

The £200 Callout Problem

For every genuine fault, how many engineer visits are attending homes where the heat pump is working exactly as designed?

As heat pump deployment accelerates across social housing, many providers are discovering a hidden operational challenge.

Installation may be funded. Planned servicing may be covered. But every avoidable engineer visit typically **costs £200+** and falls directly on the housing provider.

The problem is that many reported heat pump **“faults” are not faults at all.**

Without visibility, the only option is often to dispatch an engineer.

Each
unnecessary
callout can cost
£200+

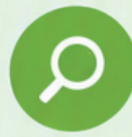


The Hidden Cost of Heat Pumps

Many callouts are caused by:

-  Resident misunderstanding
-  Incorrect temperature settings
-  System schedules being altered
-  Hot water settings being changed
-  Systems being switched off
-  Resident concerns over electricity bills
-  Heat pumps being operated like traditional gas boilers

The result is increased support costs, unnecessary engineer visits and frustrated residents.



The Challenge

Most monitoring systems tell you a fault exists. Very few help determine:

-  Is there a genuine fault?
-  Has the resident changed the settings?
-  Has the system been switched off?
-  Is the heat pump being operated correctly?
-  Are the current settings causing excessive electricity consumption?
-  Is an engineer actually required?



Vericon provides the insight you need to understand what's really happening **before you send an engineer.**

From Reactive Repairs to Proactive Asset Management

Get the insight you need to protect residents, reduce costs and maximise the performance of your heat pump assets.

Real insight.
Fewer callouts.
Happier residents.



Know Before You Send an Engineer

Vericon provides real-time access to:

- ✓ Heat pump status
- ✓ Alarm and fault codes
- ✓ Operating modes
- ✓ Hot water temperatures
- ✓ System performance trends
- ✓ Temperature setpoints
- ✓ User setting changes
- ✓ Runtime information

Engineers arrive informed, improving diagnosis and increasing first-time fix rates.



Protect Residents from Excessive Electricity Costs

Many residents use heat pumps like gas boilers, frequently increasing temperatures or changing settings in an attempt to get quicker heat. This can significantly increase electricity consumption and lead to very high bills.

Vericon helps identify:

- ✓ Continuous manual overrides
- ✓ Excessive temperature setpoints
- ✓ Incorrect scheduling
- ✓ Systems being operated inefficiently
- ✓ Resident behaviours affecting energy consumption



A heat pump can be working perfectly and still generate **excessive electricity bills** if operated **incorrectly**.



Support Awaab's Law & Environmental Intelligence

Heating and environmental conditions play an important role in maintaining healthy homes.

Combined with Vericon's environmental monitoring platform, housing providers can:

- ✓ Identify homes at increased damp and mould risk
- ✓ Support faster investigations
- ✓ Evidence actions taken
- ✓ Prioritise interventions
- ✓ Improve resident wellbeing
- ✓ Support Awaab's Law compliance strategies



Monitor Hot Water Performance & Legionella Risk

Vericon can monitor domestic hot water temperatures, helping organisations:

- ✓ Identify systems operating outside expected parameters
- ✓ Improve visibility across heat pump assets
- ✓ Support maintenance planning
- ✓ Highlight potential hot water performance issues
- ✓ Reduce the likelihood of prolonged unnoticed problems



Safer homes. Greater peace of mind.



One Platform. Complete Visibility.

Vericon is manufacturer-agnostic, providing portfolio-wide visibility across your entire heat pump estate. Understand whether the issue is a genuine fault, a resident support need, or inefficient system operation **before dispatching an engineer**.



Benefits at a Glance

- ✓ Reduce avoidable £200+ callouts
- ✓ Identify resident misuse
- ✓ Protect residents from high bills
- ✓ View real-time fault codes
- ✓ Improve first-time fix rates
- ✓ Support engineers remotely
- ✓ Protect valuable heat pump assets
- ✓ Monitor hot water performance
- ✓ Support legionella risk management
- ✓ Support Awaab's Law compliance
- ✓ Manufacturer-agnostic solution
- ✓ Portfolio-wide visibility

