

# Important Conditions

## *and information for your appointment*



### Access

- Every effort will be made to accommodate your appointment, but in the extremely unlikely event that this is no longer possible due to circumstances beyond our control, i.e. staff illness we may have to reschedule.
- Please note that if we cannot access your property at the agreed date and time, and you have not cancelled the appointment, there will be a minimum fee of £29.00 plus VAT charged for a missed visit.



### Payment

- When you receive your invoice, please ensure payment before the scheduled work begins. Regrettably, failure to make payment will result in the cancellation of your appointment.
- In cases where a deposit payment is necessary, we will propose a provisional date, subject to receipt of the deposit. Failure to submit the deposit will affect our capacity to order materials, potentially resulting in delays to the work on the agreed-upon provisional date. Furthermore, any potential price increases by manufacturers could affect material costs beyond the validity period of our quotation.



### Warranty

- Smartheat warrants all goods and materials supplied for 12 months from the date of installation. If a product or part we have supplied fails due to a manufacturer fault or material defect under normal use, we will repair or replace the item, within the 12-month period. This warranty excludes products supplied directly by the customer; damage caused by misuse, neglect, accidental damage, tampering, or poor maintenance; issues arising from water quality problems, contamination, or system related faults not linked to the supplied product itself.; and failures caused by external factors beyond our control, including third-party works. Repairs or replacements will be carried out during normal working hours. If the fault falls outside this warranty, any required labour and materials will be chargeable at our standard rates.



### Servicing

- The standard service charge does not include the cost of any materials provided by us. In the event that materials are required for the job, their cost will be added separately. Furthermore, any additional work conducted on-site, beyond our standard service, will be subject to a reduced hourly rate along with the cost of any materials supplied. Payment for these additional services will be due upon practical completion and can be made directly to the engineer using cash, cheque, or debit/credit card.



### Power Flush

- A powerflush is a system-cleaning process designed to improve circulation and remove sludge, scale, and debris from heating systems. While Smartheat will carry out this service using reasonable care and skill, no guarantee is offered regarding the effectiveness of the flush, system performance improvement, or the resolution of existing issues, as results depend on system condition and factors beyond our control. Smartheat accepts no liability for system components failing during or after the powerflush, as weakened parts may be exposed by the cleaning process. Occasionally, a further physical investigation of the pipework may be required, which would incur additional time and materials costs.



### Photographs

- Our engineers take photos of the work completed, which will be included in your job report. By accepting the job report, you authorise us to use these photographs for marketing and social media purposes. Please note your personal identity and specific address will not be disclosed in any published materials.

Should you have any enquiries, please feel free to reach out to us at 01733 574998 or via email at [info@smartheat.co.uk](mailto:info@smartheat.co.uk).

[www.smartheat.co.uk](http://www.smartheat.co.uk)