

## Breakdown Cover plans from Shaw Renewables

Easy as **1, 2, 3**

no complicated plans,  
you choose the level  
of cover you want...



**SHAW RENEWABLES**  
The bioenergy specialists

Shaw Renewables specialise in the design, installation and maintenance of bioenergy solutions for commercial and industrial customers. Our Heat Plans offer biomass boiler breakdown assistance with options to suit varied needs and budgets. For extra reassurance our Health Plus boiler service is included with your cover.

By paying a yearly premium or monthly direct debit instalments for one of our heat plans, you could avoid unexpected bills in the event of an expensive breakdown.

starting from  
**£750/yr**

### Heat Plan 1

#### Breakdown cover and an annual Health Plus Boiler Service

A full annual Health Plus boiler service. Remote monitoring. 5% reduction on all labour costs. Priority response - we aim to be on site within 24 hours - 24 hour assistance, 7 days a week.

### Heat Plan 2

#### Free labour on all breakdown activity for your boiler

Our qualified engineers will attend to boiler breakdowns with no charge for their labour. Priority response - we aim to be on site within 12 hours. 10% off additional labour costs outside of call outs.

### Heat Plan 3

#### Free parts and labour on all breakdown activity for your boiler

Comprehensive cover saving you unexpected costs in the event of a boiler breakdown. Priority response - we dispatch engineers 24 hrs a day. 20% off additional labour costs outside of call outs.

Plan	Boiler to Buffer Tank	Pipework	Free Call Outs	Remote Monitoring	HEALTH+ BOILER SERVICE	24hr emergency helpline	Priority response	Free labour*	Free parts*
1	✓	✗	2 per year	✓	annual	✓	✓	✗	✗
2	✓	✗	5 per year	✓	annual	✓	✓	✓	✗
3	✓	✗	Unlimited	✓	biannual	✓	✓	✓	✓

\*Subject to terms and conditions



**All of our cover plans include remote monitoring, which allows our team to view your system, identify issues and alter boiler settings off-site. Remote monitoring can save you labour costs whilst restoring your hot water and heating production swiftly.**

Details of what is included in our annual service can be found on our Health Plus boiler service document. Please refer to our terms and conditions for details of components and services covered by our plans.

Breakdown Cover Plans are subject to a minimum 36 month contract.

## Health Plus Biomass Boiler Servicing

# HEALTH<sup>+</sup> BOILER SERVICE

more than just a  
standard service...



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Regular boiler maintenance can:





- Reduce the risk of a breakdown
- Maintain an efficiently running boiler
- Help to prolong the life of your boiler.

# £399

Servicing your biomass boiler isn't just a precautionary task, it's also a legal and contractual requirement.

**Our fully qualified and HETAS registered engineers will perform checks to ensure your biomass boiler meets all of the legal requirements.**

**As recognised servicing and maintenance partners for leading brands, our annual service will keep your manufacturer warranty valid. Should Ofgem carry out audit on your system, our comprehensive reports serve as proof of accurate and regular boiler maintenance.**

 Visual Check	 Inspection & Cleaning	 Safety Inspection	 Report
<ul style="list-style-type: none"><li>+ Boiler</li><li>+ Flue</li><li>+ Buffer Tank</li><li>+ Expansion Vessel</li><li>+ Fuel Feed</li><li>+ Fuel Store</li><li>+ Plant Room Pipework</li></ul>	<ul style="list-style-type: none"><li>+ All major boiler components</li><li>+ Boiler heat exchanger</li><li>+ System safety equipment</li><li>+ Boiler burner chamber</li><li>+ Boiler grate</li><li>+ Boiler flue ways</li><li>+ Boiler Ash compartment</li></ul>	<ul style="list-style-type: none"><li>+ Mechanical seals</li><li>+ Boiler exhaust system</li><li>+ Refractory linings</li><li>+ Ignition device</li><li>+ Panel Hardware</li><li>+ Flue Gas analysis</li></ul>	<ul style="list-style-type: none"><li>+ List of checks made</li><li>+ Engineer observations</li><li>+ Any issues and the advised action that should be taken to rectify them.</li></ul>



A visual check will be made of the boiler, associated plant room equipment and pipework to ensure it is installed and positioned correctly. The boiler will be fired up to ensure it is working correctly and identify any initial problems.



The boiler casing will be removed and the boiler components will be inspected and cleaned.



Seals, igniters and other major boiler components will be inspected to make sure they are functioning safely. The flue will be checked visually and a flue gas analyser test will be carried out to ensure correct and efficient combustion is gained. Your carbon monoxide alarm will be tested to ensure it is working.



The Health + boiler service report will list what checks and procedures our engineer has carried out as well as identifying any safety or efficiency issues.

## Remote Monitoring from Shaw Renewables



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The Shaw Renewables Remote Monitoring service allows our team to access your biomass boiler to make adjustments and diagnose issues at our head quarters or via tablet and smart phone, giving you the peace of mind that a skilled operator can assist you where ever they are in the country.

Our remote monitoring package will give you 24hr support from our team who can use visualisation software to monitor your boiler interface in real time. Some of the benefits of this service include:

- Reduced site visits, saving you any unnecessary call out fees
- Fault alarms - Your boiler can send you and Shaw Renewables error messages via email, alerting you to any issues, giving you the opportunity to resolve these before you loose heat.
- Faster resolution of errors - a member of the Shaw Renewables team can often guide you through simple procedures with phone support, which means you don't have to wait for a visit to site.

### From £15/month



### Annual Reports

Every year we will create a report, allowing you to analyse the performance of your boiler.

Reports include:

- Usage data for each heat meter
- Energy, temperature, flow rate and volume data
- Charts and comparisons
- Any adjustments made remotely by our team
- Any issues that may need to be assessed
- Advice on how to maximise efficiency

### Included in the package

- Fault alarm monitoring - alerts you to errors
- 24hr phone assistance
- Annual Reports
- Remote modification of processes and parameters should a fault occur

### Extras (extra charge per month)

Should you not have access to the internet, Shaw Renewables can supply:

- Cellular 3G internet router
- Data plan to support remote monitoring
- Installation

**A skilled operator can monitor your system in real time, enabling them to make adjustments or guide you through any simple processes should a fault occur.**



**Faults and error alarms are emailed immediately to our control centre so that our engineers are able to diagnose issues and determine the best course of action.**

**All you need for remote monitoring is one of the following boiler brands and an internet connection, or the ability to have cellular 3G/4G internet installed.**

