



ADLÅR CASTRA

Maintenance & Service Agreement



OVERVIEW

Version: UK-ADL-07/2025

Effective from: 17 July 2025

Please read this document carefully as it sets out the terms and conditions of your subscription.

These Terms together with the Quote form the contract between us. By accepting the Quote, you accept these terms and conditions.

1. GENERAL DEFINITIONS

“Adlår”, “Adlår Castra”, “we”, “us” or “our” means Adlar Ltd, as the provider of the Adlar Maintenance Package.

“air source heat pump” means the air source heat pump(s) you have purchased from Adlår and for which you will benefit from the Adlår service, but does not include auxiliary components related to the install.

“Purchase Agreement” means the agreement (including quote, or final invoice, and terms & conditions) governing

the purchase and installation of your air source heat pump.

“Quote” means a quote or final invoice provided by us for your acceptance regarding your subscription (which may or may not be the same quote document forming part of the Purchase Agreement).

“Plan” or “Package” means the selected maintenance Plan you have chosen and paid for, as highlighted on your Invoice.

“Terms” means the terms and conditions set out in this document.

“Warranties” means the Product and Installation Warranty, and our Product guarantee.

“Warranty Period” means, subject to any suspension in accordance with these Terms, a period starting on the date of installation of your air source heat pump and ending on the earlier of (i) termination or expiry of the Plan and (ii) the period of time from the installation date.

2. EXTENDED PRODUCT AND INSTALLATION WARRANTY

Adlår warrants that, for the duration of the Warranty Period, the air source heat pump will operate correctly, provided that:

- (i) the installation was carried out in accordance with industry standards applicable at the time of installation; and
- (ii) all components essential to the heat pump’s primary function are functioning properly in all material respects, subject to normal wear and tear.

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3. ELIGIBILITY

Packages apply exclusively to Equipment supplied and installed by Adlår Castra.

All installations must comply with manufacturer specifications and current UK industry standards.

4. PERFORMANCE GUARANTEE

Adlår warrants that, for the duration of the Warranty Period, the air source heat pump will be capable of maintaining the following minimum indoor temperatures:

Room	Temp. (°C)
Living room	20
Dining room	20
Bedsitting room	20
Bedroom	17
Hall and landing	17
Kitchen	17
Bathroom	21
Toilet	17

This guarantee is subject to the condition that the outdoor temperature does not fall below the outside design temperature (ODT) for your location, as detailed as follows:

Location	ODT (°C)
Birmingham	-3
Bristol	-3
Exeter	-1
Heathrow	-2
Oxford	-2
Southampton	-2

In addition, performance is contingent on the property meeting the specifications in your heat loss report, including adequate emitter sizing and appropriate levels of insulation. If the property undergoes substantial material changes that increase heat loss (for example, removal of insulation, alterations to glazing, or structural modifications), this guarantee will not apply.

5. INLINE HEATING PERFORMANCE

Adlår warrants, for the duration of the Warranty Period, that our inline dual heat pump system will deliver superior real-world heating performance by ensuring reduced network heat losses, consistent comfort, and optimal efficiency, subject to the following conditions:

(a) The Inline System Performance applies to space heating efficiency only and excludes any non-heating-related activity of the system (e.g., de-frost cycles or cooling mode).

(b) The Inline System Performance Guarantee provides that, under normal usage conditions, the system will avoid recurring or persistent significant performance inefficiencies arising from heat loss between the heat source and emitters, as commonly experienced in conventional low-loss header systems.

(c) This Guarantee assumes that:

The installation is performed according to Adlår Castra’s recommended inline design, with no introduction of low-loss headers or similar components..

The system is operated using recommended settings and schedules.

Indoor spaces are heated to reasonable setpoint temperatures (i.e., not materially exceeding the comfort levels).

Like for like comparison between Adlår's system and a comparable performance air source heat pump.

The outdoor temperature remains above the applicable Outside Design Temperature (ODT) for the property's location.

(d) The Guarantee will be void if:

Mechanical ventilation settings result in excessive air exchange rates causing unnecessary heat loss.

External doors and windows are routinely left open during heating periods.

The property undergoes significant modifications that increase heat loss, such as insulation removal or changes to glazing.

(e) The Inline System Performance Guarantee does not represent a promise of a specific seasonal COP (SCoP) at all times but reflects Adlår Castra's commitment to delivering best-in-class system efficiency as a result of its inline system design, minimising network losses and avoiding typical inefficiencies present in traditional single heat pump systems and hot water demands.

6. HOT WATER PERFORMANCE

Adlår guarantees that, for the duration of the Warranty Period, our dual heat pump inline system is designed to achieve significantly improved efficiencies in meeting domestic hot water (DHW) demands compared to traditional single heat pump systems, subject to the following conditions:

(a) The Hot Water Performance Guarantee applies to the dedicated hot water heating function of the dual heat pump system and excludes space heating performance and other non-heating activities (e.g., de-frosting, air cooling, immersion heating).

(b) The Guarantee reflects the design advantages of Adlår's system, which separates hot water and space heating loads to avoid typical inefficiencies associated with single heat pump systems, including but not limited to:

Elimination of unnecessary pipework heat losses between outdoor units and hot water cylinders.

Prevention of flow temperature overshoots following hot water cycles.

Minimisation of compressor cycling inefficiencies when switching between heating and hot water modes.

(c) While Adlår does not guarantee a specific coefficient of performance (CoP) at all times, our dual system is engineered to outperform conventional single heat pump systems

in real-world conditions, particularly during hot water cycles and subsequent heating recovery periods.

(d) The Guarantee is conditional upon:

The system remaining in its installed configuration, with no unauthorised alterations to pipework, emitters, control settings, or cylinder positioning.

The system being operated using Adlår's recommended control strategy and schedules.

The property maintaining a stable electricity supply and internet connectivity for monitoring where applicable.

(e) The Guarantee will be void if:

The property's hot water demand exceeds normal domestic use (e.g., commercial or multi-household use).

The system is combined with or altered by additional heat sources or devices not supplied or approved by Adlår Castra.

Significant material changes to the property (e.g., water quality, plumbing alterations) adversely affect hot water efficiency.

(f) This Guarantee does not imply uninterrupted hot water availability but assures that hot water heating efficiency will be maintained at a level superior to traditional single heat pump designs under normal use and installation conditions.

7. SERVICE PLANS

7.1 SILVER PLAN

The Silver Package provides essential warranty protection for your heat pump system. Under this plan:

Included:

A 2-year Standard Manufacturer's Warranty commencing from the date of installation, covering defects in materials and workmanship for the equipment as supplied and installed by Adlår Castra.

Excluded:

The Silver Package does not include any routine maintenance services, annual servicing appointments, system efficiency optimisation checks, remote monitoring features, or access to the Adlår Castra customer app.

No prioritised response times are provided under this plan.

This package is ideal for customers seeking only basic warranty coverage during the initial period after installation.

7.2 GOLD PLAN

The Gold Package is designed to provide enhanced protection and proactive maintenance support for your heat pump system. Under this plan:

Included:

An extended warranty providing 5 years of coverage on all parts and labour supplied and installed by Adlår Castra.

Annual Service visits, performed by an authorised Adlår Castra technician, ensuring your system continues to operate efficiently and in line with manufacturer recommendations.

System Efficiency Optimisation, where we assess your heat pump's performance and adjust settings for optimal efficiency and comfort.

A Domestic Hot Water Check, verifying that your hot water system is functioning as intended.

Standard Wifi APP control.

Fault Priority Status, giving your service requests priority attention to minimise downtime.

Excluded:

Access to 3G/4G smart module with premium app subscription and system monitoring features is not included in the Gold Package.

Remote system monitoring is not available under this plan.

This package is suitable for customers who value routine maintenance and enhanced service responsiveness alongside extended warranty protection.

7.3 PLATINIUM PLAN

The Platinum Package offers Adlår Castra's most comprehensive level of protection, maintenance, and monitoring. Under this plan:

Included:

An extended warranty providing 15 years of coverage on all parts and labour supplied and installed by Adlår Castra, delivering long-term peace of mind.

Annual Service appointments, carried out by an authorised Adlår Castra technician, ensuring your system remains compliant with manufacturer specifications and operates efficiently.

System Efficiency Optimisation, providing tailored adjustments to maximise your heat pump's performance and energy efficiency.

A thorough Domestic Hot Water Check during service visits to ensure hot water performance meets expectations.

App Subscription included at no additional cost, providing access to the full suite of Adlår Castra's mobile app features for system monitoring and control.

Remote Monitoring, allowing Adlår Castra to continuously monitor your system's performance, proactively detect issues, and in some cases resolve faults remotely before they affect your comfort.

Fault Priority Status, ensuring that any service or repair requests are handled with the highest priority.

Conditions:

Annual servicing is mandatory under this plan to maintain the validity of the warranty throughout the 15-year period.

The extended warranty applies exclusively to the original installation at the registered property and is non-transferable without prior written consent from Adlår Castra.

This package is ideal for customers who seek maximum protection, proactive monitoring, and full-service convenience for the entire lifecycle of their heat pump system.

Conditions:

Annual servicing is mandatory under this plan to maintain the validity of the warranty throughout the 15-year period.

The extended warranty applies exclusively to the original installation at the registered property and is non-transferable without prior written consent from Adlår Castra.

This package is ideal for customers who seek maximum protection, proactive monitoring, and full-service convenience for the entire lifecycle of their heat pump system.

8. SERVICE COMMITMENT

Adlår Castra is committed to supporting the long-term performance of your heat pump system throughout your selected warranty period.

We will provide continuous remote monitoring (where included in your selected package) to assess the operational status and efficiency of your heat pump. If an issue or fault is detected that can reasonably be diagnosed or corrected remotely, we will attempt to resolve it promptly without requiring a visit.

In addition to fulfilling our obligations to address defects or malfunctions covered under your warranty, we will, where necessary, schedule on-site service visits to address minor faults and carry out routine maintenance as part of your plan's inclusions.

If one year or more have elapsed since your last service, repair, or maintenance visit – or since the installation date if no visit has yet occurred – you are entitled to request a maintenance and service appointment at no additional charge, provided your subscription is active and your account is in good standing.

We ask that you provide reasonable access to your property and heat pump system on the agreed date and time of any scheduled visit. If you cancel or reschedule a visit with less than 10 working days' notice, fail to provide access, or are not present at the agreed time, we reserve the right to charge for the replacement visit at our standard

rates.

Please note that you will be charged for any inspection, maintenance, or repair work (including labour, call-out fee, and materials) that relates to faults or issues excluded from your plan or warranty, including but not limited to issues caused by misuse, third-party work, or factors outside of our control.

9. DEPOSIT CHARGE

Adlår Castra reserves the right to request a deposit before commencing any inspection or repair work when you request us to investigate a potential issue under your selected maintenance or warranty plan.

The deposit amount will be set at our discretion and clearly communicated to you in advance of any work taking place.

If, following our investigation, the issue is determined to be covered under your Adlår Castra plan, the full deposit will be refunded.

If the issue falls outside the scope of your plan – for example, if it arises due to misuse, excluded circumstances, or unauthorised modifications – the deposit may be used to cover the costs of the inspection, diagnosis, and any repair work performed (including labour, call-out charges, and materials).

Any remaining balance of the deposit will either be refunded to you or credited toward your account at your discretion.

10. EXCEPTIONS

The warranties and service commitments provided by Adlår Castra apply strictly to the Equipment supplied and installed by us and within the Warranty Period. The Service Commitment is limited to routine maintenance and minor service interventions and does not extend to substantial repairs or replacements.

A) Adlår Castra shall not be liable for, and the warranties and service commitments shall not apply to, any of the following:

Repairs, replacements, or services outside the scope of your selected Package or after expiry of the Warranty Period.

Issues arising from pre-existing infrastructure or systems not supplied by Adlår Castra, including but not limited to pipework, cables, radiators, thermostats, or electrical systems.

Any third-party components or equipment not installed by Adlår Castra.

Consumables such as filters, fuses, and batteries unless expressly included as part of an annual service visit.

B) Additionally, no coverage applies to damage, faults, or performance issues caused by:

Neglect, improper use, misuse, or failure to operate the Equipment in accordance with Adlår Castra's instructions and documentation.

Accidental, malicious, or deliberate damage.

Tampering with, altering, or modifying the system or its components without Adlår Castra's prior written consent.

Maintenance, repair, or servicing carried out by unauthorised third parties.

Failure to provide a continuous water or power supply to the Equipment.

Water contamination, scale build-up, or air pollution.

Extreme weather events or natural disasters, including but not limited to lightning, storms, floods, earthquakes, power surges, or fire.

Doors, windows, or vents being left open or poor building fabric, leading to excessive heat loss.

Mechanical ventilation systems configured with excessively high air exchange rates.

Moving the Equipment or any of its components to a different location or property without our prior written approval.

Extensions or alterations to the property after installation (e.g., adding/removing walls, changing glazing, modifying insulation or heating emitters) that materially change the heat loss profile of the home.

Failure to maintain emitters, such as radiators or underfloor heating circuits, at the sizes and specifications recommended by Adlår Castra.

Water supplied from private sources (e.g., boreholes or fountains) that does not meet the following minimum water quality standards:

- Chloride ions \leq 300 ppm (300 mg/l)
- pH between 6.0 and 8.0
- No ammonia contamination
- Water pressure between 1.0 and 1.8 bar

Any other factors beyond Adlår Castra's reasonable control.

C) In addition, the warranties are subject to any applicable age deduction policy.

11. REPORTING

If your air source heat pump does not operate as intended during the Warranty Period, it is your responsibility to contact Adlår Castra promptly so that we can inspect the system and arrange any necessary repairs.

We may also proactively contact you if, through our remote monitoring or otherwise, we have reason to believe that an issue may exist with your system.

Upon identification of a defect or malfunction, Adlår Castra will undertake reasonable efforts to resolve the issue and will attempt to rectify it on up to three occasions if required. In doing so, we reserve the right to determine and carry out the repairs or replacements necessary to restore proper operation, which may include:

- A) Remote diagnosis and repair,
- B) On-site service visits,
- C) Replacement of parts or the entire system where appropriate,
- D) Adjustments to radiators, pipework, or associated components where we determine these changes are necessary to resolve a performance issue.

Throughout the Warranty Period, you agree to cooperate fully with Adlår Castra, including providing reasonable access to your property and system, to enable us to inspect, repair, maintain, or replace components as we deem necessary to fulfil our obligations. If you refuse or prevent us from doing so, this will invalidate your warranty coverage.

Adlår Castra may use its own qualified technicians or engage qualified third-party contractors within the heating and cooling industry to carry out inspections, servicing, and repairs.

You must report any defect, malfunction, or other issue to us as soon as reasonably possible, and in all cases no later than two months after you first became aware of the problem. Failure to report an issue within this timeframe will mean you forfeit your entitlement to claim for that issue under the Warranty.

You must not permit any third party to repair, service, or otherwise interfere with the air source heat pump or its components unless expressly authorised in writing by Adlår Castra. Any unauthorised repairs or tampering will invalidate the Warranties.

12. REPLACEMENT AGE REDUCTION

Adlår Castra will make all reasonable efforts to repair your air source heat pump under the terms of your warranty, including sourcing and supplying any necessary replacement parts. If we determine that the heat pump cannot be repaired to restore proper function – whether due to the unavailability of parts or other factors – we will offer either:

- A) A replacement product of equivalent specification, or
- B) A refund of the original purchase price for the heat pump and its installation.

Any replacement or refund provided will be subject to an age-based deduction, reflecting the usage and value of the system over time.

12.1 Start of Deduction Period

The age deduction will begin to apply from the start of the sixth year after the installation date.

12.2 Rate of Deduction

Beginning in year six, a deduction of 10% of the original purchase price (including installation) will be applied for each full year of service beyond five years.

12.3 Calculation Example

The value of any replacement or refund will be calculated as follows:

Replacement or refund value = Original Price - (10% × number of full years beyond year 5).

For example:

If a claim is made during the 9th year after installation (i.e., 8 years and 9 months after installation), a 30% deduction would apply (10% × 3 full years beyond year 5).

Deduction Limit

The total deduction applied will never exceed 100% of the original purchase price, ensuring that no additional payment would ever be required from you beyond the depreciated value.

12. NO EXTENSION

The maximum duration of the Warranty Period under these Terms shall not exceed your Plan's warranty period, starting from the installation date of the heat pump system covered by your selected Adlår Castra Package.

Any repairs, replacements (in whole or in part), or maintenance performed under this Agreement do not reset, extend, or renew the original Warranty Period.

This provision does not affect any statutory rights you may have under the Consumer Rights Act 2015.

13. LIABILITY

We will not be liable for delays or interruptions in providing services under this Agreement if caused by events beyond our reasonable control (force majeure), including but not limited to extreme weather, industrial disputes, or government actions.

We will also not be liable where you fail to allow us access to your property or otherwise prevent us from fulfilling our obligations.

Our total aggregate liability, whether arising from negligence, breach of contract, misrepresentation, or otherwise, shall not exceed:

1. The original purchase price of the heat pump system supplied and installed by Adlår Castra, plus
2. The total fees paid by you for your Package.

This limit applies to any single claim or series of related claims.

We are not liable for indirect or consequential losses, including but not limited to loss of income, savings, use of equipment, property damage, redecoration, alterations, or any loss of government incentives or grants such as the Boiler Upgrade Scheme.

14. RIGHT TO INSPECT

If you subscribe to an Adlår Castra Package after installation of your heat pump, we reserve the right to inspect the system to confirm that it is in satisfactory condition and eligible for coverage under these Terms.

You agree to provide us or our authorised representatives with reasonable access to your property during normal business hours to perform this inspection.

If you fail to provide such access within 14 days of our request or agreed date, we may suspend or terminate your Package until the inspection is completed.

If we identify defects, damage, or other conditions that would affect your eligibility, we will notify you and may, at our discretion:

- A) Recommend repairs or maintenance to bring the system into compliance (at your cost unless covered under another agreement or statutory right),
- B) Adjust the terms of your Package to reflect the condition of your system, or
- C) Terminate your Package with immediate effect.

15. FEES AND PAYMENT

Adlår Castra Packages are provided as subscription services. The applicable fees and duration of your subscription will be set out in your Quote. Fees must be paid in advance, before the start of each subscription period, using the agreed payment method.

We may adjust subscription fees periodically, for example, to reflect inflation or increased costs, with at least one month's notice. Any price change will only take effect at the start of your next subscription period.

If you do not agree to a price adjustment, you may cancel your Package before the new price takes effect; cancellation will take effect at the end of your current subscription period.

Unless required by law, we do not provide refunds for fees already paid except where you cancel during your statutory cooling-off period or where we terminate the Package for reasons other than your breach.

16. CHANGES TO TERMS

We reserve the right to amend these Terms from time to time.

Any changes will be communicated on our website before they come into effect.

If a change materially reduces your rights or increases your obligations, it will not take effect until your next subscription renewal date, and you may cancel your Package before that date.

17. RIGHT TO CANCEL - YOU

You may cancel your Package within 14 days of subscribing, without giving any reason, under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

To cancel, you must notify us by email or post. If you have not accessed or used the services during this period, we will refund all fees paid. If you have used the services, we may deduct a proportionate amount reflecting the services provided.

Refunds will be processed within 14 days of your cancellation notice using your original payment method unless agreed otherwise.

This right is in addition to your other statutory rights.

18.2 General Right to Cancel

You may cancel your Package at any time by contacting us.

Cancellation will take effect at the end of your current subscription period.

Following cancellation, we are under no obligation to offer renewal or allow you to sign up again.

18. RIGHT TO CANCEL - US

We may cancel your Package with immediate effect if you materially or repeatedly breach these Terms.

If you fail to pay fees when due, your Package will be automatically suspended until payment is made.

If payment remains outstanding more than 30 days after a reminder, we may cancel your Package entirely.

We also reserve the right to terminate your Package by giving at least one month's notice after expiry of your Warranty Period.

19. COMPLAINTS

At Adlår Castra, we strive to deliver excellent service and support, but we recognise that things don't always go perfectly. When something goes wrong, we want to hear about it so we can put it right and improve for the future.

All complaints are handled personally by our senior management team, reflecting our commitment to taking feedback seriously and driving continual improvement.

If you wish to make a complaint, please contact us by email at:

complaints@adlar.co.uk

We will aim to resolve your complaint as promptly and fairly as possible.

If we are unable to resolve your complaint to your satisfaction, you may have the right to escalate it to the Renewable Energy Consumer Code (RECC).

Further details on how to complain to RECC can be found here:

<http://www.recc.org.uk/consumers/how-to-complain>.

20. TRANSFER

If you sell your home where the heat pump is installed, you may request that Adlår Castra transfer the benefits of your Package to the new homeowner, subject to our written consent.

To facilitate this, you must notify us of the change in ownership and provide the new owner's name and contact details (email and telephone). By doing so, you confirm that you have obtained the new owner's consent to share their personal data with us.

21. PERSONAL PRIVACY

Adlår Castra is committed to protecting your personal information and handling it responsibly in accordance with all applicable data protection legislation.

We will keep your personal information secure and will not share it with any third party without your permission, except where required to fulfil our contractual or legal obligations.

As a member of the Renewable Energy Consumer Code (RECC), we may be required to share certain details of your contract with RECC to ensure compliance with their standards and codes of practice.

For information on how RECC handles personal data, please visit:

<https://www.recc.org.uk/privacy>

22. GENERAL

These Terms and any agreement between you and Adlår Castra shall be governed by and construed in accordance with the laws of England and Wales.

Adlår Castra may transfer, assign, subcontract, or novate any or all of our rights and obligations under these Terms at any time, without requiring your prior consent.

If any provision of these Terms is determined to be invalid, unlawful, or unenforceable in whole or in part, that provision shall be severed from the remainder of the Terms, which shall continue in full force and effect.

Nothing in these Terms affects your statutory rights under the Consumer Rights Act 2015.



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