



TERMS AND CONDITIONS OF BUSINESS

Plumbing · Heating · Air Conditioning · Air Source Heat Pumps · Solar PV/Thermal · Battery Storage



Active Heating & Renewables Ltd

Unit 8 Maylands Business Centre, Redbourn Road, Hemel Hempstead, HP2 7ES

Tel: 01442 209008 · Info@active-renewables.co.uk

Registered in England and Wales, Company No. 06979207 · VAT Registration No. 197999603

These Terms and Conditions form part of, and should be read together with, every Estimate, Quotation, Order Confirmation and Contract of Sale issued by the Company. Part A applies to all works. Parts B, C and D contain additional terms specific to renewable/microgeneration installations, air conditioning, and gas/plumbing/heating works respectively. Nothing in this document affects the Client's statutory rights.

PART A — GENERAL TERMS AND CONDITIONS

Applicable to all works undertaken by the Company, regardless of technology

1. Definitions and Application

1.1 "The Company" means Active Heating & Renewables Ltd, of Unit 8 Maylands Business Centre, Redbourn Road, Hemel Hempstead, HP2 7ES.

1.2 "The Client" or "the Customer" means the person(s), business or organisation named on the Estimate, Quotation, Order Confirmation or Contract.

1.3 "The Works" means any goods and/or services supplied by the Company, including without limitation: plumbing and heating installation, repair and maintenance; air conditioning installation and maintenance; air source and ground source heat pump installation; solar photovoltaic (PV) and solar thermal installation; battery storage installation; and any associated electrical, building, controls or ancillary works.

1.4 These Terms and Conditions apply to all Works and take precedence over any terms proposed by the Client, unless expressly varied in writing and signed by a director of the Company.

1.5 Part A applies to all Works. Part B contains additional terms applying specifically to renewable energy and microgeneration technologies (air source heat pumps, solar PV/thermal, and battery storage). Part C contains additional terms specific to air conditioning installations. Part D contains additional terms specific to gas, plumbing and general heating works. Where a conflict arises between Part A and Parts B, C or D, the relevant technology-specific Part shall prevail.

1.6 Nothing in these Terms and Conditions excludes or limits the Client's statutory rights, including (where applicable) those under the Consumer Rights Act 2015, the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, and the Renewable Energy Consumer Code (RECC).

2. Estimates and Quotations

Any Estimate or Quotation issued by the Company is valid for acceptance for a period of 30 days from its date of issue, provided the Works can commence within 90 days of acceptance; both periods, and the prices quoted, remain subject to review or withdrawal by the Company, for example where the cost of materials or labour has changed since the date of issue.

Acceptance of the Estimate or Quotation — whether by signature, by payment of a deposit, or by written or email confirmation — constitutes acceptance of these Terms and Conditions in full. No contract exists between the Company and the Client until the Company has confirmed acceptance of the order in writing.

The Estimate/Quotation sets out the goods and services to be supplied, the total price (including VAT), the proposed payment schedule, and an indicative timetable for the Works.

3. Survey Basis and Existing Systems

Estimates are based on a non-intrusive visual survey of the property. It is assumed that any existing pipework, wiring, systems, fittings and structures that the Works will connect to, or which may be disturbed by the Works, are in good condition and working order.

Whilst all reasonable care will be taken during the execution of the Works, the Company accepts no responsibility for faults or failures that arise in existing pipework, wiring, fittings, controls or equipment as a result of disturbance caused by the Works, except to the extent such faults or failures are directly caused by the Company's negligence. Should any pre-existing fault be discovered during the Works, or should the Client fail to disclose relevant facts about the existing installation prior to the Works commencing, the Company reserves the right to charge for any resulting remedial work.

4. Site Access and Working Conditions

It is assumed that unrestricted, safe access to all relevant parts of the property will be provided throughout the Works. Any delay caused by restricted access that was not identified at the time of survey may result in an additional charge and/or a delay to the completion date.

The Client will provide, free of charge, normal site services including toilet and washing facilities, water and electricity, and (where the installation requires it) the property's Wi-Fi password. The Client is responsible for keeping children and pets away from the working area at all times for health and safety reasons.

Dismantling, clearing and reinstatement of fitted cupboards, units or furniture to permit the Works to proceed will be charged as an extra cost unless expressly included in the Estimate.

5. Floors, Carpets and Floor Coverings

5.1 Where access beneath floors is required, fitted carpets will be lifted by the Company, where reasonably practicable, and laid back loosely on completion. No re-stretching, re-gripping, underlay replacement or professional re-fitting is included unless expressly specified in the Estimate.

5.2 Where floors are covered with thermoplastic tiles, vinyl sheet, laminate, engineered or solid wood flooring, Karndean or similar luxury vinyl tile, cork tiles, or any other non-carpet floor covering, no allowance is made for lifting, storage or reinstatement of such coverings unless expressly specified in the Estimate. The Client is responsible for arranging removal and subsequent reinstatement of these floor coverings in good time before the Works commence.

5.3 The Company accepts no liability for damage to floors, sub-floors, floor coverings, carpets, underlay, skirting boards or adjoining decorations arising from gaining reasonable access to complete the Works, or from the lifting, moving, storage or laying back of carpets or floor coverings, save where such damage is directly caused by the negligence of the Company or its subcontractors. The Company is not responsible for pre-existing wear, adhesive residue, discolouration, staining or deterioration of floor coverings that is uncovered or becomes apparent during the course of the Works.

5.4 The Client is strongly advised to remove valuable, fragile, antique or irreplaceable floor coverings, rugs and furnishings from the working area before the Works begin. Whilst the Company's operatives will take reasonable care, protective sheeting/dust sheets will be used where practical but incidental wear, marking or dust arising from an installation of this nature cannot be entirely guaranteed against.

6. Isolation of Services

It may be necessary to isolate water, gas and/or electrical services during the Works. The Company will give reasonable advance notice of any planned isolation and will keep the period of isolation as short as reasonably possible.

7. Making Good and Decorations

Holes formed during the Works to accommodate pipework, cabling or plant will be made good on completion; however, no allowance is made for redecoration unless expressly specified in the Estimate. Whilst every reasonable effort will be made to achieve a good match, the Company cannot guarantee to match existing brickwork, render, cladding or decorative finishes, particularly around new or relocated flue terminals, wall penetrations or external unit fixings. No allowance is made for casing-in of pipework, or for painting or decorating of new pipework, cabling or equipment, unless expressly specified.

8. Other Trades and Third-Party Delays

Where other trades are involved in the Works and are not under the Company's control, any delay caused to the Company's progress by those trades may result in an additional charge and/or a delay to the completion date, for which the Company accepts no liability.

9. Programme of Works, Continuity and Timescales

So far as is reasonably possible, the Works will be carried out in one continuous visit or programme of visits as set out in the agreed timetable. A typical installation takes approximately 2–4 days on site, usually commencing within four weeks of order confirmation, subject to workload and the availability of materials and equipment; the Company will notify the Client promptly of any expected delay.

All dates and durations given for the Works are estimates given in good faith, based on information available at the time of survey and the Company's workload at the time. These may vary due to unforeseen circumstances (including emergency call-outs, breakdowns, adverse weather, supply chain delays, or matters beyond the Company's reasonable control), and no liability is accepted where it is not possible to meet a Client's preferred timescale. Extra visits requested by the Client, or made necessary by circumstances beyond the Company's control, may be subject to an additional charge and may affect the completion date.

No allowance has been made for out-of-hours working unless expressly specified in the Estimate or arranged to suit the Company's own scheduling requirements.

10. Client-Supplied Materials and Equipment

Any items or materials supplied by the Client, or by others on the Client's behalf, for the Company to fit may be unpacked and inspected in the Client's presence. Any faults or damage found will be pointed out to the Client, who will be responsible for arranging a suitable replacement. Any resulting delay may be chargeable, may result in the Company temporarily withdrawing from site, and may affect the completion date. The Company gives no warranty in respect of goods it has not itself supplied.

11. Substitution of Specified Equipment

Where particular items are specified by name or model in the Estimate, the Company reserves the right to supply goods of a different make or model of equivalent specification, value, quality and (where relevant) MCS certification, provided they remain suitable for the intended purpose. Where severe delay affects the availability of specified goods, the Client may accept an equivalent substitute, wait for the originally specified goods, or cancel the affected part of the contract without penalty.

12. Variations and Additional Works

Should the Client wish to make changes to the agreed Works, the Company will, wherever reasonably possible, accommodate the request; where it cannot, the Client will be told why. Agreed changes must be confirmed by the Client in writing within 14 days, and any resulting change in cost will be agreed in writing as a variation to the contract before proceeding.

Where, during the course of the Works, the Company identifies previously unforeseeable additional work (for example, remedial electrical or building work, or defects in existing systems), the Company will discuss this with the Client and, where the work falls within its competence, will provide a further quotation before proceeding; where it falls outside the Company's competence, the Company will assist the Client in identifying a suitably qualified contractor. Where the Client requests additional work once installation has begun, and it results in extra cost, this will be charged at the Company's standard daily or hourly rate — currently £100 per hour or £650 per day — unless a fixed price is agreed in writing beforehand.

13. Ownership and Retention of Title

Ownership of any materials or equipment supplied, whether fixed or unfixed, does not pass to the Client until payment in full has been received for those goods, unless the Client has separately pre-purchased the materials. Goods delivered to, or stored at, the property in advance of fitting remain clearly identifiable as the Company's property, will be kept in their original packaging where practical, and will be insured by the Company until fitted or delivered into the Client's ownership. The Client is not liable for the inspection, storage or handling of such goods, save that the Client should notify the Company of any visible damage or discrepancy on delivery.

Should the contract be terminated for any reason before completion, the Company will arrange to collect any unfitted goods that remain its property, reimbursing the Client for any sums already paid toward those goods (less any reasonable costs incurred by the Company). The Company reserves the right to take legal action to recover its goods, or their value, and/or any outstanding sums due, where the Client does not make reasonable arrangements for their collection.

14. Price, Payment Terms and Late Payment

Payment terms are as set out in the Estimate/Quotation and form a condition of acceptance. The Company will not request a deposit exceeding 25% of the total contract price (including VAT). Where further advance payments are requested in addition to a deposit, the combined total of deposit and advance payments will not exceed 60% of the total contract price, and no advance payment will be requested more than 21 days before the agreed delivery or installation date. The final balance is due on satisfactory completion of the Works.

If the Client fails to make any payment by its due date, the Company reserves the right to suspend the Works and to charge interest on the overdue amount, from the due date until payment is received, at a rate of 3% per annum above the Bank of England base rate. The Client may withhold no more than a fair and proportionate amount of the outstanding balance in respect of any alleged defect, and must notify the Company in writing, before the payment due date, of any intention to withhold payment and the reasons for doing so.

Where the Company ceases work due to non-payment, the Client may be liable for reasonable additional costs incurred as a result, and the Company reserves the right to take legal proceedings to recover any goods supplied and/or any outstanding sums due.

15. Guarantee and Manufacturer's Warranties

The workmanship element of the Works is guaranteed for a period of 12 months from the date of completion against faulty design and workmanship carried out by the Company. Materials and equipment supplied remain subject to the relevant manufacturer's or supplier's warranty terms, details of which will be provided at handover. This guarantee does not extend to existing pipework, fittings or equipment that was not installed by the Company as part of the Works. Nothing in this clause affects the Client's statutory rights under the Consumer Rights Act 2015.

16. Health, Safety and Site Conduct

The Client is responsible for ensuring that children and pets are kept clear of the working area throughout the Works for health and safety reasons, and for highlighting any known hazards (for example, asbestos-containing materials, structural concerns, or restricted spaces) of which the Company may not otherwise be aware.

17. Hazardous Materials

The price quoted in the Estimate does not include for the identification, handling, removal or disposal of any hazardous materials (including asbestos-containing materials) encountered during the Works. Should such materials be discovered, the Company will stop work in the affected area, advise the Client, and quote separately for any specialist survey, removal or remedial work required.

18. Parking and Controlled Zones

The Estimate does not include for parking charges, congestion charges or permits arising from Controlled Parking Zones (CPZs) or similar schemes. Any such costs actually incurred will be passed on to the Client at cost.

19. Leasehold and Third-Party Consents

Where the Works are to be carried out at a leasehold property, it is the Client's sole responsibility to obtain, in writing, any necessary permission from the landlord, freeholder or managing agent before the Works commence. The Company accepts no responsibility for Works carried out without the necessary permissions having been obtained, and can, if required, provide details of the proposed Works to assist the Client in seeking consent, at a possible additional cost.

20. Planning Permission and Building Regulations

Certain installations — including, but not limited to, external air source heat pump or air conditioning units, solar PV/thermal arrays, and battery storage enclosures — may require planning permission, building control sign-off, or a building warrant, particularly where the property is a listed building, is within a conservation area, or the installation falls outside 'Permitted Development' limits. Requirements vary between local authorities and between nations of the UK.

The Company will offer reasonable advice and assistance regarding permissions likely to be required, but it remains the Client's responsibility to contact the relevant local planning authority and/or building control body to confirm what permission, if any, is required, and to obtain it before work begins. By accepting the Estimate/Quotation and signing the Contract, the Client confirms that they have obtained any necessary permission or have otherwise satisfied themselves that none is required. The Company cannot be held responsible for, and no refund will be given in respect of, any installation carried out where planning permission, a building warrant, or building control approval was required but not obtained.

21. Insurance

The Company holds public and third-party liability insurance to cover loss or damage caused by its negligence or that of its agents in the course of the Works. The Client is advised to inform their buildings insurer of the proposed installation, as it may affect the terms or premium of their policy.

22. Limitation of Liability

Save as set out elsewhere in these Terms and Conditions, the Company's total liability to the Client in connection with the Works, whether in contract, tort (including negligence) or otherwise, shall not exceed the total price paid under the relevant contract. Nothing in these Terms and Conditions excludes or limits the Company's liability for death or personal injury caused by its negligence, for fraud or fraudulent misrepresentation, or for any other liability that cannot lawfully be excluded or limited. The Company accepts no liability for indirect or consequential loss.

23. Data Protection

The Company will handle personal data in accordance with applicable data protection legislation and will not pass information to any third party without the Client's permission, save where required to administer insurance-backed guarantees, grant/voucher schemes, or compliance obligations under RECC or MCS, in which case the relevant scheme administrator or auditor may contact the Client directly.

24. Force Majeure

The Company shall not be liable for any failure or delay in performing its obligations where this is caused by circumstances beyond its reasonable control, including but not limited to extreme weather, supply chain shortages, strikes, or restrictions imposed by government or regulatory bodies. Where such circumstances arise, the Company will notify the Client as soon as reasonably possible and agree a revised timetable.

25. Complaints

The Company aims to resolve any complaint promptly. Complaints may be made by telephone, letter or email using the contact details on the Estimate/Quotation, and will be acknowledged with progress reported within seven working days where investigation is required. Additional dispute resolution routes are available for renewable technologies — see Part B, clause B8.

26. Governing Law

These Terms and Conditions, and any Contract to which they relate, are governed by the law of England and Wales, and the parties submit to the non-exclusive jurisdiction of the courts of England and Wales.

PART B — ADDITIONAL TERMS FOR RENEWABLE ENERGY & MICROGENERATION INSTALLATIONS

Applies specifically to air source heat pumps, ground source heat pumps, solar PV/thermal and battery storage installations, in addition to Part A

B1. RECC Membership and Consumer Code

The Company is a member of the Renewable Energy Consumer Code (RECC), membership number 00074008, and installations covered by this Part are carried out, and quotations prepared, in accordance with the RECC Consumer Code, a copy of which is available on request or at www.recc.org.uk.

B2. MCS Certification

Installations covered by this Part will be designed, installed and commissioned in accordance with the relevant Microgeneration Certification Scheme (MCS) Installation Standard. As a condition of MCS certification, the Client agrees to provide feedback on the operation of the equipment if reasonably requested to do so, and consents to installation details being registered on the MCS Installation Database (MID).

B3. Right to Cancel

B3.1 Where the Contract is agreed on the Company's trade premises, the Client has the right to cancel within fourteen (14) days of signing the Contract, without giving any reason and without penalty.

B3.2 Where the Contract is agreed away from the Company's trade premises (for example, at the Client's home), the Client's cancellation rights are as set out in the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, which provide the right to cancel from the time the Contract is signed until fourteen (14) days after delivery of the last of the goods.

B3.3 Cancellation must be given in writing (including by email) using the contact details on the Contract, or via the Cancellation Form provided with the Contract documentation. Any deposit or advance payment taken will be refunded promptly following a valid cancellation.

B3.4 Should the Client wish work to begin before the cancellation period has expired, express written permission must first be given. If the Client subsequently cancels having given such permission, a reasonable payment may be due for any work already carried out.

B3.5 The Client is also entitled to cancel without penalty where: the Company is unable to supply the main energy generator specified in the Contract; the final design or specified equipment differs materially from that set out in the Contract; the total price increases between signing and the payment schedule being confirmed; or there is an unreasonable delay to the installation caused by the Company or its suppliers and not caused by the Client.

B4. Deposits, Advance Payments and Insurance Protection

In accordance with the RECC Consumer Code, the Company will not request a deposit exceeding 25% of the total contract price (including VAT). Any further advance payments, when combined with the deposit, will not exceed 60% of the total contract price, and no advance payment will be requested more than 21 days before the agreed delivery or installation date.

Deposits and advance payments are protected under an insurance-backed Deposit, Advance Payment and Warranty Insurance (DAAWI) scheme, details of which are provided with the Quotation. On receipt of any deposit, the Company will register the Client's name, address and contract value with the insurer, who will issue policy documentation directly to the Client; the Client may opt out of this registration by notifying the Company.

B5. Performance Estimates and Key Facts

Any performance estimate (including Seasonal Coefficient of Performance / SCoP, estimated running costs, or energy yield) is calculated in accordance with the relevant MCS methodology and standard climate/assumption data, and is provided as guidance only — it is not a guarantee of actual performance. Actual energy consumption and output are affected by fixed, variable and random factors (including occupancy, user behaviour, weather and the accuracy of underlying EPC data) and an accuracy of $\pm 25\text{--}30\%$ is considered reasonable; this variability should be taken into account by the Client when assessing payback periods or financial savings.

B6. Government Grant and Voucher Schemes

Where the Client consents to the Company applying for a grant or voucher on their behalf (for example, under the Boiler Upgrade Scheme or any successor or equivalent scheme), the Company will submit the application as soon as reasonably possible; the Client will then usually be contacted directly by the scheme administrator and must provide any further consent requested within the timescale set by the scheme (typically 14 days), as a delay in doing so may cause the application to lapse.

Voucher validity periods, and any prerequisite measures (such as insulation) required to redeem a voucher, are set by the relevant scheme administrator and are subject to change. Where a voucher is rejected because a prerequisite measure was not installed, because the redemption window was missed for reasons within the Client's control, or because a post-installation audit is not satisfactorily completed, the Company cannot accept liability for the resulting shortfall in funding and will require payment of the outstanding balance from the Client, or may reapply for a further voucher without guarantee of success.

B7. Commissioning, Handover and Documentation

On completion, the installation will be tested and commissioned in accordance with the applicable MCS Standard. The Client will be provided with a Compliance/Handover Certificate, a Handover Pack (covering equipment sizing, cylinder selection, emitter design and expected performance as applicable), and an explanation of the system's safe operation and maintenance requirements. A detailed operating manual will be provided within 7 days of completion, and the MCS Certificate will be issued within 10 working days of registration on the MCS Installation Database.

B8. Mediation and Arbitration

Should a dispute arise which cannot be resolved directly between the parties, and which relates to the sale or installation of a small-scale renewable technology covered by this Part, either party may refer the matter to RECC's dispute resolution procedure (an Alternative Dispute Resolution provider certified by the Chartered Trading Standards Institute). Full details are available at www.recc.org.uk/consumers/how-to-complain. Disputes relating to MCS Installer Standards may be referred to the Company's MCS Certification Body, details of which will be provided on request.

PART C — ADDITIONAL TERMS FOR AIR CONDITIONING INSTALLATIONS

Applies specifically to air conditioning (comfort cooling / heat pump split and multi-split) installations, in addition to Part A

C1. Scope of the Standard Installation

Unless the Estimate states otherwise, the Company's standard air conditioning installation offering includes:

- Installation carried out by trained, qualified and (where refrigerant is handled) F-Gas certified HVAC engineers, together with all labour required to install the system(s) specified in the Estimate.
- Up to 10 metres of refrigerant pipework per system, routed from the indoor unit to the outdoor unit; any additional pipework beyond this allowance is charged at the Company's current per-metre rate as stated in the Estimate.
- Installation of trunking to conceal pipework, where reasonably practical.
- Mounting of the outdoor unit on suitable ground feet, wall brackets or frame supports, as required for the site.
- Installation of the indoor and outdoor units, comprising: mounting and securing of units; first-fix pipework fitting; oxygen-free nitrogen (OFN) high-pressure testing; vacuuming of the refrigerant circuit; refrigerant charging (any top-up beyond the manufacturer's standard pre-charge is chargeable as an additional cost); system commissioning; and system activation and full operational testing.

C2. Items Excluded from the Standard Quotation

Unless expressly included in the Estimate, the following are excluded from the Company's standard air conditioning quotation:

- Landlord, freeholder or local authority approvals (see also Part A, clauses 19 and 20); where needed, the Company can arrange a noise assessment (acoustic report) and/or assist with local authority approval through a third-party specialist, quoted separately.
- Building work of any kind, including diamond core drilling, brickwork or masonry chasing, or other structural alterations, which must be carried out by a suitably qualified contractor at additional cost.
- Decoration or restoration works.
- Acoustic enclosures or soundproofing, unless specifically agreed in writing.
- Design or as-fitted/record drawings, which can be quoted separately if required.
- Air grilles, diffusers and plenums, unless specifically included in the Estimate.
- Scaffolding, and any lifting equipment required to install, service or remove outdoor condensing units (see clause C7).
- Any other works not expressly stated in the Estimate.

Any changes or revisions requested to the original specification after acceptance will incur additional charges, in accordance with Part A, clause 12.

C3. Refrigerant Handling and F-Gas Compliance

All work involving refrigerant-containing equipment will be carried out, commissioned and (where applicable) decommissioned by suitably F-Gas certified engineers, in accordance with the Fluorinated Greenhouse Gases Regulations. Any future modification, extension or removal of the system involving refrigerant handling will be quoted and charged separately.

C4. External Units, Planning and Permitted Development

The siting of outdoor condenser units is subject to Permitted Development limits and/or planning control (including, without limitation, distance from a boundary, height above ground level, and any restrictions applying to listed buildings, conservation areas or flats). It remains the Client's responsibility to check with the local planning authority whether permission is required for the proposed siting, and to obtain any permission needed before installation. The Company accepts no responsibility for, and no refund will be given in respect of, enforcement action arising from an installation carried out without necessary planning permission.

C5. Condensate Drainage and Electrical Supply

Condensate pipework is installed up to 2 metres from each indoor (fan coil) unit, using ¾" or 1¼" white UPVC pipe, as standard. Where gravity drainage is not achievable, a condensate pump with braided vinyl tubing will be supplied and installed, at an additional cost where this was not accounted for in the original Estimate. Routing of condensate pipework beyond this allowance, and any making good of associated pipe casing, is charged as an extra cost unless expressly specified in the Estimate.

A dedicated, correctly rated electrical isolator/spur adjacent to each outdoor unit, and the electrical supply to it, must be provided by others (for example, the Client's own electrician) unless expressly included in the Estimate. Any electrical upgrade works found necessary to support the system (for example, consumer unit capacity or additional circuits) will be quoted and charged separately.

C6. Noise and Neighbour Considerations

The Client is responsible for ensuring that the operation of external units complies with any noise-related planning conditions, lease covenants or restrictive covenants affecting the property. The Company will select and site equipment to reasonably manage noise but cannot guarantee compliance with covenants of which it has not been made aware.

C7. Site Access, Scaffolding and Lifting Equipment

The Client, or their on-site contractor, must provide clear and safe access for the delivery of equipment and materials, and for the fitting and running of pipework. Costs quoted assume unrestricted access to the site during the agreed working hours; if access is delayed or restricted, or the Works cannot proceed as planned for reasons outside the Company's control, the Company reserves the right to charge for the resulting delay at its standard rate (Part A, clause 12), together with the cost of any additional materials required.

The cost of scaffolding, and of any lifting equipment needed to install, service or remove outdoor condensing units, is excluded from the Estimate unless expressly stated, and will be quoted separately once site requirements are confirmed.

C8. Payment Terms for Air Conditioning Installations

Air conditioning installations do not fall within the RECC deposit and advance payment caps set out in Part B, which apply only to microgeneration technologies. Unless a different schedule is agreed in the Estimate, the Company's standard payment terms for air conditioning installations are: 70% of the total contract price payable as a deposit prior to installation, to secure the agreed dates and to order systems and materials; 20% payable on delivery of units to site, on the day first-fix installation begins; and the remaining 10% payable on satisfactory completion of the installation. Late payment may be subject to interest charges in accordance with Part A, clause 14.

C9. Warranty

In addition to the 12-month workmanship guarantee at Part A, clause 15, the Company offers an extended manufacturer-backed parts warranty of 5 years across all brands, extended to 7 years on Daikin systems. This extended warranty is conditional on the system being serviced at least once per year for residential installations, or twice per year for commercial installations, with evidence of servicing retained by the Client; failure to maintain the

required servicing schedule may invalidate the extended warranty (this does not affect the Client's statutory rights). Neither this nor the workmanship guarantee at clause 15 covers faults arising from incorrect electrical supply voltage, operation outside the manufacturer's specified ambient temperature range, lack of routine filter cleaning, or unauthorised modification of the system.

C10. MCS Compliance

Where the installation is, or includes, a reversible air-to-air or air-to-water heat pump system capable of providing space heating as well as cooling, the design, installation and commissioning of that system will be carried out in accordance with the relevant MCS Installation Standard, in the same manner as described for renewable and microgeneration installations at Part B, clause B2, irrespective of whether the installation is being registered for a grant, incentive or other scheme. Straightforward comfort-cooling-only air conditioning systems, which fall outside the scope of MCS, are installed in accordance with the relevant manufacturer and industry (e.g. F-Gas, IOR/BESA) standards referred to elsewhere in this Part C. This clause does not, of itself, bring an installation within the scope of Part B, which applies only where the installation is expressly agreed and quoted as a microgeneration installation.

PART D — ADDITIONAL TERMS FOR GAS, PLUMBING AND GENERAL HEATING WORKS

Applies specifically to gas, plumbing and conventional heating works, in addition to Part A

D1. Gas Safety

Prior to commencing work involving gas appliances or pipework, the existing gas installation may be subject to a test of soundness to check compliance with the Gas Safety (Installation and Use) Regulations. Any faults found will be advised to the Client, and any resulting rectification work may be subject to an additional charge. All gas work will be carried out by Gas Safe registered engineers.

D2. Powerflushing

Where the Works include powerflushing of an existing heating system, the Client should be aware that, although generally a safe and beneficial treatment, the process can occasionally reveal pre-existing weaknesses in ageing pipework, radiators, valves or seals. Should such issues arise, the Company will advise the Client and any resulting rectification work will be charged as an extra cost. The Client may be asked to sign a waiver acknowledging this risk before the powerflush proceeds.

D3. Combination Boilers and Existing System Pressure

Where the Works include fitting a new combination boiler to an existing heating system, the Client should be aware that the higher operating pressures typical of combination boilers can expose pre-existing weaknesses in the system that were not apparent under the previous, lower-pressure arrangement. Repairs found to be necessary as a result are not included within the original Estimate and will be charged as an extra cost. The Client may be asked to sign a waiver acknowledging this risk before installation proceeds.

D4. Registration and Warranty Timing

Gas Safe notification/registration and manufacturer's warranty registration will be completed by the Company upon receipt of final payment for the Works.

Acknowledgement

These Terms and Conditions should be read together with the Company's current Estimate/Quotation and, where the Works fall within Part B, the Company's Contract of Sale, Notice of Right to Cancel and Key Facts documentation. Acceptance of the Estimate/Quotation constitutes acceptance of these Terms and Conditions in full.