

# EasiHeat™ Extended Warranty Service Contract



A professional service program specifically for EasiHeat™ steam heat exchange packages, offering first class service with extended warranty and repair cover

## Benefit Summary

The Spirax Sarco Extended Warranty Service Contract provides EasiHeat™ customers with a high quality, low risk, comprehensive service program at a predictable cost.

### Benefits Include:

- A guarantee that your EasiHeat™ unit is commissioned correctly in accordance with the manufacturers recommendations, helping to maximise process efficiency and extend the life of your new unit.
- A preventative maintenance program to ensure your EasiHeat™ is regularly serviced, reducing the risk of downtime.
- A prioritised response from experienced engineers, at minimum cost.
- The use of genuine Spirax Sarco and Alfa Laval spares, ensuring timely delivery of the highest quality materials.
- Predictable maintenance budget planning and forecasting.
- Minimal spares stock holding.

## EasiHeat™ Units (Year 1)

Your first year's Extended Warranty Service Contract ensures your EasiHeat™ is commissioned by specialist Spirax Sarco engineers, to ensure correct and safe operation. A follow-up customer visit is scheduled after 8-10 months when the unit is comprehensively checked and control settings are adjusted as required.

## EasiHeat™ Units (Year 2+)

The EasiHeat™ Extended Warranty Service Contract enables you to extend your warranty (annually) for up to a total period of 3 years. As well as ensuring the EasiHeat™ is regularly maintained, offering total peace of mind, the program also covers the replacement/repair of any components during the contract period, at a fixed annual price\*.

Each unit is serviced twice per year by our nationwide network of service engineers, whose knowledge of the EasiHeat™ system is second to none, and you can be confident your equipment is in the best hands.

## Service Contract Summary

- EasiHeat™ commissioning, with additional visit after 8-10 months (new units only).
- Component replacement/repair in event of product failure, or if deemed unserviceable.
- Scheduled visits for routine preventative maintenance and inspection.
- Discounted daily rate for service visits.
- Prioritised booking of service engineers.
- Cost of all consumables\*\* used during each service visit.
- Optional 365 days per year 24 hour priority on-site response.
- Technical support Monday to Friday.
- A service visit report for each visit.

\* For additional non-scheduled visits, parts are included (labour is excluded). Full exceptions are detailed in the terms and conditions.

\*\* Consumables included are detailed on scope of work overleaf.

## Service Specification

Spirax Sarco service contracts deliver regular maintenance and servicing of your EasiHeat units, carried out by specialist service engineers.	Scope of Work	
	Six Month Visit	Year Visit
<b>ANNUAL CONTRACTS TYPICALLY CONSIST OF TWO VISITS PER EASIHEAT™ UNIT PER YEAR</b>		
Dismantle control valve, clean and visually inspect valve internals		✓
Visual inspection of controller, valve and actuator	✓	✓
Visual inspection of all wiring and terminations	✓	✓
Check all electrical connections for tightness	✓	✓
Check configuration of controller	✓	✓
Replace valve stem seals (once per annum)*		✓
Check valve/actuator/positioners, zero and stroke, adjust if necessary	✓	✓
Ensure correct operation of internal circulation pump	✓	✓
Ensure correct operation of piston actuated valve (if applicable)	✓	✓
Functionally test to ensure correct operation and satisfactory temperature control	✓	✓
<b>HIGH LIMIT CONTROLS</b>		
Visual inspection of controller, valve and actuator	✓	✓
Visual inspection of all wiring and terminations	✓	✓
Check all electrical connections for tightness	✓	✓
Check configuration of high limit controller (if applicable)	✓	✓
Dismantle control valve, replace diaphragms (if applicable), refit new body gasket		✓
Functionally test high limit systems for correct operation (if applicable)	✓	✓
<b>PLATE HEAT EXCHANGER</b>		
Visually inspect plate pack for external leakage	✓	✓
<b>CONDENSATE REMOVAL</b>		
Visually inspect APT14 pump/trap unit and test (6 monthly). Strip and replace with spares if required (once per annum)	✓	
Functionally test line drainage traps with Ultrasonic Leak Detector to confirm correct operation. Strip and replace with spares if required	✓	✓
<b>ANCILLARIES</b>		
Check and clean all strainer screens, re-fit using new cap gaskets*	✓	✓
<b>PERFORMANCE CHECK</b>		
Check secondary temperature is in line with operating requirements	✓	✓
<b>OTHER WORK</b>		
Functionally test operation of system and ensure satisfactory operation of control	✓	✓
Visually inspect all components of system to ensure correct operation of package unit	✓	✓

\* Consumables include: diaphragms on high limit control, control valve plug and stem assembly packing, high limit body gaskets and strainer gaskets. Plate heat exchanger gaskets are NOT considered consumables.



Spirax-Sarco Limited, Charlton House, Cheltenham,  
Gloucestershire, GL53 8ER, UK  
T +44 (0)1242 521361  
F +44 (0)1242 573342  
E [ukenquiries@uk.spiraxsarco.com](mailto:ukenquiries@uk.spiraxsarco.com)

