



Service Engineer

About tepeo

We are a rapidly growing CleanTech business looking to disrupt the heating industry with a new kind of low-carbon boiler technology. Decarbonisation of domestic heating is the single biggest challenge facing the UK's goal to reach Net Zero. Heating represents over 17% of all carbon emissions in the UK.

Our product is a new type of low carbon heating technology which is becoming a game changer in the drive to decarbonise domestic heating. It's called a Zero Emission Boiler (ZEB)[®] and is a plug 'n' play replacement for a gas or oil boiler. It uses electricity to 'charge' ultra-high density thermal storage when energy prices and the carbon intensity of the grid are low. Our IoT technology and cloud-based algorithms automatically optimise the ZEB to minimise cost & carbon. The ZEB operates like a normal boiler for our customers, is easy to install and massively reduces the carbon emissions from heating.

We've been recognised as one of the fastest growing and most exciting CleanTech scale-ups in the UK and were recently featured on the [Everything Electric Show](#). There's more on our website at tepeo.com.

About the role

At tepeo, we are committed to creating a diverse and inclusive workplace where everyone feels welcome and valued. We are recruiting for a Service Engineer to join our growing Field Operations team. You will become an expert at servicing, diagnosing faults and carrying out maintenance on our products in customer homes. You may also get involved with training others and there is room to grow into a team management role.

You will need to be someone who cares deeply about customer care and who is reliable, courteous and has great attention to detail. You will have had experience as a service engineer for other manufacturers of products, preferably domestic heating related products such as gas boilers, heat pumps or solar thermal. Experience of understanding and diagnosing heating system and controls issues would be a huge advantage.

We are an inclusive team and committed to building a team that represents a variety of perspectives and experiences, and we believe that diversity makes us stronger.

The role

- **Full-time employee** to start at the earliest available date
- **Location:** Remote and mobile (company van provided) - living on the M4 corridor between Bristol and Swindon

- Carry out service visits to customer homes to address issues with their ZEB or their heating system. The work would mainly involve diagnostics and breakdowns but also emergency repairs, servicing and warranty matters. It could include replacing electronic circuit boards, control wiring, general maintenance, servicing or other heating configuration factors.
- Carry out field campaigns to modify or upgrade our products in situ to the latest design revision. This could include replacing circuit boards or heating components.
- Remotely support our 3rd party installers with any technical issues they have during the installation or servicing of customer ZEBs.
- Provide feedback and suggestions for improvements to our engineering, customer support and operations teams about things like the design of the product, compatibility with UK heating systems etc.
- Provide excellent customer service and top-quality solutions at all times.
- Manage your workload of daily appointments and work closely with the Head of Field Operations.

About you

- Monday - Saturday availability working 5 days out of 6 (Saturday + 4 weekdays).
- 3+ years experience as a service engineer that means you understand how to carry out a high quality service visit for a product. We will train you on the servicing requirements for our products.
- Experience of servicing products incorporating electronics and electrical components - ideally boilers, heat pumps or other heating products.
- A full, and preferably clean driving licence is required
- Previous experience within a similarly diverse role is required
- Competent with understanding control wiring and diagnosing faults is preferable
- Customer service focused professional
- Whilst full product training will be given, you will be confident in your diagnostics skills. Our technical support team will also be there to support you.
- We want people who are passionate about tackling climate change. We firmly believe in the existential threat that climate change poses to us all. This is why we're changing the way we heat our homes.

Other preferable skills/experience

- 18th Edition qualified
- Domestic ACS, Gas Safe certificate or equivalent

Benefits

£35,000 to £45,000 per year

25 days holiday plus 8 bank holidays and 1 'birthday' holiday

Life insurance

Private Medical Insurance

Optical and Dental Insurance

Income Protection

Employee Assistance Programme

Holiday Purchase Options

Discounted ZEB for your home

Collaborative, flexible, and friendly environment

Be part of a growing technology startup and help shape the future of energy

Getting in touch

If this sounds like it might be the job for you then drop us a line at careers@tepeo.com.

Please include a copy of your CV and any supporting information you think we should have.

We are considering applications on a rolling basis so do get in touch ASAP.