

# Heat Pump Commissioning & Service Pack



# Installer Commissioning Checklist



To be completed by the installer conducting the commissioning and provided to the customer.

## Customer Information

Name

Telephone

Email

Address

## Installer Information

Company

Name

Address

Telephone

Email

MCS Installer reg no

F-Gas certification no

## Heat Pump Information

Heat Pump make and model:

Heat Pump serial number:

Heating and hot water system complies with the appropriate Building Regulations?

Yes ☐

No ☐

DNO notification?

Yes ☐

No ☐

Building Regulations Notification Number:  
(if applicable)

Heat Pump Type:

Peak heat loss of building kW:

Is Heat Pump installed as part of a cascade:

Yes ☐

No ☐

Cascade Heat Pump Series:

Heat Pump Refrigerant Type:

Refrigerant Weight (total):

Has a hybrid system been installed?

Yes ☐

No ☐

## Comments



The heat pump must be correctly installed and commissioned by a competent and officially certified installer (e.g. MCS, FGAS) in accordance with the manufacturer's instructions, applicable legal requirements and industry standards. This checklist does NOT conform to MCS standards, please refer to MCS documentation for further information.

## Electrical and Hydronic Controls

Time and temperature control to heating:

Time and temperature control to hot water:

Hybrid system - synchronised control of boiler and heat pump fitted:	Yes <input type="radio"/>	No <input type="radio"/>
If yes - boiler mode switching point (Quote Tariff or Temperature Level):		
Has a heat loss calculation been used?	Yes <input type="radio"/>	No <input type="radio"/>
Heating zone valves (including underfloor loops) fitted:	Yes <input type="radio"/>	No <input type="radio"/>
Hot water zone valves fitted:	Yes <input type="radio"/>	No <input type="radio"/>
Thermostatic radiator valves fitted:	Yes <input type="radio"/>	No <input type="radio"/>
Outdoor sensor fitted:	Yes <input type="radio"/>	No <input type="radio"/>
Heat Pump Safety Interlock fitted:	Yes <input type="radio"/>	No <input type="radio"/>
Automatic bypass to system fitted:	Yes <input type="radio"/>	No <input type="radio"/>
Buffer Vessel Fitted:	Yes <input type="radio"/>	No <input type="radio"/>
	If yes, volume	Litres
Is the Plate Heat Exchanger fitted to give hydronic separation of the heat pump circuit to the heating circuit:	Yes <input type="radio"/>	No <input type="radio"/>
Expansion vessel for heating is sized, fitted & charged in accordance with manufacturer's instructions?	Yes <input type="radio"/>	No <input type="radio"/>
Legionella protection for stored hot water provided by timed temperature control?	Yes <input type="radio"/>	No <input type="radio"/>

Comments

## Water Treatment

System has been cleaned and treated in accordance with BS 7593:2019 and heat pump manufacturers instructions?	Yes <input type="radio"/>	No <input type="radio"/>
What system cleaner was used?	Brand:	Product:
What heating system inhibitor was used?	Brand:	Product:
What heat pump system anti-freeze/inhibitor was used? (Monoblock only)	Brand:	Product:
	% concentration	
System filter fitted in accordance with BS7594 : 2019:	Yes <input type="radio"/>	No <input type="radio"/>

Comments

## Heat Pump Outdoor Unit

Is the heating system adequately frost protected and pipes insulated to prevent heat loss?	Yes <input type="radio"/>	No <input type="radio"/>
Split only: The refrigerant circuit has been evacuated and charged in accordance with manufacturer's instructions:	Yes <input type="radio"/>	No <input type="radio"/>
The heat pump is fitted on a solid/stable surface capable of taking its weight:	Yes <input type="radio"/>	No <input type="radio"/>
The necessary heat pump defrost provision has been put in place:	Yes <input type="radio"/>	No <input type="radio"/>
The heat pump fan is free from obstacles and is operational:	Yes <input type="radio"/>	No <input type="radio"/>
Condensate drain is installed to the manufacturers instructions:	Yes <input type="radio"/>	No <input type="radio"/>

Comments

### Central Heating Mode

The heating system has been filled and pressure tested: Yes ☐ No ☐

Heating Flow Temperature:

Heating Return Temperature:

System correctly balanced/rebalanced: Yes ☐ No ☐

Comments

### Domestic Hot Water Mode

Is the heat pump connected to a hot water cylinder? Yes ☐ No ☐

Hot water cylinder size:

Has the hot water been checked at all outlets? Yes ☐ No ☐

Have Thermostatic Blending Valves been fitted? Yes ☐ No ☐

Comments

### Additional System Information

Water flow rate setting of the heat pump at commissioning (l/min):

Additional heat sources connected:

Comments

### All Installations

All electrical work complies with the appropriate regulations: Yes ☐ No ☐

The heat pump and associated products have been installed and commissioned in accordance with the manufacturers instructions: Yes ☐ No ☐

The operation of the heat pump and system controls have been demonstrated to and understood by the customer: Yes ☐ No ☐

The manufacturers literature, including Benchmark Checklist and Service Record, has been explained and left with the customer: Yes ☐ No ☐

Comments

**Commissioning engineer's signature:**

**Commissioning date:**

# Service Record



It is recommended that your heat pump is serviced every 12 months and that the appropriate service record is completed in order to maintain the manufacturers guarantee.

## Service 1

Engineer name	Date
Company name	Qualification ID
Telephone number	
Comments	

## Service 2

Engineer name	Date
Company name	Qualification ID
Telephone number	
Comments	

## Service 3

Engineer name	Date
Company name	Qualification ID
Telephone number	
Comments	

## Service 4

Engineer name	Date
Company name	Qualification ID
Telephone number	
Comments	

## Service 5

Engineer name	Date
Company name	Qualification ID
Telephone number	
Comments	

## Service 6

Engineer name	Date
Company name	Qualification ID
Telephone number	
Comments	



### Service 7

Engineer name	Date
Company name	Qualification ID
Telephone number	
Comments	

### Service 8

Engineer name	Date
Company name	Qualification ID
Telephone number	
Comments	

### Service 9

Engineer name	Date
Company name	Qualification ID
Telephone number	
Comments	

### Service 10

Engineer name	Date
Company name	Qualification ID
Telephone number	
Comments	

### Service 11

Engineer name	Date
Company name	Qualification ID
Telephone number	
Comments	

### Service 12

Engineer name	Date
Company name	Qualification ID
Telephone number	
Comments	

### Service 13

Engineer name	Date
Company name	Qualification ID
Telephone number	
Comments	

# Annual Service Tasks

## Maintenance Tasks

Inspect and clean evaporator fins. Repair damaged fins using a fin comb if required

Check visually for signs of oil leaks which may indicate a refrigerant leak (check for leaks if necessary)

Check system operation

Check the antifreeze and if necessary top up the concentration as per manufacturer's recommendations

Check and clean the magnetic particle filter

Check system pressure

Release any air from the primary/heating systems

## Controller Tasks

Check for the correct operation and temperature setting of the thermostats

Check the operation of the zone valves

Check the operation and the timing of the immersion heater

## On Completion

Check that the whole system is working satisfactorily

Worcester Bosch recommends that the frequency of maintenance visits to be a maximum of 12 months between inspections

## General Information

Frequency of maintenance may increase dependent upon the equipment and local water conditions e.g. hard water, scale forming, water containing a high proportion of solids

Failure to maintain the system to the above minimum recommendations could result in the guarantee becoming null and void

Please fill in the Service Record sheet to confirm the above tasks have been carried out on the unit

# Get in touch

## Customer Care

Tel: 0330 123 9339

Email: [renewable.worcester@uk.bosch.com](mailto:renewable.worcester@uk.bosch.com)

## Customer Technical Helpline (Pre & Post Sales)

Tel: 0330 123 3366

## Guarantee Registration

Your installer should register your appliance on your behalf.  
If you want to check, visit MyBosch.



### MyBosch

Create your MyBosch account  
to access home heating advice,  
check your guarantees, FAQs and more.



[worcester-bosch.co.uk/support/customer-support](https://worcester-bosch.co.uk/support/customer-support)

# Share

We would love to see your new appliance and heating system.



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WorcesterBoschHeating



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