

HIU service & repairs

Keep your heating & hot water running smoothly

Want reliable heating & hot water when you need it? It all starts with servicing your heat interface unit (HIU) yearly. That's why we offer three simple service plans and responsive repairs within 5 miles of the M25.

While your heat supplier runs the wider network, it may be up to you as the leaseholder or tenant to maintain the HIU. If you're unsure, check your lease or tenancy agreement.

What's included in HIU servicing?

PRICES		BUDGET	STANDARD	ADVANCED
	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 HIU for leaks or weeping joints	✓	✓	✓
	Confirm flushing bypass is closed	✓	✓	✓
	Test hot water response, adjust keep warm function ¹	✗	✓	✓
	Check standby flow and identify passing valves	✓	✓	✓
	Log primary flow rate and temp. with demand	✗	✓	✓
	Record and adjust hot water and heating setpoints ¹	✓	✓	✓
	Confirm pump operation ¹	✓	✓	✓
	Adjust secondary pressure ¹	✓	✓	✓
	Check expansion vessel ¹	✗	✓	✓
	Lubricate and exercise HIU valve pins	✗	✓	✓
	Confirm HIU delivers heat to heating system	✓	✓	✓
	Check thermostats operate correct heating zones	✗	✗	✓
	Confirm all emitters are working and report issues ¹	✗	✗	✓
	Run system (15 min.), report on temp. and usage	✗	✓	✓
	Run system (longer period), check return temp.	✗	✗	✓
	Adjust UFH ² low limiters and lockshields	✗	✗	✓
METER CHECKS	Check water quality and recommend actions ³	✗	✗	✓
	Identify and diagnose further works required ¹	✗	✓	✓
	Verify heat meter serial number	✓	✓	✓
	Report on meter seal condition	✓	✓	✓
	Confirm meter has no error codes	✓	✓	✓
	Confirm meter flow rate and accurate temperature	✗	✓	✓
	Clock a kilowatt-hour to confirm meter operations	✗	✓	✓

¹If required, accessible and possible ²Underfloor heating ³available alongside Standard or Basic Service for an additional £15.

Insite's HIU services and repairs are subject to our terms & conditions:

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

What's a HIU?

A HIU delivers heating & hot water from a centralised energy centre to your home via a network of insulated pipes. It replaces the need for an individual boiler.

You're still in control of your heating using room thermostats and programmers. A heat meter tracks your usage, so you only pay for what you use.

Why service your HIU?

- Help keep your heating & hot water run reliably.
- Boost your energy efficiency to help reduce your bills.
- Prevent leaks, limescale and silt build up.

Why choose Insite?

With over 50 years combined experience, our engineers know HIUs inside and out. They're friendly, quick, and 91% of issues are fixed on the first visit.

Unlike most providers, we include heat meter checks as part of every service. That means your billing provider can get actual readings more easily, helping you keep your energy bills accurate.

HIU repairs

No heating? No hot water? A mysterious leak? We've got you covered.

£132.00/HIU (incl. VAT)

Peace of mind with Insite

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

✉ hiusupport@insite-energy.co.uk

☎ 0333 344 3843



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.