

My Eco Solution

Service Plan Terms & Conditions

These terms set out how our service plans work and what you can expect from us. By taking out a plan with My Eco Solution, you're agreeing to the points below - but we've kept things as straightforward as possible, so please do have a read through before you get started. My Eco Solution is a specialist renewable heating company with over 15 years of experience. We're authorised service partners for Daikin, Mitsubishi Electric, and Nibe, and we're F-Gas accredited. We cover domestic properties across Scotland from our base in Perthshire.

Plan Overview

Our service plans are available at three tiers:

What's Included	Core Plan	Plus Plan	Extra Plan
Annual heat pump service	✓	✓	✓
Manufacturer-approved service procedure	✓	✓	✓
F-Gas certified engineer	✓	✓	✓
Service report issued	✓	✓	✓
Annual cylinder check (where applicable)	✓	✓	✓
Breakdown call-outs per annum	—	2 included	2 included
Free technical support & advice	—	✓	✓
Priority response	—	✓	✓
20% discount on parts & additional labour	—	—	✓
20% discount on additional call-outs	—	—	✓

Plans are available for Air Source Heat Pumps, Hybrid Systems (Daikin/Mitsubishi), Ground Source Heat Pumps, and MVHR ventilation systems. Pricing varies depending on your area - see the Service Areas section for details.

1. What's Included in Your Plan

Core Plan - all tiers include the following

- One annual service visit by a qualified MyEco Solution engineer
- Service carried out to manufacturer-approved procedures for Daikin, Mitsubishi Electric, and Nibe systems
- F-Gas accredited engineer where refrigerant handling is involved
- Full service report issued after the visit

- Annual cylinder check where a hot water cylinder is present and linked to the system

Plus Plan - everything in Core, plus

- Two breakdown call-outs per year (parts are charged separately - see the Call-Outs section)
- Free telephone and remote technical support throughout the year
- Priority response for breakdowns and urgent enquiries

Extra Plan - everything in Plus, plus

- 20% off the cost of any parts required during a service or call-out visit
- 20% off any additional labour and call-out charges beyond the two included call-outs

2. What's Not Included

Just so there are no surprises, the following aren't covered under any plan:

- The cost of replacement parts, refrigerant, or consumables (Extra Plan customers get 20% off these)
- Works to other parts of the heating system such as underfloor heating circuits, radiators, or thermostatic valves - these can be quoted separately
- System flushing or water treatment (available as a separate service)
- F-Gas refrigerant top-up or recovery (available as a separate service)
- Commissioning or installation of new equipment
- Damage caused by misuse, neglect, third-party interference, frost damage, or not following manufacturer or engineer guidance
- Solar thermal systems
- Commercial properties - our plans cover domestic homes only
- Condition reports

3. Service Areas

We cover Scotland from our Perthshire base. Pricing is split across three areas based on distance:

3.1 Area 1 - Perthshire (PH1–PH18), Fife (KY1–KY16), Dundee & Angus (DD1–DD11), Edinburgh (EH4–EH5, EH9–EH30, EH46–EH49, EH51–EH55), Falkirk (FK1–FK21), Glasgow (G60, G63, G65–G68, G81), Motherwell (ML1–ML11).

3.2 Area 2 - Perthshire (PH19–PH22, PH30–PH31, PH49–PH50), Aberdeenshire (AB10–AB16, AB21–AB25, AB30–AB32, AB34–AB35), Edinburgh (EH31–EH45), Glasgow (G1–G5, G10–G15, G20–G23, G31–G46, G51–G53, G61–G62, G64, G69, G71–G78, G82–G84), Paisley (PA1–PA19), Motherwell (ML12).

3.3 Area 3 - Perthshire (PH23–PH26, PH32–PH41, mainland only), Aberdeenshire (AB33, AB41, AB51, AB52). Area 3 is available on a Core Plan basis only, with a travel charge on top. Please get in touch with us before booking so we can give you an accurate price.

If your postcode isn't listed above, just give us a call — we'll let you know if we can help.

4. Annual Service Visits

4.1 Your plan includes one service visit per year. We'll get in touch to arrange a convenient time with you.

4.2 Please make sure there's access to the property and the system on the day. If we can't get access and need to rebook, there may be a charge for the wasted visit.

4.3 We work during normal business hours unless we've agreed otherwise. We'll always do our best to stick to the agreed time, but occasionally things outside our control can cause delays.

4.4 After the visit, we'll send you a service report covering what was done and any recommendations.

4.5 If we spot anything that needs fixing during the service, we'll quote you separately for that work - it isn't automatically included in the plan.

5. Breakdown Call-Outs

5.1 Two breakdown call-outs per year are included with the Plus and Extra plans. Core Plan customers can still call us out at the standard rates below.

5.2 The call-out charge covers the engineer's visit and up to 60 minutes on-site. Any additional time is charged at the hourly rate.

5.3 Standard call-out and labour rates (all prices include VAT):

Area 1: Call-out (60 mins) £150 | Additional labour & travel per hr £75

Area 1 with service plan: Call-out £120 | Additional labour & travel per hr £62

Area 2: Call-out (60 mins) £180 | Additional labour & travel per hr £75

Area 2 with service plan: Call-out £144 | Additional labour & travel per hr £62

Area 3: Call-out & labour £200 plus travel charge

5.4 Any parts needed during a call-out are charged on top, or at a 20% discount for Extra Plan customers.

5.5 If the issue can't be resolved in one visit, any further visits will be chargeable.

5.6 Plus and Extra Plan customers get priority response. We always aim to get to you as quickly as we can, though response times can be affected by demand, location, and parts availability.

6. Payment

6.1 Plans can be paid annually in full or by monthly direct debit. All prices include VAT.

6.2 Annual plans are active from the date payment is received.

6.3 Monthly direct debit plans are active once the direct debit is set up and the first payment has cleared.

6.4 If payments fall behind, we may need to pause or cancel the plan. We'll always try to get in touch first before doing so.

6.5 We review our prices annually. If anything changes, we'll give you at least 30 days' notice so you can decide whether to continue.

7. Plan Duration and Renewal

7.1 Plans run for 12 months from the start date.

7.2 Annual plans don't renew automatically. We'll be in touch before your plan expires to talk through your renewal options.

7.3 Monthly direct debit plans continue on a rolling basis until either party gives notice to cancel.

7.4 If your system, address, or circumstances change, please let us know - it may affect your plan or pricing.

8. Cancelling Your Plan

8.1 You can cancel at any time - just drop us an email or give us a call.

8.2 For annual plans: if you cancel before your service visit has taken place, we'll look at a pro-rata refund. If the visit has already happened, we're unable to offer a refund.

8.3 For monthly plans: cancellation takes effect at the end of the current billing month.

8.4 If call-outs have been used, the standard value of those visits may be taken into account when calculating any refund.

8.5 In rare cases, we may need to cancel a plan - for example if we're unable to safely access or service the system, or if there's an ongoing issue with payment. We'll always aim to speak with you first.

9. Your Data

9.1 We'll keep your details safe and only use them to manage your plan, schedule visits, and keep you updated about your system.

9.2 We won't pass your information on to anyone else, except where it's needed to carry out the service - for example, registering your system with a manufacturer.

Get in Touch

If you have any questions about your plan or these terms, we're happy to help.

My Eco Solution | Scotland

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