

Customer Terms for Heat Pump and Air Conditioning Work

MY HEATPRO LTD

Effective from 28 September 2026

These terms explain how MyHeatPro Ltd supplies and installs heat pump, air conditioning and related heating work. The written quote or proposal for your job identifies who your contract is with, what we will do, what is included in the price and any project-specific conditions. Read those documents together before accepting.

1. Definitions and interpretation

1.1 “My HeatPro”, “we”, “us” or “our” means MyHeatPro Ltd, registered in England and Wales under company number 15 470 772, of 39 Manor Avenue, Northwich CW9 6DS. Contact: info@myheatpro.com or 07 898 116 029.

1.2 “Customer” or “you” means the person or business named in the written quote or proposal. A consumer is an individual acting wholly or mainly outside their trade, business, craft or profession.

1.3 “Contract” means the written quote or proposal, these terms where they apply, and any other documents expressly listed in the quote as part of the agreement. The quote identifies the contracting party. That may be My HeatPro Ltd or, for an eligible Heat Geek project, the relevant Heat Geek company.

1.4 “Services” means the work described in the quote. Depending on the job, this may include heat pump, air conditioning or boiler design coordination, supply, installation, removal, plumbing, electrical or refrigerant work, commissioning, handover, repair, servicing, maintenance or other related work.

1.5 “Equipment” means the heat pump, air conditioning units, cylinders, controls, emitters, electrical parts, pipework, refrigerant pipework and other goods specifically listed in the quote.

1.6 Headings are for convenience. References to legislation include amendments and replacements. Nothing in these terms removes a right that the law says cannot be removed.

2. Which terms apply

2.1 The quote must identify the contracting party and the documents that make up your Contract. If My HeatPro Ltd is the contracting party, these terms apply unless the quote expressly says otherwise.

2.2 If a Heat Geek company is named as the contracting party, your customer contract is with that Heat Geek company. My HeatPro Ltd carries out the installation work as its subcontractor. The Heat Geek customer agreement and project documents supplied to you govern the customer contract and take priority if they conflict with these general terms. These general terms do not replace or vary the Heat Geek agreement.

2.3 For a Heat Geek project, any Heat Geek performance, installation or other guarantee is offered and administered by Heat Geek under the written Heat Geek agreement and its applicable guarantee terms. My HeatPro Ltd does not issue or independently back the Heat Geek Guarantee. The applicable Heat Geek documents determine whether a guarantee applies, its scope, duration, conditions and claim route. My HeatPro Ltd remains responsible for performing the subcontracted work in accordance with its obligations to Heat Geek. Nothing in this clause removes any consumer right or liability that cannot lawfully be excluded.

2.4 A Heat Geek guarantee should not be assumed to apply unless the customer proposal or agreement identifies it and the applicable Heat Geek guarantee terms are provided or clearly referred to.

2.5 If My HeatPro Ltd is the contracting party, any separate workmanship cover we offer will be stated in your quote or handover documents. Manufacturer product warranties are separate. Your statutory rights remain unaffected.

3. Consumer rights and contract information

3.1 If you are a consumer, your statutory rights apply, including the right to have services performed with reasonable care and skill and goods supplied in line with the contract. These terms do not reduce those rights.

3.2 Before you accept, the quote and accompanying information will identify the contracting party, work, price, payment stages, important assumptions and relevant cancellation information. For a distance or off-premises consumer contract, the documents will explain the applicable cancellation period and how to cancel, and include any required cancellation form.

3.3 Where you are entitled to a statutory cancellation period, do not rely on an informal conversation to change it. If you ask us to start within that period, we will obtain your express request in writing or another durable form. If you cancel after asking for an early start, any amount due for services already supplied will be calculated as the law requires. Any right that may end after full performance will apply only where the legal conditions and required acknowledgements have been met.

4. Surveys, design and quotations

4.1 We will assess the areas and information reasonably available for the survey. Unless the quote says otherwise, the survey is non-invasive and does not include opening up walls, floors, ceilings or buried services. Hidden defects and inaccessible conditions may only become apparent when work starts.

4.2 A heat pump design or proposal may rely on the property details, heat-loss information, room use, insulation, ventilation, heating emitters, electrical supply and other assumptions recorded in the project documents. An air conditioning proposal may rely on room sizes, occupancy, heat gains, unit positions, drainage routes and electrical capacity. Tell us if information is incomplete or changes.

4.3 A performance figure, running-cost estimate, comfort level or energy saving is included only where it is specifically stated in the written proposal, with its basis, measurement period and any conditions. Estimates are not guarantees. If a separate Heat Geek guarantee is included, clause 2 applies.

4.4 The quote is valid for the period stated in it. It forms the basis of the agreed scope and price. Work outside that scope is handled under clause 8.

5. Project scope and site conditions

5.1 The quote should state the Equipment, quantities, locations and work included, along with significant exclusions. For heat pump work this may include the outdoor unit position, cylinder, emitters, pipework, controls, electrical work, condensate or defrost drainage, system water treatment, commissioning and handover.

5.2 For air conditioning work, the quote should state the indoor and outdoor unit models or capacities, their proposed locations, refrigerant pipe route, condensate route, electrical work, wall or roof penetrations and any making good included.

5.3 Unless expressly included, the price does not cover structural alterations, asbestos investigation or removal, major electrical upgrades, consumer-unit replacement, incoming supply upgrades, drainage alterations, building work, decoration, landscaping, access equipment, removal of unrelated services or repair of pre-existing defects.

5.4 The final installation can be affected by conditions that are not reasonably visible before work begins, including concealed services, unsuitable surfaces, restricted access, existing system condition and actual cable or pipe routes. We will explain any material change and seek your agreement to a variation before carrying out chargeable additional work, except where an immediate step is reasonably necessary to prevent injury or serious property damage.

6. Permissions, approvals and notifications

6.1 The quote will state which planning, building-regulation, electrical, MCS, grant or other application, notification or certificate tasks are included and who is responsible for them. Requirements vary with the property, equipment, location and work.

6.2 We will explain approvals or notifications that relate to the work we have agreed to carry out and will complete those expressly included in the quote. You must tell us about listed-building status, conservation-area restrictions, leasehold or landlord conditions, shared-property restrictions and other relevant consents, and obtain any owner or third-party permission assigned to you in the quote.

6.3 We will not state that permission is unnecessary unless that has been checked for the specific property and proposal. Where a required approval or consent is not in place, the affected work may be postponed until it is resolved.

7. Customer responsibilities and access

7.1 You must provide accurate information, safe and timely access, a clear working area, and the utilities identified in the quote. You must protect or move valuables and furnishings near the work area and keep children and pets away from it.

7.2 You must tell us about known hazards, concealed services, leaks, defects, previous alterations, access limits and any condition that could affect the work. Do not alter or interfere with the installation while work is under way unless we have agreed.

7.3 You are responsible for ongoing operation, routine care and maintenance described in the handover or manufacturer documents, including keeping the system settings and property conditions within any stated guarantee requirements. This does not remove our responsibilities for our own work.

7.4 If access is unavailable or the site is not ready, we will discuss a rearranged visit. Any reasonable charge for wasted attendance or additional work must be explained and supported by the quote or by a separately agreed variation; it will not be an automatic penalty.

8. Variations and additional work

8.1 A change to the agreed work, Equipment, price or timetable must be set out clearly and agreed by you before the changed or additional work begins. We will explain any effect on the price or schedule.

8.2 If we discover a safety issue or condition that makes continuing unsafe, we may stop the affected work, make the area safe where reasonably necessary, and contact you. Any chargeable remedial work requires your agreement unless immediate action is required to prevent injury or serious damage.

9. Equipment, delivery and ownership

9.1 The quote will identify the main Equipment and products to be supplied. We will not make a material substitution or change the agreed price without explaining the change and obtaining your agreement.

9.2 Delivery dates and installation dates are estimates unless the quote expressly makes a date binding. We will tell you about material supplier or site delays and discuss the next steps.

9.3 Title to Equipment supplied by My HeatPro Ltd passes as stated in the quote and subject to applicable law. We will not enter your property or remove installed goods without your agreement or lawful authority.

10. Timing, suspension and weather

10.1 The quote will give the expected start date or scheduling window and estimated duration where these can reasonably be stated. Weather, supplier availability, site conditions, access, approvals and other events may affect the timetable.

10.2 We may suspend affected work if the site is unsafe, required access or approvals are missing, or continuing would risk damage or non-compliant work. We will explain the reason and, where reasonably possible, what needs to happen before work can restart.

10.3 If a delay becomes substantial, we will discuss the options available under the Contract and applicable law. This clause does not remove any right to a remedy for a delay for which we are responsible.

11. Price and payment

11.1 The quote will state the total price, whether VAT is included, the deposit and any staged payments, the payment method and when each amount is due. The payment schedule in the accepted quote applies to your project.

11.2 Where a deposit or advance payment is requested, the quote will explain what it covers and how it will be treated if the contract is cancelled. Any amount retained or charged on cancellation will be limited to what is permitted by law and will reflect applicable direct loss and reasonable steps to reduce that loss.

11.3 Invoices are payable by the date shown on the invoice. If an amount is disputed, tell us promptly and explain why. We will discuss the disputed amount while you pay any undisputed amount that is due.

11.4 We may charge interest or reasonable recovery costs only where permitted by law and where the basis and amount are fair and properly due. We will not automatically add a fixed collection charge or pass on unrestricted third-party costs.

12. Commissioning and handover

12.1 When the contracted installation is complete, we will carry out the commissioning checks included in the quote and applicable to the work. This does not include correcting unrelated defects in the existing property or systems unless agreed.

12.2 We will provide the certificates, instructions, settings, product warranty information and other handover documents that are included in the quote or required for the work. We will explain the normal controls and the customer actions required to operate and maintain the system.

12.3 If a system cannot be fully commissioned because a customer-controlled item, utility, approval or other agreed input is missing, we will explain what remains and agree a reasonable next step.

13. Workmanship cover and product warranties

13.1 Any My HeatPro Ltd workmanship cover, its duration and its terms will be stated in the quote or separate warranty document. A workmanship cover does not replace your statutory rights.

13.2 Equipment may have a separate manufacturer warranty. The manufacturer sets its own registration, servicing and claim conditions. We will pass on warranty information supplied with the Equipment or identify where it can be obtained.

13.3 For Heat Geek projects, the Heat Geek agreement and guarantee terms determine the warranty or guarantee provided by Heat Geek. See clause 2. My HeatPro Ltd does not promise that a Heat Geek guarantee will apply to work contracted directly with My HeatPro Ltd.

14. Existing systems and limitations of survey

14.1 Unless the quote includes work to an existing item, we are not responsible for its design, condition, capacity, compliance or later failure. This includes existing wiring, pipework, emitters, drainage, building fabric and equipment.

14.2 We will tell you about material issues we identify in the areas inspected. A survey cannot rule out hidden or intermittent defects. If an issue outside the agreed scope affects safe or effective completion, we will explain the options and any proposed variation.

14.3 If you decline a recommendation, we will record the recommendation and your decision where relevant. We remain responsible for carrying out the agreed work with reasonable care and skill.

15. Health, safety and hazardous materials

15.1 You must provide a reasonably safe working environment. We may pause work if we encounter flooding, unsafe wiring, suspected asbestos, hazardous substances, serious vermin or another material risk.

15.2 We do not carry out asbestos removal or hazardous-material remediation unless expressly agreed and legally authorised. A qualified specialist may need to inspect or remove the material before we can continue.

15.3 Where refrigerant work is part of the quote, the documents will identify the party undertaking that work. Any work requiring F-gas certification or individual qualifications must be undertaken by appropriately certified persons or undertakings.

16. Cancellation and ending the Contract

16.1 Your cancellation rights depend on the type of contract, how it was made, who the contracting party is and whether goods or services are supplied. The quote and required pre-contract information will set out the applicable statutory period and cancellation route.

16.2 If you cancel within a statutory period, any payment for services started at your express request will be dealt with in accordance with the law. Any goods supplied must be dealt with under the applicable cancellation rules. We will explain any amount claimed and its calculation.

16.3 After a statutory cancellation period, you may end the Contract by giving written notice to the contracting party. Any amount due will be assessed under the Contract and applicable law, taking account of work completed, goods supplied, reasonable direct losses and steps taken to reduce those losses. We will not automatically keep all sums paid.

16.4 We may end or suspend the Contract for a serious breach, persistent non-payment of an undisputed sum after written notice and a reasonable opportunity to resolve it, or where the project cannot lawfully or safely proceed. Any refund or amount due will be calculated fairly and in accordance with the law.

16.5 For Heat Geek projects, cancellation notices must be sent to the contracting Heat Geek company using the contact route in its agreement. Contacting My HeatPro Ltd alone may not cancel a contract with Heat Geek.

17. Liability and statutory rights

17.1 Nothing in these terms excludes or limits liability where the law does not allow it, including liability for death or personal injury caused by negligence, fraud, or a consumer's statutory rights.

17.2 We remain responsible for performing the work that My HeatPro Ltd has agreed to carry out with reasonable care and skill. Any lawful limitation of liability must be stated clearly in the project documents and is subject to the rules on fairness and reasonableness.

17.3 We are not responsible for loss caused solely by matters outside our agreed work and control, such as a separate contractor's work or a utility interruption. This does not excuse any failure in our own contractual duties.

18. Events outside reasonable control

18.1 If an event outside a party's reasonable control prevents or materially delays the work, the affected party will notify the other and take reasonable steps to reduce the effect. The timetable will be adjusted to the extent reasonably necessary.

18.2 If the effect continues for a substantial period, either party may use any termination right available under the Contract or applicable law. Payments and refunds will be dealt with fairly for work and goods already supplied.

19. Complaints and dispute resolution

19.1 Please contact info@myheatpro.com or 07 898 116 029 and provide your name, address, job reference and a description of the issue. We aim to acknowledge complaints within 3 working days and provide a full response within 10 working days where reasonably possible.

19.2 For a Heat Geek project, contact the contracting Heat Geek company using the complaint route in its agreement. You may also contact My HeatPro Ltd about the installation work we carried out.

19.3 If a relevant consumer code or approved dispute resolution scheme applies to your project, its details will be provided in the project documents. Your legal rights are unaffected.

20. Data protection

20.1 We use personal information to quote for, arrange and carry out the work, meet legal obligations and handle queries or complaints. Further details are in our Privacy Policy at www.myheatpro.com/privacy.

20.2 For a Heat Geek project, information may also be handled by Heat Geek and other project participants under their privacy information and the customer agreement. The applicable documents will explain any monitoring or data sharing associated with a Heat Geek guarantee.

21. General

21.1 The Contract documents listed in the quote set out the agreement for the project. Any change must be agreed in writing by the parties.

21.2 If part of a term cannot be enforced, the remaining terms continue to apply to the extent permitted by law.

21.3 Neither party may transfer the Contract in a way that reduces the other party's legal rights. Any permitted subcontracting does not remove the contracting party's obligations to the customer.

21.4 These terms are governed by the law of England and Wales. Any court proceedings will be brought in the courts with jurisdiction under applicable law.

22. Acceptance

22.1 Your written quote or proposal will explain how to accept the offer and when the Contract is formed. A payment or work start does not change any mandatory consumer right or replace information that must be provided before you become bound.

MyHeatPro Ltd

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