



HIU service & repairs

Heat interface unit (HIU) servicing from £60.00

Annual HIU servicing ensures that your system runs efficiently, providing reliable heating and hot water supply. We offer three service tiers, tailored to your needs and budget, as well as HIU repairs.

What is a heat interface unit (HIU)?

Your home is part of a heat network, an efficient energy delivery system. Instead of having an individual boiler, your home has a heat interface unit (HIU). This unit, connected to a centralised plant room through a series of insulated pipes, delivers reliable and instantaneous heating & hot water to your home. You have control over your energy use through use of room thermostats and programmers, and a linked heat meter measures your consumption for accurate billing.

While your heat supplier manages the network, maintaining the HIU may be your responsibility as a leaseholder or tenant.

What is included in Insite's HIU servicing?

	BUDGET	STANDARD	ADVANCED
PRICES			
Price per HIU (incl. VAT)	£99.00	£149.00	£199.00
Price per HIU for 6-10 group booking (incl. VAT)	£80.00	£130.00	£189.00
Price per HIU for 11+ group booking (incl. VAT)	£60.00	£110.00	£179.00
HIU SERVICING			
Clean primary filters (strainers)	✓	✓	✓
Clean secondary filters (strainers)	✗	✓	✓
Check flow rates respond to demand	✓	✓	✓
Check temperature sensors	✗	✓	✓
Assess HIU leaks or weeping joints	✓	✓	✓
Repair of leaks or weeping joints*	✗	✓	✓
Repair or replacement of washers*	✗	✗	✓
Check valves & filling loops	✓	✓	✓
Replace valves & filling loops*	✗	✗	✓
Adjust system temperatures upon request	✗	✓	✓
Check valves and pumps	✓	✓	✓
Check heat delivers from the HIU to heating system	✓	✓	✓
Check and adjust* underfloor heating/radiators	✗	✗	✓
Report on flow temperatures	✗	✗	✓
Check (15 min. test) and adjust * flow temperatures	✗	✓	✓
Check and adjust* secondary pressure	✓	✓	✓
METER CHECKS			
Check for meter faults	✓	✓	✓
Check heat meter accuracy	✓	✓	✓
Check heat meter reads correctly	✗	✓	✓
Identify additional works required for meter faults*	✗	✓	✓

*If required, accessible and possible

HIU servicing & repairs are subject to our terms & conditions:

www.insite-energy.co.uk/storage/app/media/Policies/insite-energy_terms-conditions_hiu-service-repairs.pdf

Benefits of HIU servicing

- Helps ensure reliable heating & hot water supply to your home
- Elevate your home's energy efficiency & reduce your energy bills
- Prevent leaks, limescale and silt build up

About Insite Maintenance

- Heat meter checks included
- Over 50 years combined engineer experience
- 90% first-time fix rate
- 24/7 emergency call-outs

HIU repairs

£132.00 per HIU

No heating or hot water?
Leaks or other heating issues?
We've got you covered.



Peace of mind with Insite

Get in touch today to book your HIU servicing or repair.

✉ hiusupport@insite-energy.co.uk

☎ 0120 031 6200



About Insite Energy

Leaders in the UK's heat network sector since 2009, we enhance network operations with unmatched solutions, providing metering, billing, and maintenance services. Advocates for customer protection and champions of operational efficiency, we're a reliable partner for operators, suppliers, and residents.