

Statement of services

Annex Maintenance contract | 01.04.2025



Appendix 1:
 Service Specification | Individual Maintenance |
 Consumer
Heat pump

Inspection point	Activities in detail
1. Visual inspection of device components	Visual inspection of heat pump and accessory components (EcoStock, EcoPack, etc.) for: <ul style="list-style-type: none"> • Damage • Corrosion • Contamination • Fastening • Leaks • Oil leaks and oil traces
2. Heat source circuit	
a. Geothermal heat pump	Checking the system pressure of the heat source Checking the expansion vessel in the heat source circuit (pre-pressure/fill level) Checking and cleaning the dirt filter (filter screen) in the heat source inlet Checking the antifreeze concentration in the heat source circuit Visual inspection of the safety valve in the heat source system Function test of hydraulic components in the heat source system (pumps, mixers, valves) Visual inspection of the heat source system for leaks, damage, and condensation formation Measurement of the pH value and conductivity of the heat source medium
aa. additionally for water/water heat pumps (well)	Testing and cleaning of dirt filter (filter screen) in the well pipe Temperature check of the separation heat exchanger Reading the flow rate on the flow rate monitor Visual inspection of the thermal insulation for damage and condensation
b. Air/water heat pump including outdoor unit	Cleaning of evaporator and air inlet/outlet (as required) Checking and, if necessary, cleaning the condensate tray and drain Checking the fan for imbalance Checking the detachable connections for tightness and leaks Checking the DIP switch settings on the outdoor unit
3. Heating circuit	Checking the system pressure of the heating circuit Check expansion tank in heating circuit (pre-pressure/fill level) Check and clean dirt filter (filter screen) in heating circuit Visual inspection of safety valve in heating system Functional test of hydraulic components in the heating system (pumps, mixers, valves) Visual inspection of the heating system for leaks and damage to the thermal insulation Measurement of the pH value and conductivity of the heating water (according to VDI 2035 Sheet 2) Test of electric heating element
4. Hot water supply	Visual inspection of water heater and water-carrying connections for leaks Visual inspection of pressure reducer Check installation and securing of the hot water safety valve Check hot water diaphragm expansion tank (pre-pressure) Checking the function of the switchover and switchover valve Checking the function and, if necessary, adjusting the pumps

Test point	Activities in detail
5. Refrigeration circuit	Visual inspection of refrigeration circuit for damage, oil leaks, corrosion Checking loose connections for tightness Leak test in accordance with Regulation (EU) No. 517/2014 Test run with inspection of all measured values Testing of operating temperatures Check device efficiency Visual inspection of refrigerant sight glass and oil sight glass Check function of safety devices including HD and ND shutdown
6. Electrical	Visual inspection of electrical components Checking electrical connections for tightness Tightening connection terminals Measurement of current consumption and mains voltage per phase
7. Regulator and control	Visual inspection of controller components Checking the controller's settings and sensor values Control run with EasyCon maintenance software Performing a function check
8. Software	Evaluation of current software status Software update if necessary
9. Energy optimization	Documentation of results from COP counter and comparison with previous year's values Reading and analysis of error memory Checking and validating heating curve settings Checking and, if necessary, optimizing hot water preparation
10. Documentation	Recording of all measurement and setting values after 10 minutes of operation Documentation of operating hours Documentation of maintenance procedure in full in maintenance log Counter-signature by operator Documentation of leak test in logbook

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Consumer
Central living space ventilation

1. Central ventilation unit	Visual inspection of the general condition of the unit (corrosion, damage, etc.) Check airtightness of housing based on traces of condensation Check and, if necessary, clean condensate drains and tray Check cross-counterflow heat exchanger and, if necessary, remove and clean
2. Filter systems	Check filter message in control system Checking and replacing standard filters G4/F7 (exhaust air/outside air) Inspection and replacement of Pure X additional filters (if available, at extra cost) ¹⁾ Inspection of status and functionality of fireplace safety function Functional inspection of bypass Visual inspection of bypass
3. Air inlets/outlets and duct system	Checking and cleaning supply and exhaust air fans ¹⁾ Measurement of air flow rates if necessary Visual inspection of air ducts, connections, and thermal insulation for contamination and moisture Checking for overflow from supply air to exhaust air rooms (door gap or overflow grille)
4. Regulators and control systems	Checking connection terminals Checking the connection to the heat pump (only for EcoTouch) Testing the device for proper functioning Checking temperature sensors, air sensors, and measurement results Checking air volume and controller settings for plausibility Performing a control run with EasyCon maintenance software Performing a functional test of the controller
5. Software	Evaluation of current software status Software update if necessary
6. Documentation	Documentation of measurement and setting values Documentation of maintenance process Separate entry of filter replacement date Counter-signature by operator



Service Specification | RemoteCare Service

As of April 1, 2025



RemoteCare Service

Inspection point	Activities in detail
Heat pump	
1. Creation of system profile	Recording customer data (name, address, etc.) Recording system data (type, device number, etc.)
2. Creation of plant biography	Identification and recording of all plant inspections (factory inspection, commissioning, etc.)
3. Annual plant check with software	Triggering of annual machine inspection Checking heating, hot water, and, if applicable, cooling functions and evaluating operating parameters Comparing current default settings with settings at commissioning and last system check Recording and evaluation of performance and efficiency values Recording and evaluation of the energy balance Analysis of environmental impact and economic efficiency Reading and analysis of the error memory Optimization of setting parameters via remote access, if necessary Creation and sending of a maintenance report by email
4. Ongoing system testing	Recording of measured values (temperatures, etc.) during ongoing plant operation Alarm function and automatic reporting of faults to plant operators ¹⁾ and WATERKOTTE control center
5. System check	Optimization of setting parameters / assessment of operating status or fault assessment via remote access where possible (limited to once per quarter)
6. Documentation and notifications	Updating of customer and system data Documentation of services performed, fault reports, and other information

1) This requires free registration with the WATERKOTTE Club. In addition, the function must be activated in advance and the RemoteBox must be connected and linked to the Internet.



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