



A professional service program for EasiHeat™ steam heat exchange packages, offering first class service, with extended warranty and repair cover

Benefit Summary

The Spirax Sarco Extended Warranty Service Agreement provides EasiHeat™ customers with a high quality, low risk, comprehensive service program at a predictable cost.

Benefits include:

- A guarantee that your EasiHeat unit is commissioned correctly in accordance with the manufacturers recommendations, helping to maximise process efficiency and extend the life of your new unit.
- A preventative maintenance program to ensure your EasiHeat is regularly serviced, reducing the risk of downtime.
- A prioritised response from experienced engineers, at minimum cost.
- The use of genuine Spirax Sarco and Alfa Laval spares, ensuring timely delivery of the highest quality materials.
- Predictable maintenance budget planning and forecasting.
- Minimal spares stock holding.

EasiHeat Units (Year 1)

Your first year's Extended Warranty Service Agreement ensures your EasiHeat is commissioned by specialist Spirax Sarco engineers, to ensure correct and safe operation. A follow-up customer visit is scheduled after 8-10 months when the unit is comprehensively checked and control settings are adjusted as required.

EasiHeat Units (Year 2+)

The EasiHeat Extended Warranty Service Agreement enables you to extend your warranty (annually) for up to a total period of 3 years. As well as ensuring the EasiHeat is regularly maintained, offering total peace of mind, the program also covers the replacement/repair of any components during the agreement period, at a fixed annual price*.

Each unit is serviced twice per year by our nationwide network of service engineers, whose knowledge of the EasiHeat system is second to none, and you can be confident your equipment is in the best hands.

Service Agreement Summary

- EasiHeat commissioning, with additional visit after 8 -10 months (new units only).
- Component replacement/repair in event of product failure, or if deemed unserviceable.
- Scheduled visits for routine preventative maintenance and inspection.
- Discounted daily rate for service visits.
- Prioritised booking of service engineers.
- Cost of all consumables** used during each service visit.
- Optional 365 days per year 24-hour priority response.
- Technical support Monday to Friday.
- A service visit report for each visit.

* For additional non-scheduled visits, parts are included (labour is excluded). Full exceptions are detailed in the terms and conditions.

** Consumables included are detailed on scope of work overleaf.

Service Specification

Spirax Sarco service agreements deliver regular maintenance and servicing of your EasiHeat units, carried out by specialist service engineers.

	Scope of Work	
	Six Month Visit	Year Visit
ANNUAL AGREEMENTS TYPICALLY CONSIST OF TWO VISITS PER EASIHEAT UNIT PER YEAR		
Dismantle control valve, clean and visually inspect valve internals		✓
Visual inspection of controller, valve and actuator	✓	✓
Visual inspection of all wiring and terminations	✓	✓
Check all electrical connections for tightness	✓	✓
Check configuration of controller	✓	✓
Replace valve stem seals once per annum		✓
Check valve/actuator/positioners, zero and stroke, adjust if necessary	✓	✓
Ensure correct operation of internal circulation pump	✓	✓
Ensure correct operation of piston actuated valve (if applicable)	✓	✓
Functionally test to ensure correct operation and satisfactory temperature control	✓	✓
HIGH LIMIT CONTROLS		
Visual inspection of controller, valve and actuator	✓	✓
Visual inspection of all wiring and terminations	✓	✓
Check all electrical connections for tightness	✓	✓
Check configuration of high limit controller	✓	✓
Dismantle high limit valve, replace diaphragms, refit new body gasket		✓
Functionally test high limit systems for correct operation	✓	✓
PLATE HEAT EXCHANGER		
Visually inspect plate pack for external leakage	✓	✓
Dismantle plate pack during year ONE of the agreement. Assess condition, re-assemble recording next recommended date for inspection (depending upon condition of plates)		✓
Replace plate pack, in the event of external leakage		
CONDENSATE REMOVAL		
Visually inspect APT14 pump/trap unit and test (6 monthly). Strip and replace with spares if required (once per annum)	✓	✓
Functionally test line drainage traps with Ultrasonic Leak Detector to confirm correct operation. Strip and replace with spares if required	✓	✓
ANCILLARIES		
Check and clean all strainer screens, re-fit using new cap gaskets	✓	✓
PERFORMANCE CHECK		
Functionally test operation of system and ensure satisfactory operation of control	✓	✓
Check secondary temperature is in line with operating requirements	✓	✓
OTHER WORK		
Visually inspect all components of system to ensure correct operation of package unit	✓	✓

Consumables include: diaphragms on high limit control, control valve plug and stem assembly packing, high limit body gaskets, and strainer gaskets. Plate Heat Exchanger gaskets are NOT considered consumables.

Warranty of the Plate Heat Exchanger is subject to the water quality meeting the requirements of BS2486, failure due to poor water quality or chemical attack or corrosion are expressly excluded.

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