

# A man in a van just won't do

Cut costs and boost reliability with our custom heat network surveys and maintenance plans.

You wouldn't take a Rolls Royce to the local garage, so why would you get your heat network serviced by a man in a van? Just as a Rolls Royce requires specialised care, your heat network deserves expert maintenance to ensure optimal performance and longevity.

## A three step plan for end-to-end heat network maintenance

### Site survey

Embark on your heat network journey with confidence through our comprehensive adoption and mobilisation surveys. Our meticulous assessments help us to identify what sets your network apart. In turn, helping us to create bespoke planned preventative and reactive maintenance contracts guaranteeing an optimised network experience.

#### Comprehensive analysis

Dive deep into your network's potential with our detailed reports, ensuring optimised solutions at every turn.

#### Seasoned engineers

With 50+ years combined experience and expertise in CIBSE's CP1, our engineers excel in identifying improvements.

#### Holistic approach

Custom surveys inform tailored planned preventative maintenance (PPM) and repair contracts to your network's needs.

### Planned preventative maintenance (PPM)

Heat networks are like ecosystems, where every component matters. So, a holistic planned preventative maintenance (PPM) contract for plant room, network, and in-property assets, is essential to ensure each part works in harmony, maximising efficiency and longevity. Regular servicing is also necessary to keep warranties valid, and achieve upcoming Heat Network Technical Assurance Scheme certification, as part of Ofgem's regulations.

#### Long-term cost savings

Regular servicing reduces the likelihood of costly emergency call-outs and extends asset life for long-term savings.

#### Optimised & efficient network

PPM boosts network efficiency and customer satisfaction. Efficiency surveys can further pinpoint improvement areas.

#### Quality assurance

Trained to SFG20 and CIBSE CP1, we guarantee industry-standard services, ensuring quality and compliance.

### Repairs & call-outs

As with any complex system, issues can arise from time to time. When this happens, rest assured that our expert engineers are on hand to deliver lasting solutions, not just quick fixes. Whether a boiler is acting up or a heat interface unit (HIU) is leaking, we tackle problems across your heat network. By minimising downtime and reducing the need for repeat visits, we strive to maintain optimal system performance and minimise impact on heating & hot water supply to your customers.

#### Efficient fixes

Achieving a 90% first-time fix rate, we minimise downtime, ensuring efficient issue resolution with minimal disruption.

#### Long-term stability

Prioritising long-term solutions over quick fixes ensures network durability and stability, reducing recurring issues.

#### 24/7 service

Best practice Service Level Agreements (SLAs) and 24/7 support ensure prompt issue resolution for uninterrupted supply.

## We also provide...

### Metering & Billing

### ESCo Manager

### Efficiency improvements

## Our accreditations and training



SFG20

HELPING CLIENTS COMPLY WITH  
**HEAT TRUST**

  
★★★★★

## Prepare for the Heat Network Technical Assurance Scheme today!

Get in touch to request a quote or schedule a call-out.

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.