CHIRP ENERGY

A BETTER WAY

YOUR HEAT PUMP CARE PLAN



WWW.CHIRPENERGY.CO.UK

02381 550139

team@chirpenergy.co.uk

Google Reviews ★★★★★

facebook Reviews ★★★★★

Trustpilot ★★★★★

About Us

Chirp Energy is a trusted specialist in renewable heating, cooling, and solar energy solutions, serving homes and businesses across the region.

At Chirp Energy, we believe in making sustainability simple. Our team has established a reputation for delivering high-quality, energy-efficient systems that reduce costs while minimising environmental impact. From heat pumps and smart air conditioning to solar battery storage and EV charging, we provide solutions that make everyday living more efficient, comfortable, and future-proof. Every installation is tailored to your property, ensuring you get the maximum performance and savings from your investment.

We combine technical expertise with a personal approach, guiding you through every stage of the process – from consultation and design to installation and ongoing support. By partnering with trusted industry names, including Gas Worx Southampton Ltd, we ensure that every project is carried out to the highest standards.

Peace of Mind with Chirp Energy

We understand that choosing an energy partner is a significant decision, which is why customer trust is at the heart of everything we do. From clear, upfront quotations to ongoing support and maintenance, our focus is always on reliability and transparency. With Chirp Energy, you'll have the reassurance that your home or business is powered by efficient, sustainable solutions backed by a team that genuinely cares about your comfort and peace of mind.

CUSTOMER REVIEWS

Seamless Installation

"From consultation to installation, Ryan and his team made the Thermaskirt fitting smooth and hassle-free. Quick to answer queries and very professional.

Highly recommended."

★★★★★

S.A.

Above Expectations

"Sam impressed from the first estimate, and he and Ryan delivered a thorough, tidy heat pump installation. They went above and beyond to work around us. I'd happily recommend Gas Worx Southampton."

★★★★★

Independent Review

Helpful Service

"Stuart explained heat pumps clearly and provided a fair quote.

I'm very happy with the service so far and plan to book the installation later this year."

★★★★★

Rebecca

Scan the QR code to read more of our previous reviews.

Trustpilot

Care Plans

To maintain your warranty or guarantee, ensure that your renewable technology (air source or ground source) is in good working order. The best way to ensure this is with an annual service. Our engineers possess a wealth of expertise in servicing and maintaining a wide range of heat pumps.

It's paramount to protect your investment in renewable technology by identifying any problems early. During the annual service, our engineers will spot potential issues and help prevent much larger, more expensive repairs.

Gold

£33/month (ASHP)

£41/month (GSHP)

Includes everything in Silver, plus:

- ☑ Over-the-air updates and remote diagnosis
- ☑ F-Gas review/service where required
- ☑ 15% Discount on future work

Silver

£25/month (ASHP)

£33/month (GSHP)

Includes everything in Bronze, plus:

- ☑ Homeowners/Landlord Safety Certificate
- ☑ Remote support + priority engineer response
- ☑ 10% discount on future work

Bronze

£16/month (ASHP)

£24/month (GSHP)

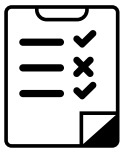
- ☑ Annual service of heat pump & hot water cylinder system.
- ☑ Full safety & performance check (antifreeze, filters, pipework, insulation).
- ☑ Warranty/guarantee compliance.
- ☑ Service reminders & summer scheduling.

Service & Maintenance Plan Benefits

- Regular servicing is the best way to ensure you comply with the RHI requirement to make sure your renewable technology is in good working order;
- Spread the cost of servicing and maintenance throughout the year;
- Receive reminders for when your heat pump needs servicing;
- Cover the cost of most repair work with a set annual, or monthly, fee;
- Have access to a maintenance hotline that will be available at weekends.

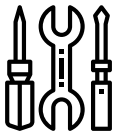
Care Plan Process

We aim to make obtaining the right care plan for your home or business as easy as possible. Therefore, we encourage home and business owners to consider this process in spring or early summer. This will enable additional requirements to be addressed before the winter months.



Survey for care plan

Our engineer will visit your property to inspect your heat pump and system.



Additional works required

We may need to inform you that chargeable work is required on your heat pump or system before the care plan can commence.



Agreement

Once we have prepared your agreement, we will send it to you for signing. The agreement will have instructions for a Direct Debit to ensure you do not miss any payments. Additionally, your agreement will be reviewed annually to ensure it meets both your and our criteria.



Annual service

Our office will reach out to you to set up a convenient time for the annual service.

Annual Service

WHAT IS INCLUDED IN YOUR ANNUAL SERVICE

- ✓ A call or email to remind you when the service is due;
- ✓ Annual service of heat pump and cylinder system, arranged at a mutually convenient time and date, which includes checking of:
  - All safety components;
  - Outside unit, including clearing vents (Air source);
  - Manifold (ground source);
  - Pressure levels (ground source);
  - Fittings for leaks (ground source);
  - Settings and electronics;
  - Insulation;
  - Anti-freeze levels and top-ups if necessary;
  - Filters and adjustment/tuning of system;
  - Pipework, fittings and flow rates; and
  - Pressure relief valves and expansion vessels.

WHAT IS NOT INCLUDED IN YOUR ANNUAL SERVICE

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

Refrigerant Circuit

At Chirp Energy, our Gold-level service sets us apart — we handle all refrigerant circuits in-house, something most heating and plumbing companies can't offer. This means faster turnaround times, higher-quality workmanship, and complete confidence that every part of your system is maintained by our own expert engineers.

Service & Maintenance Plan

Service and Maintenance Plan

Our Service and Maintenance Plan provides year-round call-out support for all your heat pump maintenance needs (see the Maintenance Calls section below). While the manufacturer's warranty covers the replacement of major components.

As part of your plan, we'll carry out a comprehensive annual service to keep your system running efficiently and to help prevent potential issues before they occur. We'll also make sure you know how to operate your heat pump correctly, so you can get the best performance and energy savings from your system.

The normal standalone servicing cost is £180 for an Air Source Heat Pump (ASHP) and £210 for a Ground Source Heat Pump (GSHP)—both are fully included as part of your cover.

Your first full service

We will attend to and fully service the heat pump as part of the cover plan process.

Flushing Options

MINIMUM REQUIREMENT

CHEMICAL FLUSH

Gently removes debris and residue by circulating chemicals around your central heating system.

RECOMMENDED

MAGNA CLEANSE

Cleans your entire system of unwanted materials with the help of a magnetic filter.

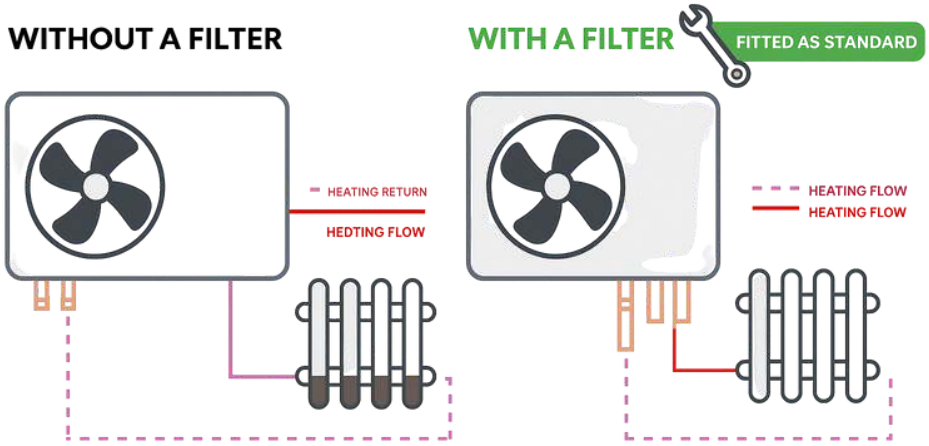
RECOMMENDED

POWERFLUSH

Thoroughly cleans your entire system of unwanted materials to protect your boiler and pipes.

Magnetic Heat Pump Filter

Protect your heating system, extend the lifespan of your heat pump, and maintain your warranty with a magnetic filter. Without one, debris and sludge can build up inside the system, reducing efficiency and risking costly breakdowns. Magnetic heat pump filters capture corroded metal particles, keeping your system running smoothly and efficiently.



Standard Terms

THE PROCESS FOR COMPLAINTS

We serve our customers with the best service and support possible. If you are dissatisfied with our services, in the first instance, contact our support team on 02381 550139

Please reply within 3-5 days once we have thoroughly investigated the complaint. You can also email your complaint to team@chirpenergy.co.uk.

If you would like to escalate this matter further after our response, you can ask that the Consumer Ombudsman review your case. They can be contacted at Consumer Ombudsman, PO Box 1263, Warrington, WA4 9RE.

Or by email at: complaints@consumer-ombudsman.org. You should only refer a case to the Consumer Ombudsman after you have received a final decision on your complaint from us.

IF YOU MOVE PROPERTY

As soon as you know that you will be leaving your existing property, please notify us, as we will need to update our records. We will contact the new homeowners at a later stage.

You may wish for us to continue your service and maintenance at your new property, and we would be happy to arrange a home survey before agreeing on the relevant cover plan for your new property.

HOW TO CANCEL

If you wish to cancel your existing cover plan, please call our office at 02381 550139 (Monday to Friday, 9 am - 5 pm), and we will guide you through the cancellation process.

Additionally, you can email our customer services team at team@chirpenergy.co.uk, and we will respond with confirmation of your cancellation.

f you wish to cancel your plan, please contact us directly so we can process it correctly and prevent any further payment reminders. Once we've confirmed the cancellation, you can then inform your bank to cancel your Direct Debit or standing order.

YOUR REQUIREMENTS AS A SERVICE COVER PLAN CUSTOMER

- All information provided must be honest, trustworthy, factual and not misleading throughout the cover agreement.
- Your heat pump must have been installed, maintained and used in accordance with the manufacturer's instructions.
- If your heat pump breaks down or malfunctions, you must take reasonable steps to limit damage, such as stopping its use if this is likely to cause further damage.
- You must ensure that monthly amounts are paid on time and as due; continuous bounced payments will result in the termination of your plan.
- It is your responsibility to ensure that someone is at your home when our engineer arrives, and this person needs to be 18 years old or older. If our service engineer is not able to carry out the annual service or onsite visit because no one is home, you may be charged our standard call-out fee.



Our Plans

Bronze - £16 per month (ASHP) £24 per month (GSHP)*

Included in your plan:

Essential annual servicing - Annual boiler service

- Annual service of the heat pump & hot water cylinder system.
- Full safety & performance check (antifreeze, filters, pipework, insulation).
- Warranty/guarantee compliance.
- Service reminders & summer scheduling.

Not included in your plan:

- Heat Pumps with an age of over 12 years and or beyond economical repair
- Damage caused by you or other persons
- Cosmetic damage that affects the appearance but not the function
- Consequential loss & normal insured risks
- Re-setting of controls, including clock, thermostats and wireless devices (unless done at the time of annual service)
- Any below-ground drainage

Best For:

Customers who just want basic warranty compliance.



*VAT included



About this plan:

The Bronze Plan is designed to give homeowners essential protection and peace of mind. It covers the core annual service your heat pump needs to stay energy-efficient, reliable, and compliant with manufacturer warranty requirements.

Our qualified engineers will carry out a full inspection of your heat pump and hot water cylinder, checking safety components, antifreeze levels, filters, and insulation to ensure your system runs smoothly all year round.

This plan is perfect for keeping your renewable system in top condition without the cost of additional repairs — helping you prevent small issues before they become bigger, more expensive problems.

Our Plans



About this plan:

Our Silver Plan offers added convenience, in addition to your essential annual service and efficiency check. You'll benefit from priority call-outs during working hours, along with expert assistance on your controls during each visit. For added reassurance, remote support is available by phone or video whenever you need quick troubleshooting advice. Additionally, as a valued customer, you'll receive a 10% loyalty discount on all future work. It's the ideal plan if you want reliable servicing with the added comfort of fast response and ongoing support.

Silver - £25 per month (ASHP) £33 per month (GSHP)

Included in your plan:

Includes everything in Bronze, plus

- Remote support
- Priority engineer response
- 10% discount on future work
- Homeowners/Landlord Safety Certificate

Not included in your plan:

- Heat Pumps with an age of over 12 years and or beyond economical repair
- Damage caused by you or other persons
- Cosmetic damage that affects the appearance but not the function
- Consequential loss & normal insured risks
- Any below-ground drainage

Best For:

The Silver Plan is ideal for homeowners who want reliable support, reduced repair costs, and faster response times — all while keeping their heat pump running efficiently and compliantly.



*VAT included

Our Plans

Gold - £33 per month (ASHP)
£41 per month (GSHP)

Included in your plan:

Includes everything in Silver, plus:

- Over-the-air updates
- Remote diagnosis
- F-Gas review/service where required
- 15% Discount on future work

Not included in your plan:

- Heat Pumps with an age of over 12 years and or beyond economical repair
- Damage caused by you or other persons
- Cosmetic damage that affects the appearance but not the function
- Consequential loss & normal insured risks
- Any below-ground drainage

Best For:

Customers who want complete peace of mind and minimal risk of unexpected costs.





About this plan:

The Gold Plan is our most comprehensive level of cover, designed for homeowners who want complete confidence and total system protection. It includes everything from the Bronze and Silver Plans. Plus extended priority call-outs that cover evenings and weekends (subject to availability)

Each year, you'll also benefit from a full system efficiency review, where our experts check your heating controls, provide tailored energy-saving advice, and clean your system filter if fitted.

With additional benefits like 15% loyalty discounts and in-house F-Gas servicing from Chirp Energy specialists, the Gold Plan gives you complete peace of mind that your renewable system is maintained by experts who know it inside out.

*VAT included

Terms & Conditions

To get your system running as quickly as possible after a problem, we recommend reading the troubleshooting guide before calling. If you can't find the fault, we will first try to resolve the issue over the phone before sending a member of our technical team to help you.

If you call us for service or maintenance issues while the office is closed, please don't hesitate to contact us. We will respond to your call within 24 hours to identify and resolve the issue. If you need a visit, we will make every effort to send someone to you within 72 hours of your call.

Period of agreement

Your Agreement will run for a minimum of one year from the date you make the first payment or renew your Plan. We will write to you at the end of the period to ask if you would like to continue your cover.

Heat pumps covered by the Agreement

The Agreement will only cover the person and the heat pump named in the Agreement. Therefore, only the heat pump owner(s) can benefit from this Agreement.

Service coverage

Chirp Energy Plumbing, Heating & Renewable Energy offers service and maintenance coverage in Southampton and across the South Coast. Please contact us if you are outside this area, as we may still offer coverage in your location.

Access

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 system components at the agreed-upon time between you and us. If we can't gain access at the arranged time, we reserve the right to charge for the time, including travel time, as incurred.

It may be impossible for us to reach properties during extreme weather events, particularly in rural locations. In such circumstances, we will let you know of our inability to visit and arrange an alternative time and date once the conditions allow for more reasonable access.

Terms & Conditions

Spare parts

Our service and maintenance team carries a range of standard spare parts. We also try to resolve the issue over the phone before the visit to determine if we need any additional parts. However, if the fault requires a spare part that we do not have in stock, we will let you know the time it will take to obtain the new part and arrange an alternative fitting time. In this situation, you won't be charged the call-out fee for the second visit.

If our suppliers fail to deliver spare parts on the agreed-upon date, we will notify you of the revised delivery date and arrange an alternative time for you to install the part.

Consequential loss

This plan does not cover any damage or loss caused by factors outside the heat pump system itself — for example, higher energy bills, the cost of running alternative heating, or water damage to your property.

If we need to remove cupboards, panels, or frameworks to access your system, we'll carefully replace anything that can be easily reattached. However, decorative repairs such as painting or finishing work are not included. In the rare case that ground access is required for a heat pump, we'll safely fill any holes created but are not responsible for restoring surfaces like lawns, patios, or flooring.

Service coverage

Chirp Energy Plumbing, Heating & Renewable Energy offers service and maintenance coverage to customers in South Coast. If you have any questions about our service area, please let us know.

Third party repairs

This Plan does not cover repairs undertaken by third parties. We won't be able to reimburse you for any costs incurred by appointing another company or person to repair the heat pump. We do not accept cash payments for annual service, repairs, or replacement parts.

Pre-existing damage or faults

This Plan does not cover any faults that were known before the Agreement being signed. For heat pumps installed by anyone other than Chirp Energy Plumbing, Heating & Renewable Energy, we will carry out a qualifying survey. We reserve the right to conduct a qualifying survey for heat pumps installed by Chirp Energy Plumbing, Heating & Renewable Energy if we have not serviced or inspected the heat pump for an extended period (longer than one year).

We will also not be held responsible for damage caused by faulty installations by third parties that could not reasonably be detected by Chirp Energy Plumbing, Heating & Renewable Energy during either the installation of the heat pump, or the qualifying survey, such as incorrectly installed pipework or electrical circuits that are covered by concrete floors or plastered walls.

Terms & Conditions

Uncovered risks

This plan does not cover faults or damage caused by external events such as structural movement, fire, lightning, explosions, flooding, or severe weather.

Issues like scaling, corrosion, or biofouling are also not included, although these are unlikely if the correct anti-corrosion and biological protection agents have been applied. All Chirp Energy installations include these as standard.

We recommend checking that your home insurance policy provides cover for these types of risks.

Personal information

The personal information you provide to Chirp Energy Plumbing, Heating & Renewable Energy will be used solely to fulfil the services outlined above.

To claim parts under warranty or to identify your specific heat pump for required parts, we may need to use your personal details when speaking with the heat pump manufacturer.

We will not share your information with any third parties, except your heat pump manufacturer.

Termination of Agreement

We reserve the right to terminate your Agreement for any of the following reasons:

- You have given false information
- You do not make the agreed payment(s)
- The initial inspection reveals that your heat pump is ineligible for the cover
- We are unable to source the required spare parts for your heat pump

You may cancel your Plan within fourteen days of signing the Agreement, and we will reimburse you for any fees you have paid, provided we have not yet carried out an inspection or any other work.

Customer Focused

Across Chirp Energy, we collectively embrace a customer-centric approach to providing our services and products.

At Chirp Energy, customer satisfaction sits at the heart of everything we do. Our team provides fast, reliable support for heat pumps, renewable energy systems, and heating solutions, giving homeowners peace of mind all year round.

For commercial clients, we bring proven expertise across various settings, including schools, leisure facilities, and healthcare settings. Fully accredited and insured, our engineers are trusted to deliver safe, efficient solutions tailored to the specific demands of each site.

All work is carried out by qualified professionals who meet the highest industry standards. With Gas Safe-registered engineers and renewable specialists, we issue safety certification, provide dependable maintenance, and ensure compliance in even the most sensitive settings.



Your Confirmation

By agreeing to the terms and conditions, you confirm that you have read, understood, and accepted all terms outlined; if you have any questions, we are always here to help.

ACCEPTANCE OF OUR TERMS AND CONDITIONS

I agree to and accept the above terms and conditions and would like to start my plan;

Plan type:

Name:

Signature:

Date:



Trustpilot
FIVE STAR REVIEWS

facebook
Reviews

Google
Reviews

GAS safe REGISTER



WEB	www.chirpenergy.co.uk
CALL	02381 550139
EMAIL	team@chirpenergy.co.uk
AREAS COVERED	South

SCAN ME!