

Safe Gas NI Ltd & Terms Conditions 2020

The terms & conditions together with the sales quotation provided, form an agreement between you (the customer) and Safe Gas NI Ltd. It is your responsibility as the customer, to ensure that the details in your sales quotation are complete and accurate. Should there be any details in your sales quotation which are inaccurate, please notify us with 14 days before the work is due to commence. We accept responsibility for statements and representations made in writing by our authorised employees. You should read these terms and conditions carefully, along with the sales quotation. Once the work has commenced, you will be bound by these terms and conditions outlined below.

Goods and services:

Where the agreement is for oil to gas conversion, we will remove your old oil boiler, disconnect back boiler unit at fire(if applicable) and install new gas boiler tying into existing system. Where your agreement is for boiler replacement including the installation of the boiler and other materials and labour required to complete the installation, we will install all the relevant parts and materials agreed upon booking.

We will strive to provide accurate estimates for the completion of work and will make every effort to complete the work in accordance with the estimate provided. We cannot, however be held responsible for unexpected delays and unforeseen circumstances which are out of our control.

When carrying out the work we will take good care to avoid disrupting your property, remove all waste material which result from the work and remove all disconnected and redundant parts of the central heating. We require the oil tank to be empty prior to removal, this can be arranged through a third party company, however an additional charge will be applied for us to remove the oil tank.

It is your responsibility to allow us access to the property to carry out the work on the dates agreed by both parties.

You agree to the following

The information you supply to us must be factually correct and accurate. Once an appointment has been made you must let us commence the work to avoid unnecessary delays. You will ensure that you or your representative is present while all works take place. You are responsible to make our employees aware of any hazards or property damage to ensure they are safe at all times. All associated materials removed/ replaced on installation is the property of us unless agreed prior to commencement of works. You will be responsible for any work / removal on any hazardous materials / substances found. We will not be responsible for any delays if this happens. If we need to gain access under floors we may request that you remove carpets etc prior to commencement of any works, we will not be liable for their reinstatement.

Work Carried out

Prior to commencing work at the property, the Installation Engineer will carry out a visual inspection of the relevant parts of the Property and the Central Heating System currently in place. If the inspection reveals that any additional work is required, the Engineer will inform you as soon as possible and confirm whether he is able to undertake such additional work and also provide you with an estimate of the price and time required for completing any additional work which was not originally laid out on the Installation Quotation. If the inspection reveals any Gas

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Safety hazard, the Engineer will provide a notification of hazard and provide an estimate of the time required to remedy such Gas Safety hazards and any associated costs. We will not continue any work unless and until any increase in the Price has been agreed by you to rectify the hazard if applicable.

It is the Customers responsibility to get the gas line installed earth bonded, with a 10mm earth bond, this is to ensure it meets current safety standards. We would strongly advise the customer to carry out a pressure test on the hot and cold water systems, before the installation is carried out. All VISIBLE fittings will be checked on installation by our engineers. When carrying out the work we may need to (if required), install surface trunking for wiring, lift carpets or flooring, remove radiator coverings, remove plaster, remove and restore any existing boxing for pipework, fit grilles to supply air for combustion to standard flue appliances, remove and restore brickwork and roof-tiles. These will be agreed before any work commences and price will be included in the Installation Quotation.

Removal of radiator coverings and lifting of carpets or flooring is at your risk and will be discussed beforehand. All new Central Heating pipe work will be run in tubing manufactured to the appropriate British Standard or equivalent with suitable CE marked fittings. Where solid fuel back boilers are present they will be left drained and drilled only.

In the case of an existing oil fired Central Heating System, the oil tank will be disconnected by us but we will not dispose of any oil contained in the oil tank, this work should be undertaken by a specialist contractor. A charge will incur for this. We will remove all rubbish associated with the installation and we require the oil tank to be empty prior to removal.

While we will exercise all due care in carrying out work and will make good any unnecessary damage caused by our negligence, you accept that the work may cause damage to furnishings both internal and external and certain areas of your property may need redecoration following completing of the work. This contract does not include provision for the painting of radiators, making good of decorations, any additions to cold water secondary services, alteration to linen cupboard shelves, renewal or repair of floor boards or old pipe runs, nor for the chasing or boxing in of pipes or wires. All such redecoration or repair works will be your responsibility and are not included in the price on the Installation Quotation.

Safe Gas (N.I) Ltd takes no responsibility for existing sludge or waste in your heating system. We will drain, refill and add inhibitor to your heating system but we cannot guarantee the removal of all sludge and waste materials that existed prior to any work being carried out by Safe Gas (N.I) Ltd. In certain circumstances we may recommend a full chemical cleanse and flush of your heating system prior to installation. Once the work has been completed, the Installation Engineer will explain and demonstrate the functions of both time and temperature controls, explain the user operating instructions for the Boiler and controls, issue you with a completed Gas Safe Certificate, commission the Boiler and your Central Heating System in accordance with the manufacturers' instructions.

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Payment

We require payment upon booking for all services and repairs.

We require 50% deposit on all boiler replacements and oil to gas installation.

All goods, materials and equipment will remain our property until payment has been made by you in full. If you do not make payment at the time of completion of the works (or another date agreed by us) then we may take steps to recover the goods from you and resell or return them to the supplier in order to recover all or part of the monies owed to us. You must pay the quoted price for the work when we have finished the installation unless you have signed a credit agreement. If your credit agreement ends for whatever reason under the terms of the Consumer Credit Act 1974, you must pay the rest of the quoted price to us immediately, instead of to the finance company.

Building Control Certificates

Where Building control certification is required for drawing payment from third party for completed works, for example, Boiler Replacement Grant (but not limited to) in order for Safe Gas NI to meet time bound obligations set by funding authorities, the customer must provide a copy of, or the original Building Control Certificate, no later than 14 days after their installation completion date. Any monies lost by Safe Gas NI LTD due to Building Control Certificates not being received within the agreed time frames set in this paragraph, will result with the customer paying the outstanding balance(Grant/Funding amount not received from third party) for the work completed at their property. If the customer is not applying for this, It is the customers reasonability to instruct us to apply for the building control. And they must pay us in advance.

Data Protection

All information taken from you will be in conjunction with the works and to enable us to fulfil our obligation to you. We may pass your information onto other people within 'Our' business so we can notify you of other services we perform which may be of benefit to you. We store works record for the purposes of future reference and historical details.

Right to cancel

You have a right to cancel the work if supplied in writing no more than 7 days after returning the 'Quotation Acceptance Form' to us.

Existing Pipe work

The installation of your new heating system requires the system to be pressurised. On occasion this can lead to existing fittings in the house leaking for example (but not limited to). Heating pipes and associated fittings, tap connectors at taps, showers and toilets may also be affected. If there are any leaks on the existing plumbing or heating pipe-work in the property that have not been newly installed as part of the new heating system, Safe Gas NI limited will not be accountable for any damage caused. Any repairs or parts required to fix leaks due to pressurising of newly installed system will be an additional charge to the customer. Any leaks and associated damage caused by poorly installed pipe-work, fittings or appliances by Safe Gas NI Ltd during installation process will be the responsibility of the company.

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Pressurised Systems

Heating Systems after installed require to be kept at 1.5 bar pressure when boiler is not running. The system should maintain this setting without having to carry out any actions. However on occasion it may need to be topped up for various reasons. Different boilers have different ways of filling the heating system using a "fill loop". If for any reason the system needs re-filled the customer will be able to carry this out from the information provided. This may occur if radiators have been bled or sometimes on

new installations, if some air is in the system. On occasion there may be a leak in the heating system. See paragraph on “Existing Pipe-Work” for information on leaks in system, Recalls to customer’s property to top up system pressure are chargeable callouts. The only exception to this is if the leak is in the new installation work and not existing pipe-work again please refer to paragraph on “Existing Pipe-Work”

Continuity Bonding and Earth Wiring

As part of your new heating installation your boiler and associated pipe-work will be appropriately earth bonded. Some boilers now come with internal bonding so earth bonding clamps may not be visible on pipe-work. The earth bonding will connect via the earth circuit from the electrical supply to the boiler. This process safely completes the continuity of the earth wiring to the newly installed boiler and associated pipe-work. Safe Gas NI Ltd are not responsible for any other earth continuity wiring in a customer’s property and all installations are based on the assumption that all existing electrical wiring in a property are the responsibility of the customer and up to current regulations, correctly installed and in good working order.

General Statements

We will take care to carry out the work without causing damage to your property. If we cause unnecessary damage because of negligence we will put it right. Sometimes we have to do extra work if we cannot use existing pipe work or wiring to install the boiler, and this can cause damage to things like inside and outside furnishings (for example, wall coverings and paint). You may need to redecorate, repair or restore certain areas once the work is completed. This is not included in the price we quoted and you will be responsible for this.

Cancellation

You may cancel a booking up to 5 working days before the work is due to be carried out. If you exercise this right of cancellation, you will be liable for any costs associated with any boiler or parts sourced by Safe Gas (N.I) Ltd in preparation for the work before we received notice of your cancellation (and which cannot be returned to the original supplier or otherwise resold within a reasonable period). You hereby agree that we may deduct these costs from your deposit and if these costs exceed your deposit, we may recover the excess from you. Repeated cancellations for you, or lack of access to your property may, at our discretion, result in refusal to carry out work associated with your booking. Upon cancellation from you, Safe Gas (N.I) Ltd will have no further duties with respect to your booking.

Warranty

A warranty of 1 year will apply to any replacement parts installed by the Installation Engineer from the date of Installation. Some boiler appliances will have a manufacturers’ warranty period longer than 1 year, which will be individually specified depending on Make and Model of your chosen replacement boiler. The manufacturers’ warranty is the responsibility of the manufacturer and not the responsibility of Safe Gas (N.I) Ltd.