



HIU servicing for residents

Standard heat interface unit (HIU) maintenance from £71/unit/year

Insite Energy understands that even if you are not responsible for maintaining your building's HIUs, you still want your residents to benefit from increased access to heating & hot water, and minimised emergency repairs.

Planned preventative maintenance (PPM)

| | STANDARD | ADVANCED |
|---|----------|----------|
| Price per unit starts at (excl. VAT)* | £89 | £133 |
| Group bookings**: price per unit starts at(excl. VAT)* | £71 | £106 |
| Check and clean primary filter | ✓ | ✓ |
| Check and clean secondary filter | ✓ | ✓ |
| Confirm zero flow rate with no demand | ✓ | ✓ |
| Check heat meter temperature sensors for accuracy | ✓ | ✓ |
| Test heat meter flow volume responsiveness (seconds to zero) | ✓ | ✓ |
| Check heat meter clocks for accuracy | ✓ | ✓ |
| Inspect physical HIU condition, including leaks and weeping joints | ✓ | ✓ |
| Repair joints, including replacing washers where poor condition is suspected | ✗ | ✓ |
| Replace isolation valves and filling loops that are in poor condition (where parts are available) | ✗ | ✓ |
| Check hot water valve opens with demand and runs hot | ✓ | ✓ |
| Check and adjust hot water temperature to site settings | ✓ | ✓ |
| Record flow and return rates, and primary flow rates with specific tapping flow rate | ✓ | ✓ |
| Check HIU space heat valve activates pump | ✓ | ✓ |
| Check heat is sent to radiator or space heating circuit | ✓ | ✓ |
| Check all underfloor heating zones or radiators heat up efficiently | ✗ | ✓ |
| Check and adjust temperature of space heating flow | ✓ | ✓ |
| Record return temperature after 15min. of active heating circuit, indicating if high return is discovered | ✓ | ✓ |
| Diagnose and report on high return temperatures if discovered | ✗ | ✓ |
| Check secondary pressure and adjust | ✓ | ✓ |
| Service cylinder as per manufacturer instructions | ✓ | ✓ |
| Identify faults, not including full diagnostics | ✓ | ✓ |
| Basic fault diagnostics and identification of parts where further work is required | ✓ | ✓ |
| Full fault diagnostics of more involved issues and identification of parts where further work is required | ✗ | ✓ |

Reactive maintenance & emergency call outs

| | HOURLY RATE* | DAY RATE* |
|-----------------------------|--------------|-----------|
| Weekdays - 08.00am - 5.00pm | £110/hour | £880/day |
| Weekdays - out of hours | £130/hour | - |
| Weekends & bank holidays | £165/hour | - |

*If an engineer cannot get access to a property extra charges may apply.
**A minimum of 5 HIUs must be booked to qualify for the group rates.



Give your residents peace of mind

Get in touch with us today to find the best HIU servicing for your residents.

Contact us

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About Insite Energy

We are a national heat network metering, billing and maintenance service provider with over ten years of experience across the UK. Our specialist services are available to heat network operators, including managing agents, developers, housing associations and contractors.