



Air to Water Heat Pump Annual Service Checklist

It is a requirement that the heat pump be serviced to the manufacturers' instructions. The system shall be serviced in line with the manufacturers' recommendations annually and must be carried out by a competent person. The details should be recorded in a service record.

Failure to comply with the manufacturers' servicing instructions and requirements could invalidate the warranty. This does not affect the customer's statutory rights.

Note to reader:

This checklist is designed to be a resource for situations where manufacturer-specific guidance on maintenance checks is not available. While not intended to replace manufacturer guidelines, it is a useful reference point for reviewing the effective operation and longevity of air to water heat pumps. By outlining fundamental service practices, the aim is to enhance consistency and reliability across the sector.

Basic Information			
Company Name			
Company Address			
Service Engineer (Name)			
Contact Number			
Installation Address			
Model and Serial No.		Service Date:	
Heat Pump Unit			
Check visual condition of the heat pump, confirm no damage and check panels for vibration (tighten where required)	☐ Yes	*	☐ No
Check minimum installation/operating clearances are maintained	☐ Yes	*	☐ No
Visual inspection for refrigerant or oil leaks, confirm none present	☐ Yes	*	☐ No
Check electrical connection grommets and cable are secure and no damage present	☐ Yes	*	☐ No
Check and remove obstructions to airflow on evaporator coil	☐ Yes	*	☐ No
Inspect the coil and clean if required <i>*Using suitable proprietary cleaner or check with manufacturer</i>	☐ Yes	*	☐ No
Comb fins straight if required	☐ Yes	*	☐ No
Check condensate drain holes or pipes are clear	☐ Yes	*	☐ No
Check fan condition and clean/wipe off any dust	☐ Yes	*	☐ No
Check manufacturers guidelines to ensure any refrigerant risks being observed e.g. safe zones or leak detection	☐ Yes	*	☐ No
Heating Circuit Hydraulics			
Check external pipe insulation is in good condition	☐ Yes	*	☐ No
If present, check flexible pipes in good condition	☐ Yes	*	☐ No
Check air bleed valves are operating correctly	☐ Yes	*	☐ No
Check primary circuit antifreeze levels or devices operating correctly	☐ Yes	*	☐ No
Check and clean any filters including magnetic ones if present	☐ Yes	*	☐ No
Visual check primary circuit PRVs and termination of discharge correct	☐ Yes	*	☐ No
Check primary system pressure and charge vessel if required	☐ Yes	*	☐ No
If possible, check primary system flow rate and/or DeltaT meets minimum requirements	☐ Yes	*	☐ No
Domestic hot water cylinder			
Validate building regulation cylinder checks completed	☐ Yes	*	☐ No
Check if pasteurisation purge cycle required and if so complete associated checks	☐ Yes	*	☐ No
Controller Information			
Check time and date set correctly	☐ Yes	*	☐ No
Check any fault codes or logs and advise	☐ Yes	*	☐ No
Declaration			
Installer Signature:		Print Name:	
I confirm the installation has been serviced in accordance with the above checklist and all necessary documentation has been handed to the customer/owner.			
Note: If answered No to any of the * highlighted questions, please add the reasons in the Additional Notes			
Additional Notes			

SERVICE RECORD

It is recommended that your heating system is regularly serviced and maintained, in line with manufacturers' instructions, and that the appropriate service record is completed.

Service 1:			
Engineer Name			
Engineer Company			
Contact no.			
Comments:			
Signed		Date	

Service 3:			
Engineer Name			
Engineer Company			
Contact no.			
Comments:			
Signed		Date	

Service 5:			
Engineer Name			
Engineer Company			
Contact no.			
Comments:			
Signed		Date	

Service 7:			
Engineer Name			
Engineer Company			
Contact no.			
Comments:			
Signed		Date	

Service 9:			
Engineer Name			
Engineer Company			
Contact no.			
Comments:			
Signed		Date	

Service 2:			
Engineer Name			
Engineer Company			
Contact no.			
Comments:			
Signed		Date	

Service 4:			
Engineer Name			
Engineer Company			
Contact no.			
Comments:			
Signed		Date	

Service 6:			
Engineer Name			
Engineer Company			
Contact no.			
Comments:			
Signed		Date	

Service 8:			
Engineer Name			
Engineer Company			
Contact no.			
Comments:			
Signed		Date	

Service 10:			
Engineer Name			
Engineer Company			
Contact no.			
Comments:			
Signed		Date	