



## Sterio Renewables – Terms & Conditions

### 1. Introduction

These Terms & Conditions set out the rules and responsibilities relating to services provided by Sterio Renewables Ltd. By engaging our services, you confirm your acceptance of these terms.

Sterio Renewables provides installation, maintenance, repair, and inspection services for:

- Heat pump systems
- Mechanical Ventilation with Heat Recovery (MVHR) systems
- Solar PV and Solar Thermal systems
- Associated plumbing, heating, and renewable energy works

The specific scope of your works or service visit will be detailed in your estimate, contract, or service report.

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### 2. Services Provided

Sterio Renewables offers the following categories of service:

- **Installation**  
Includes site inspection, product selection, installation of the system, initial testing, and handover.  
Where applicable, commissioning and demonstration of controls will be provided.
- **Maintenance**  
Routine servicing, performance checks, cleaning, and optimisation to ensure the system

operates efficiently and in line with manufacturer's requirements.

- **Repair**

Diagnostics, fault finding, and corrective work to restore functionality. Repairs may include replacement parts, adjustments, or system recalibration.

- **Inspection**

Comprehensive evaluation of system condition, including visual checks, safety compliance tests, and performance reporting.

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### **3. Customer Responsibilities**

To enable works to proceed safely and efficiently, the client must:

- **Access:** Provide safe, unrestricted access to all relevant areas of the property. Restricted access not disclosed at survey stage may result in additional charges or delays.
  - **Utilities:** Ensure necessary utilities (water, gas, electricity) are available throughout the works.
  - **Information:** Disclose any known faults, modifications, or previous repairs to existing systems. Sterio Renewables cannot accept responsibility for undisclosed conditions that later cause failure.
  - **Permissions:** For leasehold or managed properties, it is the client's sole responsibility to obtain all necessary written permissions prior to works.
  - **Safety:** Ensure that children, pets, and other occupants are kept away from the work areas at all times.
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### **4. Service Charges and Payment**

- **Quotations:** All quotations are estimates, based on a non-intrusive survey, valid for 30 days, and assume commencement within 90 days. Prices may be subject to revision thereafter.

- **Payment Terms:** Terms of payment are specified in the estimate. Full payment is required on completion unless otherwise agreed in writing.
  - **Ownership of Goods:** Materials supplied, whether fixed or unfixed, remain the property of Sterio Renewables until full payment has been received.
  - **Late Payment:** Interest may be charged on overdue accounts at 5% above the Bank of Ireland base rate per month.
  - **Additional Costs:** Any additional work not included in the quotation (e.g. correcting existing faults, reinstating finishes, or works caused by hidden defects) will be chargeable and agreed in advance.
  - **Parking Fees:** Costs incurred in Controlled Parking Zones (CPZs) will be charged to the client at cost.
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## 5. Warranties and Guarantees

- **Workmanship:** All works carried out by Sterio Renewables are guaranteed for **12 months** against faulty workmanship and design.
  - **Heat Pumps:** Selected heat pump installations are covered by warranties of up to **7 years**, subject to manufacturer's terms and compliance with regular servicing.
  - **Mechanical Ventilation & Solar Systems:** Covered by the relevant manufacturer's warranties on parts and performance.
  - **Repairs:** Repairs carried out by Sterio Renewables carry a **6-month warranty** on parts and labour unless otherwise stated.
  - **Exclusions:** Guarantees do not cover:
    - Existing installations, pipework, or fittings not supplied by us.
    - Damage from misuse, unauthorised modifications, neglect, or external factors (weather, power surges, water ingress, etc.).
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## 6. Site Conditions and Reinstatement

- **Carpets & Flooring:** Carpets will be lifted and relaid where necessary but not re-stretched. Vinyl, laminate, cork, and tiled floors will not be reinstated unless specifically included.
  - **Cupboards & Fittings:** Dismantling and reinstating fitted furniture or cupboards will be chargeable unless stated in the quotation.
  - **Brickwork & Finishes:** We will make good wall chases and holes in a workmanlike manner but cannot guarantee matching of brickwork, plaster, or decoration.
  - **Painting & Casing:** No allowance is made for pipework casing, boxing-in, painting, or decorating unless specified.
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## 7. Health, Safety & Disruption

- **Service Interruptions:** Water, electricity, and gas supplies may need to be temporarily isolated. We will minimise downtime and give advance notice where possible.
  - **Other Trades:** Where other contractors not under our control are involved, delays or disruptions caused may incur extra charges or affect completion times.
  - **Out-of-Hours:** Unless specified, works will be carried out during normal working hours. Out-of-hours working is excluded unless requested and agreed in writing.
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## 8. Specialist Risks and Waivers

- **Powerflushing:** While generally harmless, flushing may expose weaknesses in older systems. Any resulting repairs will be chargeable. Clients will be asked to sign a waiver before works proceed.
- **Heat Pump Pressure:** The higher pressures used by heat pump systems may expose weaknesses in existing pipework or radiators. Any resulting repairs are not included. A waiver will be signed by the client.

- **Asbestos & Hazardous Materials:** Removal or handling of asbestos and other hazardous materials is excluded and will be chargeable if encountered.
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## 9. Cancellations and Rescheduling

- **Notice:** Clients may reschedule works without penalty if done at least 24 hours in advance.
  - **Cancellations:** Cancellations made less than 24 hours before scheduled works may incur a cancellation fee.
  - **Continuous Works:** Unless otherwise agreed, works will be carried out in one continuous visit. Additional visits requested by the client may incur surcharges.
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## 10. Privacy Policy

Sterio Renewables respects your privacy. Any personal data collected will be used only for the purpose of providing our services and will not be shared with third parties without your consent, except where legally required.

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## 11. Dispute Resolution

We aim to resolve any disputes quickly and fairly.

- In the first instance, disputes should be raised with our office in writing.
  - If unresolved, both parties agree to attempt resolution through mediation or arbitration before pursuing court proceedings.
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## 12. Governing Law

These Terms & Conditions are governed by and construed in accordance with the laws of the Republic of Ireland.