

## REFRESH PROPERTY SOLUTIONS - HOME ENERGY EFFICIENCY UPGRADES

### TERMS & CONDITIONS

#### A) Heating measures:

1. Tanks in the loft will only be removed if access permits. (Scrap value of all redundant materials has been factored into the overall price job.)
2. If requested, we will be remove your existing Oil Tank and dispose of it in line with current Environmental standards after we complete your install. (This could take up to 10 days). The cost of this licensed disposal is included within the overall installation cost. If you wish to avail of this service, we will drain your oil tank of any remaining oil and/or sludge on the day of your heating installation. If you have heating oil remaining in your tank on the day of your installation and you do not want us to remove it - you can request that we postpone the removal of your tank. However there will be an additional charge of £50 to arrange a second visit by our team who will need to return and ensure residual sludge at the bottom of the tank is drained prior to the tank's removal.
3. If you advise us that you wish to keep your existing oil tank, liability for its correct disposal lies with the customer and not with Refresh.
4. If at the scheduled installation date there is heating oil remaining in your Oil Tank, we can remove this for you at no extra charge. However, no payment will be due to you in respect of the redundant oil removed.
5. Vertical pipe work will be encased as per survey where required.
6. If you have a shower with a processor this will not be compatible with mains water pressure as discussed at survey and will need to be replaced. The cost of this will be included within your quotation.
7. If at the time of survey you were informed that wooden or laminate floors need to be lifted to facilitate our works, this must be completed by you prior to our arrival. Failure to do so could result in your heating installation being postponed. If any lifting of floors is required, you will have been provided with written confirmation of this at the time of survey. If you are in any doubt about this please let us know.
8. If the property has a Back Boiler Unit (BBU) - this will be decommissioned as part of the installation in order to comply with Health and Safety requirements. This may mean that the fireplace and hearth need to be removed in order to access the water chamber and pipework. Whilst every effort will be made to ensure that no damage is caused to the walls / wallpaper / mantel piece / hearth, we cannot guarantee this and if any such damage were to occur during the removal of the BBU, Refresh will not be liable for this. More information on Health & Safety Executive(HSE) guidance with regard to the removal of BBUs can be found here <http://www.hse.gov.uk/services/localgovernment/boilers.htm>

#### B) Loft insulation measures:

1. The customer is responsible for ensuring that their roofspace is fully cleared in advance of the installation date to facilitate the installation of roofspace insulation. Failure to do this could result in the postponement of your installation.

#### C) EV Home Charger Installation:

A standard installation is when the work can be carried out at the site without any additional site preparation works, man hours or additional equipment. A standard installation will include:

- Supply and installation of the charging unit as selected.
- Supply and installation of a Type A RCBO and a new 2W consumer unit with a surge protection device. Any further electrical works are additional.
- Installation of new cabling from consumer unit to charging unit. (Up to 10m in length).
- 10mm<sup>2</sup> Main Earth cable is present and in good condition.
- 16mm<sup>2</sup> Main supply cable is present. In the event of old mains wiring, this would need to be upgraded to 16 Mains in line with electrical regulations BS7671.
- Where the Consumer unit is located adjacent to external wall

9. If your property requires a non-standard installation - an additional charge over the offer price will be payable. This will be explained to you at the time of your survey / quotation. A non-standard installation will include;
10. Entering restricted areas such as ceilings or roof voids.
11. Installing cabling above 1.8m and suspended between buildings via a catenary system.
12. Carpets or floorboards are required to be lifted.
13. Tracking to be required for cable routing.
14. Trenching and other civil works are required for cabling.
15. Any other unforeseen circumstances not mentioned here, however raised at the time of survey.

**D) Expiry of Quote / Offer:**

1. This quotation is valid for a period of 30 days from the date of issue.

**E) Warranty:**

1. Your new boiler comes with a 10-year manufacturers' parts and labour warranty. Refresh will register the boiler warranty with the manufacturer on your behalf.
2. Your new EV Home Charger comes with a 5-year manufacturers' parts and labour warranty. Refresh will register the warranty with the manufacturer on your behalf.
3. All Refresh workmanship is fully guaranteed for a period of 12 months
4. Please note no liability can be accepted for any defects arising on any pre-existing system or pre-existing pipework which we have not installed but connect to -such as any failure of existing pipework due to pressurisation of the heating system or poor performance of any existing radiators due to age, type or location.
5. The warranty offered only extends to work and materials installed by Refresh Property Solutions Ltd.

**F) Data Protection**

We will store your data securely; treat your data with respect and in compliance with current General data protection Regulation (GDPR) requirements. We will share your data with the following organisations for the following specific purposes only:

- Your local Council Building Control Office for the purposes of applying for Building Control for your energy efficiency measures as required.
- The manufacturers of your appliances (boiler / EV Charger) for the purpose of registering the manufacturers' warranty.

We will not share your data with any other third party without your written consent. By completing our acceptance form you are agreeing to these terms.

**G) Payment**

You will be invoiced upon completion of your installation works. Your invoice is payable upon receipt.

Payment can be made via Credit/Debit card by clicking the link on the invoice or by telephoning our office on 02890 993 485.

Payment can also be made via BACS:

Sort Code: 95-06-11

A/c no: 90006351

#### H) **Service and Maintenance**

Refresh also provide an afterhours call out service and full-service package for your annual service and safety check - *note this is an additional service and is not covered by the home energy efficiency upgrade quote.*

Check our website [www.refreshni.com](http://www.refreshni.com) or contact our office on 02890 993 485 for more information.

Please note; an annual service is required to comply with your boiler manufacturers warranty.

