

Hoval

Aftersales

Service Plans and Spares





Aftersales and Service Plans

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® 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



Hoval One Plan

Pay annually for a service package from our team of experts.

This plan includes:

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

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

*excludes TopGas® and CHP

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



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

Service and Spares



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