



Biomass System  
Service, Maintenance  
and Customer Care

## Rely on Reheat with qualified, trusted and experienced biomass boiler services



### Why Reheat?

We are a company built on our purpose and values. It is our goal to ensure our customers can flourish without the environmental and financial costs of fossil fuels, whilst receiving a top class service from our friendly teams.

- ✓ Biomass experts for over 13 years
- ✓ HETAS accredited and B Corp certified
- ✓ Fully qualified and trained engineers

It's the reason we are trusted by such a wide range of homeowners, businesses and major brands from across the UK.

### Service locations

Our team provide domestic and commercial biomass service and maintenance for clients across England and Scotland:

#### Scotland:

- All regions

#### England:

- Midlands
- Yorkshire
- North West
- North East



### Our customers include:

**M&S**  **National Trust**

**NC'NEAN**  **NHS Highland**  **Hull City Council**



The complexity of powering a distillery with biomass was something that Reheat tackled with expertise and energy. We are delighted with the outcome and ongoing support from Reheat.

**Annabel Thomas,**  
Nc'nean Organic Whisky Distillery

# Our biomass boiler service and maintenance plans are tailored to your specific heat needs

Everyone's low carbon heat use is different, so we can create a package that's flexible around your needs. Whether a homeowner or a business, we build plans that work for you. If you need help or advice, our friendly team are always happy to speak with you directly.

## Step 1

## Select your plan

	Service <b>Plus Plan</b> *	Service <b>Essential Plan</b> **
Full annual boiler service	✓ 20% discount applied	✓
On-site water sample taken	✓	✓
HETAS administration	✓ RHI Recipients only	✓ RHI Recipients only
Discount on spare parts	✓ 10% discount applied	✓ 2.5% discount applied
Routine Clean	✓	
Online remote support	✓	
Discount on spare parts Such as Froling, Hertz, HDG	✓ 5% discount applied	

## Step 2

## Customise your plan

### Select additional options to add to your **Service Plan**

In addition to your Reheat biomass Service Plan, our friendly Customer Care team will help you to build a package to suit you. By understanding your biomass boiler requirements, we can suggest the items listed and provide more details for each.

Simply speak to us if you would like to discuss our service plan customisation options:

[service@reheat.uk.com](mailto:service@reheat.uk.com)  
01665 665 040

- Remote Monitoring (MeinETA)
- Full biomass system inspection
- Flue clean
- Full system water sample taken
- Additional commissioning visits
- Boiler training
- Monthly maintenance checks
- Consumables maintenance pack
- Annual Fuel Store Maintenance
- Heat Meter Check
- Performance Optimisation

\*Delivered as a 3 year contract

\*\*Delivered as a 1 year contract

[reheat.uk.com](http://reheat.uk.com)



## Did you know we do more than biomass boiler service and maintenance?

In fact, we provide a broad range of low carbon heat services for our clients, taking a far more holistic approach compared to standard biomass service companies. With in-house consultancy, design, project and engineering teams, we are ready to help you decarbonise and achieve your low carbon heat goals.

### Consultancy services, including:

- Energy master planning and feasibility
- Design, optimisation and efficiencies
- Planning, legislation, compliance, research
- Securing funding and investment

### Operational services, including:

- Low carbon heat system installation
- Low carbon heat system optimisation
- Service and maintenance
- Biomass heat supply

Unlock the potential of low carbon heat and flourish without fossil fuels.

Speak to our team today!