



Hoval service extends far beyond consultation and purchase. We have a team of fully qualified service engineers on hand and offer aftersales care tailored to meet a variety of specific requirements.



#### Peace of Mind

Our team of service engineers are Gas Safe registered and fully qualified, with knowledge of all the latest products, technical developments and legislative requirements to ensure your boiler retains the highest standard of performance.

#### **Standard and Extended Warranties**

All of our products come with warranties as standard. The UltraGas<sup>®</sup> 2 includes a 10 year heat exchanger warranty.\*

Extended warranties may be available on request.

#### **Commissioning and Servicing**

We have a range of commissioning and servicing packages available to choose from to suit your needs. When you choose Hoval to commission and service your equipment you can rest assured that we will deliver optimum performance from the first day of operation, with prolonged product life and minimum environmental impact.

# **Service Plan Options**



# This plan includes:

**Hoval One Plan** 

Pay annually for a service

- Plant inspection visit
- Major service visit
- Interim service visit (if applicable)

package from our team of experts.

#### **Hoval Three Plan**

This plan allows you to 'hold' the first years' price for the following two years, paying after each visit. Benefit from:

- 5% spares discount
- 3% discount on the service breakdown rate
- Discount available on basic service kits



#### **Hoval Five Plan**

This works alongside a five year heat exchanger warranty\*. Benefit from:

- 5% spares discount
- 5% discount on the breakdown rate
- Discount available on basic service kits

#### **Hoval UltraSafe Ten Plan**

With this plan you can benefit from:

- 10% spares discount
- 10% discount on the service breakdown rate
- · Discount available on basic service kits





<sup>\*</sup>excludes TopGas® and CHP

#### **Spares**

We maintain comprehensive stocks of commonly used spare parts which are generally available for next day delivery.



Hoval also offers spares kits for our UltraGas® and TopGas® boilers which contain all the necessary spares needed for a standard service. Any items used by a Hoval engineer attending site will be replenished so they are always on hand, just in case.

As the manufacturer, we have fast direct access to parts.

#### **Comprehensive Maintenance**

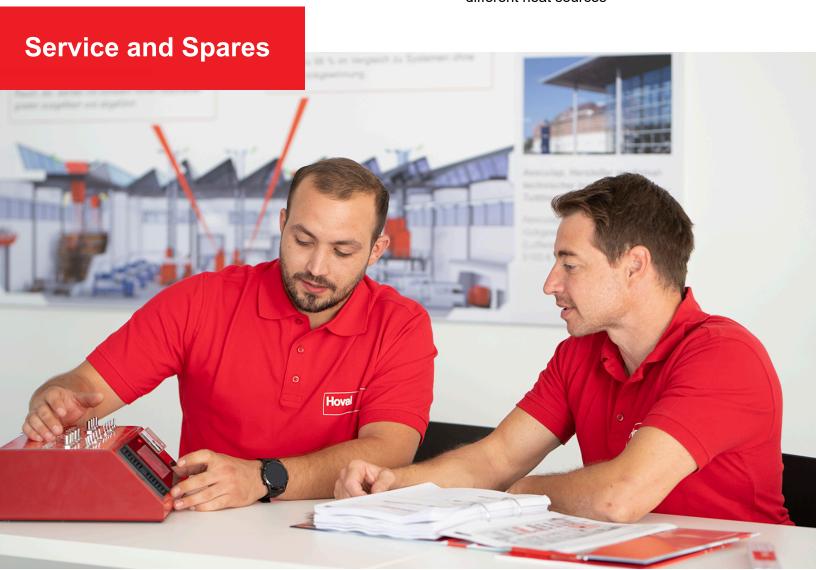
Our full service package encompasses the boiler, burner and boiler controls, and delivers benefits including:

- Optimised control settings
- Reduced energy consumption and carbon emissions
- Early defect detection and timely wear checks

#### **Biomass and CHP**

Maintenance of biomass boilers and combined heat and power (CHP) plants requires specialist knowledge, and we have many years' experience in this area, meaning we can provide:

- Precise control to maintain outputs while reducing running costs and emissions
- Harmonised integration between different heat sources





# Aftersales, Service and Spares

Always here for you

Our aftersales, service and spares teams are available to help with enquiries via phone and email

### **Technical Support**

To benefit from Hoval's technical support, email boilertechnical.uk@hoval.com

## **Aftersales Department**

aftersales.uk@hoval.com

01636 593 407 01636 593 404 01636 593 415

# **Service Department**

service.uk@hoval.com 01636 672 711 Option 3

# **Spares Department**

spares.uk@hoval.com 01636 672 711 Option 1