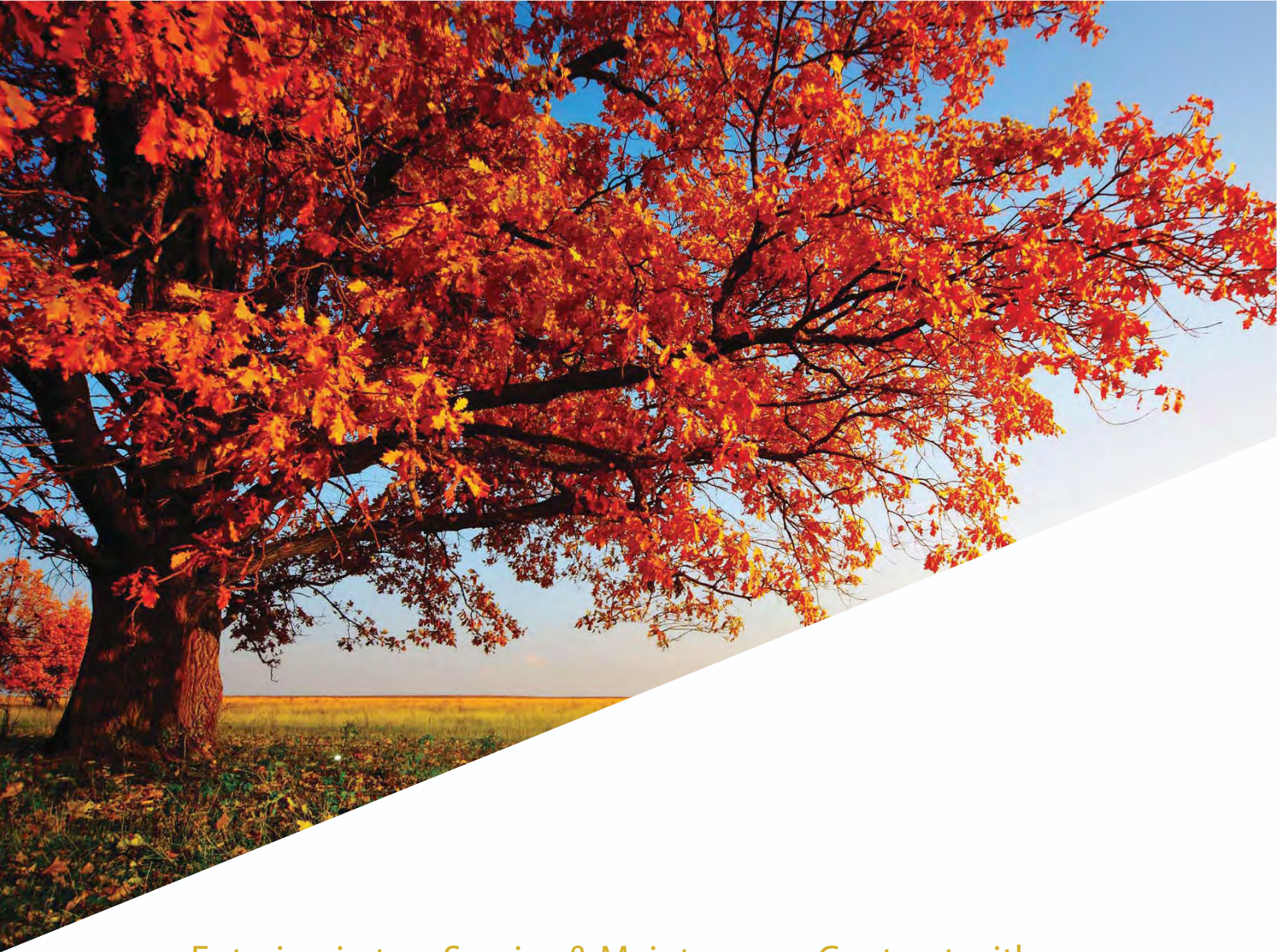
Our Service & Maintenance Packages are available in 4 levels – each based on the type of support and the response time you consider is required for your boiler type, size, duty and application.

### Pay as you Go One-off Servicing

Servicing is also available on a 'Pay as you Go' basis, however, a Condition Survey may be required.

### Technical Support Contract (Remote based)

This is our entry level support contract which does not include any site visits but it does allow you direct contact with our office based technical support staff. We are on hand during office hours to assist you with a variety of common concerns and questions relating to boiler operation such as; start up and shut down protocol and problems, boiler fault diagnostics, spare part identification, fuel specifications and recommendations together with general information and advice, etc.



Entering in to a Service & Maintenance Contract with our organization has advantages as ultimately the cost will be lower, spares are provided at a discounted rate and there will be no potential requirement for a Condition Survey of your boiler prior to servicing.

### Priority Service Contract

As well as including all of the items contained within our Technical and Standard Service Contracts, additionally you will receive prioritisation on breakdown telephone calls and one emergency breakdown call-out site visit to be attended by at least one of our qualified Engineers – FREE of CHARGE. The timescale for this visit will be treated as Priority and will be scheduled as soon as possible..

### Standard Service Contract

This service contract includes all of the above as well as the manufacturers recommended service visits only. Breakdown response would be provided on a 'best available' date at the time of your call, at an additional cost.

# Call outs

Breakdowns can usually be attended by our experienced diagnostic engineers within 48 hours. Priority call outs are usually attended within 24 hours. All workmanship is guaranteed for 12 months.

Detailed and specific information relating to 'what's included' for your specific boiler and fuel feed system is contained within each Service and Maintenance Quotation.

## Super Service Contract

This is our highest service level and includes all of the items within Technical, Standard Service and Priority Service Levels as well as a quarterly service visit. A Super Service Contract would normally be required by businesses where any loss of heat could be considered as critical to the safe or continued operation of that company. Suitable for industries such as;

hospitals, prisons, schools, process and manufacturing heat applications or

livestock applications without back-up heating sources. It is our aim to respond and rectify the issue immediately and it is therefore given the highest possible priority above any of our service levels for both telephone technical diagnostics and site attendance. This service contract is compulsory on fully funded installations for a period of 20 years.





## Maintenance Checks –Quarterly or Annual

Suspect something is wrong with your system but don't have a Service & Maintenance Contract in place with us?

Just give us a call (or fill out the form) and explain what you think is wrong and if we can't diagnose the problem over the phone, subject to work load we can send an engineer out to site to investigate.

## Fuel Systems

Fast fuel filling systems, with elevator augers (also know as trough or VFS) will need regular maintenance.

Servicing, cleaning and replacement parts are available for these systems as well as standard auger and agitator fuel systems and pellet silo systems.

## RHI Application & Independent Heat Metering Reports

Metering reports can RHI Application be purchased separately and independently of each other. However, they would normally be discussed and agreed and then included and shown with our

quotation or at time of installation order. If our scope of works was for Assembly & Commissioning only it would not be included but can of course be ordered from us..

## Heat Meter Operational Checks

Operational and calibration checks as required under RHI regulations.

## Boiler recalibration due to fuel specification changes

We can optimise the performance of your system following a change in fuel specification. Its vitally important to make sure that your boiler is running at its optimum level for the moisture content and grade and size of fuel. This can easily change from supplier to supplier and different moisture contents will require different parameters to be set on your boiler to prevent unnecessary wear and reduced life.

## Onsite Operator Training

Training visits can be arranged for new staff or operators of the system..





# Industry Leading Extended Warranties – up to 20 years

You choose what's right for you,  
your application and your business.

All boilers require regular maintenance to make sure that they are safe and efficient as well as ensuring that they continue to be operational for the duration of the RHI scheme or the life you would expect. We have installed simple and complex biomass boiler systems to date. We regularly service the majority of these systems ourselves. Together with our Network of Registered Installer partners we are involved in over 1000 new installations every year. This experience has given us unrivalled insight into the planned and reactive maintenance of all installed boilers and it is this detailed, experienced and intricate knowledge of the boilers that has now allowed us to be able to offer a 20 year boiler warranty.



All of our new boilers come with a free 5year boiler body and electrics warranty. This canbe extended to either 7, 10 or 20 years depending upon boiler type and application. A Service & Maintenance Contractis required to be entered into at time of order. Fully Funded installations require a 20 years warranty.


## Payment Options

You are able to choose your preferred payment methods. Either by monthly BACS Standing Order or monthly Credit Card Pre-Payment or by a Single Annual Payment by BACS or Credit Card.

## What Next?

Simply complete the information on the application sheet, scan and email or post to us. Or if you would prefer, just call or email our After Sales Department and ask for a Service & Maintenance quotation for your system.

## After Sales Dept.

 0800 5877325

 [service@hbssltd.co.uk](mailto:service@hbssltd.co.uk)



## Service and maintenance Agreements

We offer the following levels of service agreements for biomass boilers..

### Pay as you Go One-off Servicing

Servicing is also available on a 'Pay as you Go' basis, however, a Condition Survey may be required.

### Technical Support Package

This is our entry level support contract which does not include any site visits but it does allow you direct contact with our office based technical support staff. We are on hand during office hours to assist you with a variety of common concerns and questions relating to boiler operation such as; start up and shut down protocol and problems, boiler fault diagnostics, spare part identification, fuel specifications and recommendations together with general information and advice, etc. **Prices from £400**

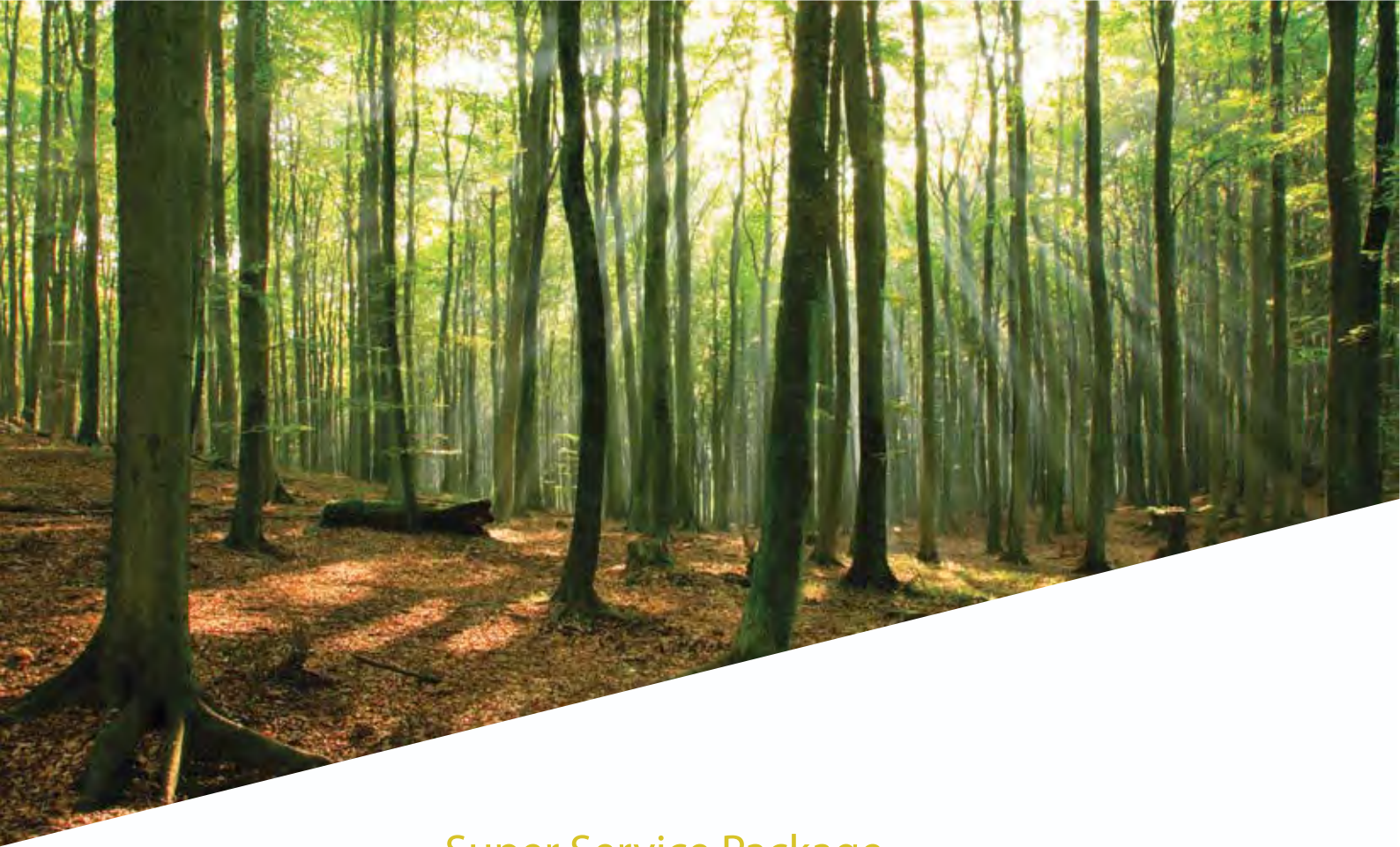
### Standard Service Package

This service contract includes all of the above as well as the manufacturers recommended service visits only. Breakdown response would be provided on a 'best available' date at the time of your call, at an additional cost. **Prices from £700**

### Priority Service Package

As well as including all of the items contained within our Technical and Standard Service Contracts, additionally you will receive prioritisation on breakdown telephone calls and one emergency breakdown call-out site visit to be attended by at least one of our qualified Engineers –FREE of CHARGE. The timescale for this visit will be treated as Priority and will be scheduled as soon as possible. **Prices from £1,300**





## Super Service Package

This is our highest service level and includes all of the items within Technical, Standard Service and Priority Service Levels as well as a quarterly service visit. A Super Service Contract would normally be required by businesses where any loss of heat could be considered as critical to the safe or continued operation of that company. Suitable for industries such as; hospitals, prisons, schools, process and manufacturing heat applications or livestock applications without back-up heating sources. It is our aim to respond and rectify the issue immediately and it is therefore given the highest possible priority above any of our service levels for both telephone technical diagnostics and site attendance. This service contract is compulsory on fully funded installations for a period of 20 years. Prices from £2,000

Internals within the heat exchanger are thoroughly inspected and cleaned.  
All airway ports, primary and secondary are cleared of carbon build up.  
Boiler and bunker feed screws are examined and cleaned where necessary.  
Geared motor units, seals and bearings checked and greased where necessary.  
Inspection of anti-burn back protection/safety equipment. Inspection of automatic ignition system.  
Electrical inspection of boiler connections and control panel.  
General inspection of the boiler  
General inspection of associated feeding equipment.  
A flue gas analysis to report on the efficiency of the boiler during working conditions.

Detailed and specific information relating to 'what's included' for your specific boiler and fuel feed system is contained within each Service and Maintenance Quotation

(\*subject to terms and dependent on boiler age, make, etc)