



## TERMS AND CONDITIONS

### Floor and/or Ceiling heating equipment testing/replacement

1. Delivery of materials is free of charge to a stipulated site, on receipt of instructions from the home owner, to be stored by him in a dry and secure place.
2. The home owner shall protect materials from damage and theft while in his charge.
3. Every effort will be made to fulfil commencement and completion dates as punctually as possible after receipt of due notice, but any failure in this respect for reasons beyond the Company's control, shall not give rise to any claim against ERHS Limited.
4. Bookings will not be deemed to be confirmed until the call out charge is paid.
5. Cancelled appointments. Full refund of deposits paid will only be made when ERHS Limited is given 7 working day's notice. Refunds for cancelled appointments within this time frame will be at the Director's discretion.
6. During the currency of any repair work, payment shall become due to ERHS Limited for thermostats, millimats, ceiling heating foils, floor heating cables installed and for services rendered upon the completion of such services. Payment shall be made in full. Materials delivered to the site shall remain the property of ERHS Limited until such payment is made. VAT shall be added at current standard rate.
7. Whilst every effort will be made to work carefully and within the prescribed company Method Statements, ERHS Ltd do not accept any liability for damage to ceilings/decorative mouldings/coving during the installation or retrofitting of ceiling heating elements from above.
8. Floor heating repair works produces some dust to be discharged into the surrounding area. ERHS operatives will endeavour to clear away as much as is practicable within the scope of their work, but ERHS Limited shall not be liable for the supply of dust covers nor for any damage caused to sensitive electronic devices (eg televisions, stereos, dvd players, etc.) To enable us to complete floor heating repair works, it is the home-owners' responsibility to clear the area of all furniture. Providing we are given sufficient notice, ERHS Ltd may be able to provide additional staff to safely move heavy furniture items. This will be charged at 50% of the quoted value of the repair.
9. ERHS Ltd shall not be responsible for the removal nor replacement of floor coverings which require such to enable us to access heating cables within the screed. The testing of existing ERHS heating equipment does not affect the Guarantee on said equipment. New equipment fitted will be subject to manufacturers guarantee from time of fitting. Payment invoice shall be in lieu of Guarantee certificate. Said certificates will only be issues for full replacement installations. Partial ceiling heating replacement is not recommended by ERHS Ltd, and is undertaken without guarantee for the full system.

10. ERHS Limited accepts no responsibility for direct or indirect damage or loss to any person, animal, property, plant, equipment, building or machinery arising from the materials after delivery, its handling or installation, or from any act from its servants or agents in the due performance of their work.
11. Any illustrated material, drawing or other brochure or printed literature supplied by ERHS Limited is for information only and shall not form part of this tender, except to the extent specifically mentioned or incorporated herein. All advice, instructions or information given to the Contractor, his Agents or any other person by ERHS Limited, or its employees is given as information only and shall not give rise to any claim of whatsoever kind against ERHS Limited.
12. Floor heating cable repairs will be tested for continuity and resistance prior to the engineer leaving site –the cable will deemed to be repaired. ERHS will not be held liable for any subsequent cable failure – unless there is a problem with the splice in the cable from a previous repair – in this instance ERHS will repair the cable free of charge at the earliest available opportunity. ERHS Ltd shall not be responsible for the removal nor replacement of floor coverings to enable us to complete said repair.
13. Work booked by Agents or tenants on behalf of property owners must be paid for at time of booking. ERHS Ltd will not attend site inspections unless the call out charge is paid in full prior to attendance. Call out charges paid in advance will only be refunded if the Eswa equipment is found to be defective and covered by the guarantee.

## System checks and repair work – schedule of fees

Call out charge – up to 1 hour on site to include a brief written report - £140.

Mileage charge – calculated at 55p/mile from our office in Bordon, GU35 9QF.

Additional time on site - £40 per half hour.

Please ask engineer for current price list of thermostats. Thermostat fitting usually takes 15 – 20 minutes per thermostat.

To trace a floor heating fault and repair it usually takes 3 hours, but may take longer depending on individual circumstances. It is not always possible to trace a floor heating fault and in a small number of cases the engineer will not be able to complete a repair.

Ceiling heating replacement estimates will be calculated based on the size of the room. Unless access from above is available, this will in all circumstances be a rough estimate until the plasterboard is removed and an accurate design can be completed. Joist width and direction information must be provided by the homeowner to enable us to complete a new design.