

NIBE Energy Systems Limited

Unit 3C, Broom Business Park

Bridge Way

Chesterfield, S41 9QG

Tel: 0330 311 2201

www.nibe.co.uk

Email: customer.services@nibe.co.uk

Dear Sir/Madam,

HERE'S A LITTLE PEACE OF MIND FROM NIBE

NIBE Energy Systems Limited are aware that your manufacturers warranty for parts and labour cover is about to expire.

Unfortunately, as with anything mechanical, we here at NIBE accept that, from time to time, things can go wrong, so below here is a table that shows an example of the parts and labour costs that may be required to be replaced:

ITEM	EXHAUST AIR	AIR SOURCE	GROUND SOURCE
Compressor	£850*	£1850*	£4000**
Circulation Pump	£380	£380	£380
Immersion	£280	£300	£300
Circuit Board	£420	£420	£420
Divertor Valve VST20	£460	£460	£460
Sensor Change Evaporator	£140	£140	£140
Evaporator	£1000*	£1200*	£950*
Display Controller	£450	£360	£450

* Compressor only. ** Complete fridge unit. *** These replacements require the installer to have an FGAS Refrigeration Certificate.

NIBE SERVICE PLAN

There couldn't be a better time to take out one of NIBE's unique service plans that gives you complete peace of mind. For as little as £5.77 a week, you can cover your heat pump in the event of a break-down. This will help to protect you against unexpected inconvenience such as expensive repair bills, peace of mind in winter months and will guarantee a competent and trained engineer. See below for average monthly price plans.

EXHAUST AIR HEAT PUMP	AIR SOURCE HEAT PUMP	GROUND SOURCE HEAT PUMP (UP TO 17 KW)	GROUND SOURCE HEAT PUMP (OVER 22 KW)
£24.99	£29.99	£36.99	£45.99

ANNUAL SERVICE

In addition to complete peace of mind, you will also receive an annual service to ensure that your heat pump is kept in optimal condition.

CALL NOW FOR YOUR NIBE PEACE OF MIND

Call the Customer Service Department on **0330 311 2201** today and let us take care of your NIBE Heat Pump, or alternatively you can email **customer.services@nibe.co.uk**



IT'S
IN OUR
NATURE

Plan Number:

NIBE Energy Systems Limited

Unit 3C, Broom Business Park

Bridge Way

Chesterfield, S41 9QG

Tel: 0330 311 2201

www.nibe.co.uk

Email: customer.services@nibe.co.uk

Dear Sir/Madam,

RE. Confirmation of service plan



I can confirm that I have read and understood the terms and conditions of the NIBE Service Plan that can be seen on the NIBE Energy Systems Limited website www.nibe.co.uk, and by signing this form and returning it to NIBE Energy Systems Limited along with the completed Direct Debit mandate, I agree to the terms and conditions of the plan and would like to subscribe to the NIBE Service Plan.

(The Customer's attention is specifically drawn to clauses 3, 4, 7 and 8 of the NIBE Service Plan terms and conditions.)

CUSTOMER DETAILS

First Name: _____

Last Name: _____

ADDRESS DETAILS

Address 1: _____

Address 2: _____

Address 3: _____

Town/City: _____

Postcode: _____

CONTACT DETAILS

Telephone Number: _____

Email Address: _____

HEAT PUMP DETAILS

Model of Heat Pump: _____

Serial Number of Heat Pump: _____

SERVICE PLAN DETAILS

Product Service Plan Applied For: _____

Monthly Amount: _____

Print Name _____

Signed _____

Date: _____

Please return this completed form along with your completed Direct Debit Mandate to NIBE Energy Systems Limited in the FREEPOST envelope provided.



IT'S
IN OUR
NATURE

Please fill in the whole form using a ball point pen and send it to:
Unit 3c, Broom Business Park, Bridge Way,
Chesterfield S41 9QG

Instruction to your bank or building society to pay by Direct Debit

Name & Address (8 lines only)

2	7	6	3	4	1
---	---	---	---	---	---

FOR Nibe Energy Systems Ltd OFFICIAL USE ONLY
This is not part of the instruction to your bank or building society.

Name(s) of account holder(s)

Bank/building society account number

Branch sort code

Name and full postal address of your bank or building society

To: The Manager Bank/building society

Address

Postcode

Instruction to your bank or building society
Please pay Nibe Energy Systems Ltd Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Nibe Energy Systems Ltd and, if so, details will be passed electronically to my bank/building society.

Signature(s)


Date

Reference (office Use)

Banks and building societies may not accept Direct Debit Instructions for some types of account

DD11

This guarantee should be detached and retained by the payer.



The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Nibe Energy Systems Ltd will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request Nibe Energy Systems Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Nibe Energy Systems Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
 - If you receive a refund you are not entitled to, you must pay it back when Nibe Energy Systems Ltd asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.