These Terms and Conditions constitute the entire Agreement between You and SSE Airticity Energy Services Ltd. It is important that You read these Terms and Conditions carefully as You will be bound by these Terms and Conditions once the Agreement is executed by You. Please pay particular attention to Clauses 8 (Warranty), 11 (Limitations on Liability) and 12 (Use of Personal Information).

1. INTERPRETATION AND DEFINITIONS

1.1 Unless the contrary intention appears, words in the singular shall include the plural and words in the singular shall include the plural.

1.2 Reference to any statute or provision of any statute shall be deemed to include any statutory modification, substitution or re-enactment thereof or any statutory instrument, order, regulation, by-law, provision or direction made under or under such modification, substitution or re-enactment.

1.3 References to clauses are clauses in these Terms and Conditions.

1.4 The term “person” shall include an individual, firm, company, corporation and any unincorporated bodies of persons.

1.5 Wherever the following words and phrases appear in the Sales Quotation or these Terms and Conditions, they will have the following meaning:

“Agreement” means these Terms and Conditions together with the Sales Quotation;
“AES”, “Us” or “We” means SSE Airticity Energy Services Ltd;
“Central Heating System” means a gas fired domestic Central Heating System boiler and plumbing components including a circulating pump, expansion vessel, safety valve connected by internal piping which does not exceed 37kW (approximately 126000 BTU output);
“Customer” of “You”/“Your” means the customer(s) who makes this Agreement with AES, and includes a person who We reasonably believe is acting on behalf of You or on Your behalf.
“IS I.S. 813:2014+A1:2017” means Irish Standard 813:2014+A1:2017 for Domestic Gas Installations as laid down by the National Standards Authority of Ireland, as amended or replaced from time to time, and any reference in these Terms and Conditions to a specific provision or IS I.S. 813:2014+A1:2017 shall be a reference to such provision as amended or replaced from time to time;
“Our” means belonging to AES;
“Parties” means AES and You;
“Property” means the property where the Central Heating System, boiler and controls or fixed electrical wiring system is situated;
“Energy Services Engineer” a qualified, experienced, Registered Gas (RGII) engineer engaged by AES to carry out the work;
“Terms and Conditions” means these terms and conditions and “VAT” means value added tax at the applicable rate from time to time.

2. THE SERVICE

2.1 AES domestic Natural Gas Boiler Service includes 1 call out and gas boiler service and safety check from one of our Energy Services Engineers (the “Service”).

2.2 The Service will only be conducted during normal working hours (8.00am to 6.00pm Monday to Friday and 8.00am to 4.00pm on Saturdays excluding bank holidays and public holidays in Ireland), unless otherwise agreed between You and AES. The Energy Services Engineer will carry out the Service in accordance with These Terms and Conditions.

2.3 All visual checks and tests applied by our Energy Services Engineer as part of the Service are in accordance with IS 813:2014+A1:2017 as laid down by the National Standards Authority of Ireland for domestic gas installations and, where supplied, the Energy Services Engineer will follow manufacturer’s instructions for servicing Your boiler.

2.4 he following tests and checks will be applied where relevant/applicable:
• Boiler Checks
  • Check Isolating Valves
  • Check Location of Flue
  • Check Permitted Location of Appliance
  • Check Size of Open Vent Flue
  • Check Terminal Location
  • Check Cowl Fitted
  • Coal Main Burner
  • Coal Pilot Burner
  • Clean Heat Exchanger
  • Check/Clean fan
  • Check ventilation
  • Check/check/adjust electrodes
  • Visual check of burner in operation
  • Tests Applied
  • Cold check effectiveness of flue
  • Test effectiveness of functionality of flue
  • with boiler running
  • Test gas soundness of appliance
  • Test appliance gas pressure
  • Basic electrical checks- fused spur, isolation switch etc
  • Test safety devices and controls

3. PRICE

3.1 The price for the Service is available on the AES Website www.sseairticity.com and is inclusive of VAT but does not include the cost of replacement parts (if needed). You will be advised of the price at time of booking.

4. SUPPLEMENTAL COSTS

4.1 If your boiler requires work which will take longer than the 40 minutes included in the price of the Service but does not exceed 37kW (approximately 126000 BTU output) you will be charged at our standard call out rate. Additional costs will only be charged where these parts in Your boiler being replaced and replaced parts will only pass to You upon request payment in advance of installation of these replacement parts. In some circumstances, AES will charge You a cancellation fee, as per our rate card where we require payment for the Service before the Energy Services Engineer is required to leave Your Property.

5. CANCELLATION / TERMINATION

5.1 If You wish to cancel an appointment with us, You must do so within 48 hours of Your appointment time by contacting us on 1850 818 170 or by sending an email to bookings@sseairticity.com. If You cancel Your appointment less than 48 hours before the appointment time, We reserve the right to charge You a cancellation fee, as per our rate card which is available on our Website www.sseairticity.com.

6. REFUSAL TO PROVIDE THE SERVICE

AES shall be entitled to refuse to provide the Service to You, at any time, without giving a reason.

7. REPLACEMENT PARTS

7.1 The Energy Services Engineer may, while carrying out the Service, identify parts in Your boiler requiring replacement.

7.2 If during the Service, the Energy Services Engineer will advise You of the cost of replacing these parts and, subject to Your consent, will supply and fit suitable replacement parts.

7.3 If You do not wish to supply and fit replacement parts, AES shall require payment for the Service before the Energy Services Engineer leaves Your Property.

8. WARRANTY

a. A Manufacturer’s Warranty may apply to any replacement parts installed by the Energy Services Engineer (from date of installation of the replacement parts by AES). All work undertaken by the Energy Services Engineer carries a 30 day labour warranty from the date the work is carried out.

b. If You have any problems with the work undertaken by the Energy Services Engineer...
and notify us of same within this period of 30 days, there will be no call out charge payable by You if the Energy Services Engineer is required to call back to You.

8.3 If the Energy Services Engineer identifies a problem that is not related to the works he/she carried out, the Energy Services Engineer will advise You accordingly and, subject to Your prior consent, will attempt to rectify the matter.

8.4 You will be charged for the time it takes for the Energy Services Engineer to rectify the matter and to pro-rate any replacement parts required. Time will be charged in 20 minute units as per our rate card which is available on the AES Website www.sseairtricity.com. You will not incur any charge without Your prior consent.

9. CONDITION OF APPLIANCE/CENTRAL HEATING SYSTEM

9.1 Any work carried out by AES to an appliance does not imply that the appliance is adequately manufactured or installed or that it satisfies applicable standards or regulations. In circumstances, does AES accept responsibility in relation to inadequacies with the original design or installation of an appliance or Central Heating System. AES, being introduced.

10. USE OF SUBCONTRACTORS

10.1 We reserve the right to use sub-contractors to carry out the work to be carried out pursuant to the Agreement.

11. LIMITATION OF LIABILITY

11.1 AES shall not be liable for any work carried out on Your boiler, appliance or Central Heating System by a third party and We reserve the right to immediately terminate any warranty provided by us in relation to Your boiler, appliance or Central Heating System where work is carried out by a third party without our prior written consent.

11.2 AES accepts responsibility in relation to any loss or damage, costs and expenses which We may incur as a consequence of any work carried out on Your boiler, appliance or Central Heating System by a third party other than AES without our prior written consent.

11.3 In no circumstances shall We liable for any indirect, special or consequential loss You sustain in connection with the provision or non-provision of any goods or services as a result of the Service.

11.4 We have no obligation, duty or liability to You, in contract or tort, for breach of statutory duty or otherwise beyond that of a duty to exercise reasonable skill and care.

11.5 Nothing in the Agreement purports to disclaim liability for fraud or for death or personal injury to You which is attributed to AES. In addition, nothing in the Agreement purports to contract out of the implied undertakings as to quality of service in Section 39 of the Sale of Goods and Supply of Services Act 1980.

12. FORCE MAJEURE

12.1 AES shall not be liable if any or all of our obligations under the Agreement cannot be carried out or fulfilled for reasons beyond our control including, but not limited to, Acts of God, insurrection, riot, war, lightning, storms, fire or accident, war or threat of war, sabotage, insurrection, civil disturbance or disorder, acts, restrictions, regulations, by-laws, prohibitions or measures of any kind on the part of any governmental authority, import or export regulations or embargoes, defaults of suppliers or sub-contractors or any act or omission of any nature whatsoever on the part of the Commonwealth.

13. USE OF PERSONAL INFORMATION

13.1 AES will comply with our obligations under any applicable data protection legislation.

13.2 In order that AES may perform its obligations under these Terms and Conditions and provide You with the service, AES will collect and use information relating to You. AES may keep this information for a reasonable period after it has ceased to provide You with the service but will not keep it for any longer than is necessary and/or as required by law.

13.3 Information held by us, our employees, sub-contractors and/or our agents; (a) for the purposes of attending Your property; (b) to help identify You when You call; (c) for contacting You in writing and/or by phone and/or by text message and/or by e-mail with information about other services and products offered by us and/or our carefully selected partners where You have consented; (d) to detect and prevent crime, fraud and loss; (e) for health and safety and risk assessment; (f) for administering accounts; and (g) for credit checking purposes.

13.4 We may carry out credit and fraud prevention checks with licensed credit reference and fraud prevention agencies and they will retain a copy of the search. Information from Your application and any other personal account may be recorded by these agencies and may be shared with other organisations to help make credit and insurance decisions about You and members of Your household and for debt collection and fraud prevention purposes.

13.5 AES may disclose Your information to other members of the Scottish and Southern Energy Group and agents who act on behalf of AES in connection with the activities referred to above, including to any agent or third party service provider who AES may engage to assist us in the performance of the service. Such agents or third parties are only permitted to use Your data as instructed by AES. They are required to keep Your data safe and secure.

13.6 In the event that You speak to any employees of AES (or agents acting on its behalf) by telephone or in writing, your conversations may be recorded for quality control purposes. AES will treat the recorded conversation confidential and will only use it for staff training/quality control purposes, confirming details of Your conversations with AES or any other purposes mentioned in these Terms and Conditions.

13.7 In order to protect Your privacy, You may also be asked to provide suitable proof of identification. If any of Your details are incorrect please let us know and We will amend them as soon as possible prior to the changes being introduced.

13.8 You are entitled to a copy of Your personal data which is held by Us. You also have the right to require Us to correct any inaccuracies in Your information. Please also see our privacy notice at https://www.sseairtricity.com/assets/Terms/privacy-notice.pdf

13.9 This privacy notice shall form part of the Customer or its agents.

14. COMPLAINTS PROCEDURE

14.1 You can register Your complaint with us in any of the following ways: (a) by calling our customer contact team on 1850 818 170; (b) by email to info@sseairtricity.com; (c) through our Website at www.sseairtricity.com; or (d) in letter to: Customer Services, SSE Airtricity Energy Services, Red Oak South, South County Business Park, Leopardstown, Dublin 18, trading as AES.

15. GENERAL

15.1 These Terms and Conditions apply to the Service provided to allow AES to lawfully undertake the Service or other works. If You have failed to obtain all necessary licences and consents required You will indemnify AES for all loss or damage suffered and shall remain responsible for all work done and materials supplied on a quantum merit basis.

15.2 Notices: Any notice or account sent by ordinary post relating to the Service shall be deemed to have been received on the day that is the 2nd postal day after the day of such posting. Any notice sent by the Customer by electronic mail shall be deemed to have been received upon confirmation of receipt from AES by electronic mail by AES. Any notice required or permitted to be given by the Customer shall be in writing addressed to SSE Airtricity Energy Services Ltd, Red Oak South, South County Business Park, Leopardstown, Dublin 18 or such other address or electronic mail address as may be provided to the Customer by AES from time to time.

15.3 Authority: By entering into this Agreement with AES, You shall be deemed to have obtained all such licences and consents as are required to allow AES to lawfully undertake the Service or other works. If You have failed to obtain all necessary licences and consents required You will indemnify AES for all loss or damage suffered and shall remain responsible for all work done and materials supplied on a quantum merit basis.

15.4 Asbestos: Unless otherwise stated in correspondence with AES, the Service does not allow for working in the vicinity of asbestos. If during the provision by AES of the Service it is encountered AES reserves the right to withdraw its staff immediately until the premises is made safe. The presence of asbestos on the premises will no be reported to You by AES for Your instructions regarding safe disposal. AES will not be responsible for the cost involved in disposing of any asbestos found.

15.5 Amendments: You have the right to change these Terms and Conditions at any time. We will publish details of any changes on the AES Website www.sseairtricity.com as soon as possible prior to the changes being introduced.

15.6 Assignment: The Agreement is personal to You and therefore may not be assigned or transferred by You to any other person without our prior written consent. For business reasons, We have the right to assign the Agreement to any company or person.

15.7 Notice: No forbearance, delay, indulgence or relaxation on the part of AES granted to the Customer shall in any way affect, diminish, restrict or prejudice the rights or powers of AES or operable or as be deemed to be a waiver of any breach of the Agreement.

15.8 Severance: If any provision of the Agreement is held by any competent authority to be invalid or unenforceable, in whole or part, the validity of the other provisions and the remainder of the provision in question shall not be affected.

15.9 Governing Law: This Agreement shall be governed by and construed under the laws of Ireland and the parties hereby agree to submit to the non-exclusive jurisdiction of the Courts of Ireland.
governed by and construed in accordance with the law of the Republic of Ireland. The parties irrevocably submit to the exclusive jurisdiction of the courts of Republic of Ireland.

15.10 AES Re-Organisation: Notwithstanding anything to the contrary in the Agreement, if AES should reorganise the business and/or legal structure of AES (whether by dividing its business between two or more corporate bodies or otherwise), the obligations of AES may be divided between such bodies and You shall thereafter deal with such bodies as if the parts of the Agreement relevant to the business of such bodies formed a contract between You and such corporate bodies.

15.11 Entire Agreement: This Agreement constitutes the complete agreement between You and us in relation to the Boiler Service and supersedes all prior understandings, agreements, representations or communications whether written or oral between You and us relating to the subject matter hereof, but no term purports to exclude liability for fraud.

15.12 Anti-Bribery: The parties warrant and undertake to one another that they shall not knowingly engage in any acts of bribery, extortion, fraud, deception, collusion, cartels, abuse of power, embezzlement, trading in influence, money-laundering, or any similar activity in relation to this Agreement. The Parties shall (and shall procure that any associated persons or entities) in connection with this Agreement shall comply with all applicable laws, statues, regulations and codes relating to anti-bribery and anti-corruption. If either Party (or any associated persons or entities) commits a breach of this clause 16.12, then the non-defaulting party may at its absolute discretion terminate this Agreement with immediate effect by giving notice to the defaulting party. Any termination of this Agreement pursuant to this clause 16.12 shall be without prejudice to any right or remedy which has already accrued, or subsequently accrues. If the non-defaulting party terminates this Agreement for breach of this clause 16.12 the defaulting party shall not be entitled to claim compensation or any further remuneration, regardless of any activities or agreements with additional third parties entered into before termination.

15.13 Third Party: This Agreement is made solely and specifically between and for the benefit of the parties, and is not intended to be for the benefit of, and shall not be enforceable by any person who is not named at the date of this Agreement as a party to it.