

MAINTENANCE & SERVICING BOILER BREAKDOWN ASSISTANCE



SHAW RENEWABLES
The bioenergy specialists

Shaw Renewables Ltd.

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Shaw Renewables specialise in the design, installation and maintenance of low carbon bioenergy systems.

Experience

We have over a decade of experience in mechanical and electrical engineering within the heating industry.

Integrity

Our renewable energy centre gives us a unique perspective as both installer and end-user. We invest in the technology we install and use the wood chip that we sell in our own boilers.

Quality

Our company wide accreditations and memberships demonstrate our commitment to complying to regulations and providing quality products and services.



Support

The scope of our design and mechanical engineering skills mean Shaw Renewables can offer customers a start to finish service without relying on third parties to commission our work. Our support begins at first contact and continues after installation with our servicing and maintenance plans.

Our technology expertise includes:

- Biomass Boilers
- Biogas Boilers
- Biomass CHP
- Heat Networks
- Drying Units
- Heating Hydraulics



HEATPLAN benefits

Standard terms		HEATPLAN
In the event of a boiler breakdown		
Contact the office where the team will log your issue and arrange for an engineer to make contact	Contact your assigned engineer directly for phone support	
Warranty Claims		
Payments for manufacturer warranty claims are required upfront	No upfront costs for manufacturer warranty claims	
Site Visits and Boiler Services		
Payments for site and servicing visits are required upfront	No upfront costs on site visits and services	
Standard call out fees and travel costs apply for all visits	No standard Call out fees apply	
Labour is charged at our standard rate	Discounts apply to Labour costs	
Materials are charged as standard	Discounts apply to supplied materials	
Mileage is charged (postcode - postcode)	Free mileage included	
Health Plus Boiler Service is charged at our standard rate	Discounts apply	



HEATPLAN

Breakdown cover & servicing

When Boiler faults result in your business being without heat and hot water, our skilled and specialist heating engineers are on hand to help you.

Our Heat Plans provide boiler breakdown assistance with options to suit both your needs and budget. For extra reassurance, our Health Plus boiler service is included with your cover. Paying a yearly premium or monthly by direct debit for one of our heat plans helps you to avoid unexpected bills in the event of an expensive breakdown.

We've got you covered...

	1	2	3
Boiler to Buffer Tank	✓	✓	✓
Pipework	X	X	X
Standard Call Out Fee	X	X	X
Remote Monitoring*	✓	✓	✓
Health Plus Boiler Service	✓	✓	✓
Mileage included per callout	30 miles	40 miles	40 miles
Priority response	✓	✓	✓
Labour included	—	5 hrs/yr	10 hrs/yr
Discount on additional labour	3%	5%	5%
Discount on replacement parts	—	—	10%

To receive a free, no obligation quotation or visit www.shawrenewables.co.uk or call 0151 424 1433



HEAT PLAN 1

Breakdown cover and a Health Plus boiler service

- 30 miles of mileage included
- 10% discount on additional labour



HEAT PLAN 2

Breakdown cover and a Health Plus boiler service, plus 5 hours of labour included

- 40 miles of mileage included
- 5 hours of labour included
- 15% discount on additional labour

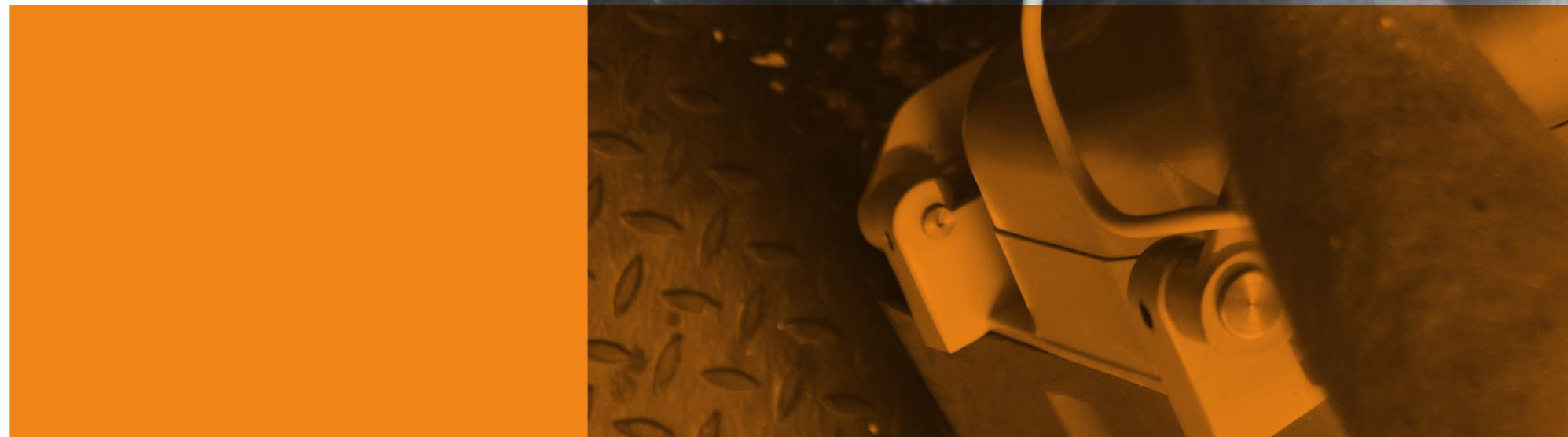


HEAT PLAN 3

Breakdown cover and a Health Plus boiler service, plus 10 hours of labour included

- 40 miles of mileage included
- 10 hours of labour included
- 10% discount on replacement parts

*refer to your manufacturers guidance on remote monitoring to assess boiler capabilities and set up requirements.



HEALTH⁺ BOILER SERVICE

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VISUAL CHECK

A visual check of the boiler, associated plant room equipment and pipework is made to ensure it is installed & positioned correctly.

- Boiler
- Flue
- Buffer Tank
- Expansion Vessel
- Fuel Feed
- Fuel Store
- Plant Room pipework
- Burner / Booster



INSPECTION & CLEANING

Boiler casing will be removed & the boiler components will be inspected & cleaned.

- Remove turbulators
- Remove combustion residues
- Inspect system safety equipment
- Boiler ash compartment
- Boiler grate
- Boiler flue ways
- Clean Flues and combustion chamber



SAFETY INSPECTION

Major boiler components will be inspected. The flue will be checked visually & a flue gas analyser test will be carried out to ensure correct and efficient combustion is gained.

- Ignition device
- Panel Hardware
- Flue Gas analysis
- Carbon monoxide alarm
- Mechanical seals
- Boiler exhaust system
- Refractory linings



REPORT

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

- List of checks made
- Engineer observations
- Any issues and the advised action that should be taken to rectify them

Our engineers are HETAS registered and trained by manufacturers to the highest standards in servicing and maintenance.

We are partnered with leading brands to ensure our boiler service keeps your manufacturer warranty valid. Should Ofgem audit your system, our Health Plus service reports are proof of your compliance to RHI rules.

Servicing your boiler regularly according to your manufacturer run hours guidance will help to:

- + Ensure Ofgem compliance
- + Reduce the risk of a breakdown
- + Help to reduce the risk of carbon monoxide emissions
- + Extend the life of your boiler
- + Optimise performance

Our experienced engineers will service and maintain your boiler to manufacturer standards and offer advice to ensure your heating system is working to its full potential.

They have the knowledge to diagnose faults, recognise the need for parts to be replaced before a breakdown occurs and repair all elements of your system.

This regular and specialised intervention by our engineers can aid in the reduction of breakdowns and keep fuel consumption efficiently low.





The Shaw Renewables Remote Monitoring service allows our team to access your boiler to make adjustments and diagnose issues at our head quarters as well as via a computer or smart device, 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 support from our team during our standard operating hours, using visualisation software to monitor your boiler interface in real time. Some of the benefits of this service include:

- Reduced site visit, saving you any unnecessary call out fees.
- Fault alarms - Depending on your boiler capabilities, fault alarms can be sent to you and Shaw Renewables via email or SMS, alerting you to any issues. This gives you the opportunity to resolve issues before you lose 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 site visit.

Included in the package

- Fault alarm monitoring
- Phone assistance
- Annual reports
- Remote modification of some processes and parameters should a fault occur

We can usually set up remote monitoring in one visit

Dependant on boiler capabilities, often all that is needed is a stable internet connection via an Ethernet cable, provided by yourself.

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

Depending on your boiler capabilities, faults and error alarms can be sent via email or SMS to our control centre where our engineers can diagnose issues and determine the best course of action.

Often all you need for remote monitoring is a leading brand of boiler and an internet connection.*

*Refer to your manufacturers guidance on remote monitoring to assess boiler capabilities and set up requirements.

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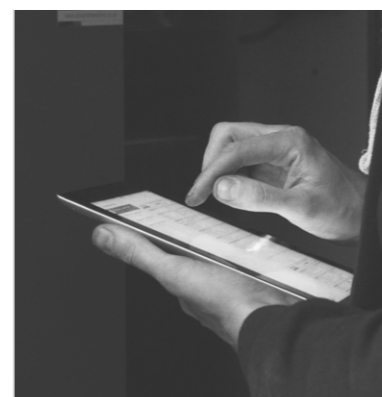


No more waiting

Our engineers can often guide you through simple procedures with phone support, which means you don't have to wait for a site visit or suffer from extended downtime.

Before you lose heat

Dependant on your boiler capabilities, faults and error alarms can be emailed or sent via SMS to our control centre where our team will work to diagnose issues and determine the best course of action - allowing you to resolve problems before you lose heat.





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ISO 9001:2008 certified

Part Of The Shaw Business Group



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