

Heat Pump Service Terms & Conditions

1. Introduction

These Terms & Conditions outline the rules and regulations for using MSM Renewables Ltd. Heat Pump Services. By engaging with our services, you agree to comply with these terms.

2. Services Provided

MSM Renewables Ltd. offers installing, maintaining, repairing, and inspecting heat pump systems. The specific scope of work will be detailed in the service report provided at the time of service

3. Service Agreements

- **Installation:** Includes site inspection, heat pump selection, installation, and initial testing.
- **Maintenance:** Routine checks, cleaning, and performance optimisation.
- **Repair:** Diagnostics and fixing of any issues with the heat pump system.
- **Inspection:** Comprehensive evaluation of the heat pump system's condition.

4. Customer Responsibilities

- **Access:** Ensure our technicians have safe and reasonable access to the installation or service site.
- **Utilities:** Provide necessary utilities (electricity, water, etc.) required for performing the service.
- **Information:** Disclose any known issues or previous repairs to the heat pump system.

5. Service Charges

- **Quotes:** All service quotes are estimates and subject to change based on actual service conditions.
- **Payment:** Full payment is due upon completion of the service unless otherwise agreed upon in writing.
- **Additional Costs:** Any additional costs arising during the service will be communicated and approved before proceeding.

6. Warranty and Liability

- **Warranty:** MSM Renewables Ltd. offers a 7-year warranty on new installations and a 6-month warranty on repairs. The warranty covers parts and labour.
- **Exclusions:** The warranty does not cover damage due to misuse, unauthorized modifications, or external factors (e.g., weather, power surges).
- **Liability:** MSM Renewables Ltd. is not liable for any indirect, incidental, or consequential damages arising from the use of the heat pump system.

7. Cancellations and Rescheduling

- **Cancellations:** Cancellations made less than 24 hours before the scheduled service may incur a cancellation fee.
- **Rescheduling:** Customers can reschedule services without penalty if done at least 24 hours in advance.

8. Health and Safety

MSM Renewables Ltd. adheres to all health and safety regulations. Our technicians are trained to perform services safely and efficiently. Customers are expected to maintain a safe environment for the service to be carried out.

9. Privacy Policy

We are committed to protecting your privacy. Personal information collected will be used solely to provide the service and will not be shared with third parties without your consent.

10. Dispute Resolution

Any disputes arising from these Terms & Conditions, or the service provided will be resolved through negotiation in good faith. If a resolution cannot be reached, the dispute will be subject to mediation or arbitration as agreed upon by both parties.

11. Governing Law

These Terms & Conditions are governed by and construed by the laws of The Republic of Ireland

12. Contact Information

For any questions or concerns about these Terms & Conditions, please contact us at:

- Phone: 087-1705407
- Email: info@msmrenewables.ie
- Address: Ground Floor, Unit 2, The Enterprise Centre, Kilcock, Co. Kildare,
- W23A2T8

Mechanical Ventilation Service Terms & Conditions

1. Introduction

These Terms & Conditions outline the rules and regulations for using MSM Renewables Ltd. Mechanical Ventilation Services. By engaging with our services, you agree to comply with these terms.

2. Services Provided

MSM Renewables Ltd. offers installing, maintaining, repairing, and inspecting Mechanical Ventilation systems. The specific scope of work will be detailed in the service report provided at the time of service

3. Service Agreements

- **Installation:** Includes site inspection, Mechanical Ventilation selection, installation, and initial testing.
- **Maintenance:** Routine checks, cleaning, and performance optimisation.
- **Repair:** Diagnostics and fixing of any issues with the Mechanical Ventilation system.
- **Inspection:** Comprehensive evaluation of the Mechanical Ventilation system's condition.

4. Customer Responsibilities

- **Access:** Ensure our technicians have safe and reasonable access to the installation or service site.
- **Utilities:** Provide necessary utilities (electricity, water, etc.) required for performing the service.
- **Information:** Disclose any known issues or previous repairs to the Mechanical Ventilation system.

5. Service Charges

- **Quotes:** All service quotes are estimates and subject to change based on actual service conditions.
- **Payment:** Full payment is due upon completion of the service unless otherwise agreed upon in writing.
- **Additional Costs:** Any additional costs arising during the service will be communicated and approved before proceeding.

6. Warranty and Liability

- **Warranty:** MSM Renewables Ltd. offers the manufacturer warranty on new installations and the manufacturer warranty on repairs.
- **Exclusions:** The warranty does not cover damage due to misuse, unauthorized modifications, or external factors (e.g., weather, power surges).
- **Liability:** MSM Renewables Ltd. is not liable for any indirect, incidental, or consequential damages arising from the use of the Mechanical Ventilation system.

7. Cancellations and Rescheduling

- **Cancellations:** Cancellations made less than 24 hours before the scheduled service may incur a cancellation fee.
- **Rescheduling:** Customers can reschedule services without penalty if done at least 24 hours in advance.

8. Health and Safety

MSM Renewables Ltd. adheres to all health and safety regulations. Our technicians are trained to perform services safely and efficiently. Customers are expected to maintain a safe environment for the service to be carried out.

9. Privacy Policy

We are committed to protecting your privacy. Personal information collected will be used solely to provide the service and will not be shared with third parties without your consent.

10. Dispute Resolution

Any disputes arising from these Terms & Conditions, or the service provided will be resolved through negotiation in good faith. If a resolution cannot be reached, the dispute will be subject to mediation or arbitration as agreed upon by both parties.

11. Governing Law

These Terms & Conditions are governed by and construed by the laws of The Republic of Ireland

12. Contact Information

For any questions or concerns about these Terms & Conditions, please contact us at:

- Phone: 087-1705407
- Email: info@msmrenewables.ie
- Address: Ground Floor, Unit 2, The Enterprise Centre, Kilcock, Co. Kildare,
- W23A2T8

Solar PV & Solar Thermal Service Terms & Conditions

1. Introduction

These Terms & Conditions outline the rules and regulations for using MSM Renewables Ltd. Solar PV or Solar Thermal Services. By engaging with our services, you agree to comply with these terms.

2. Services Provided

MSM Renewables Ltd. offers installing, maintaining, repairing, and inspecting Solar PV or Solar Thermal systems. The specific scope of work will be detailed in the service report provided at the time of service

3. Service Agreements

- **Installation:** Includes site inspection, Solar PV or Solar Thermal selection, installation, and initial testing.
- **Maintenance:** Routine checks, cleaning, and performance optimisation.
- **Repair:** Diagnostics and fixing of any issues with the Solar PV or Solar Thermal system.
- **Inspection:** Comprehensive evaluation of the Solar PV or Solar Thermal system's condition.

4. Customer Responsibilities

- **Access:** Ensure our technicians have safe and reasonable access to the installation or service site.
- **Utilities:** Provide necessary utilities (electricity, water, etc.) required for performing the service.
- **Information:** Disclose any known issues or previous repairs to the Solar PV or Solar Thermal system.

5. Service Charges

- **Quotes:** All service quotes are estimates and subject to change based on actual service conditions.
- **Payment:** Full payment is due upon completion of the service unless otherwise agreed upon in writing.
- **Additional Costs:** Any additional costs arising during the service will be communicated and approved before proceeding.

6. Warranty and Liability

- **Warranty:** MSM Renewables Ltd. offers the manufacturer warranty on new installations and the manufacturer warranty on repairs.
- **Exclusions:** The warranty does not cover damage due to misuse, unauthorized modifications, or external factors (e.g., weather, power surges).
- **Liability:** MSM Renewables Ltd. is not liable for any indirect, incidental, or consequential damages arising from the use of the Solar PV or Solar Thermal system.

7. Cancellations and Rescheduling

- **Cancellations:** Cancellations made less than 24 hours before the scheduled service may incur a cancellation fee.
- **Rescheduling:** Customers can reschedule services without penalty if done at least 24 hours in advance.

8. Health and Safety

MSM Renewables Ltd. adheres to all health and safety regulations. Our technicians are trained to perform services safely and efficiently. Customers are expected to maintain a safe environment for the service to be carried out.

9. Privacy Policy

We are committed to protecting your privacy. Personal information collected will be used solely to provide the service and will not be shared with third parties without your consent.

10. Dispute Resolution

Any disputes arising from these Terms & Conditions, or the service provided will be resolved through negotiation in good faith. If a resolution cannot be reached, the dispute will be subject to mediation or arbitration as agreed upon by both parties.

11. Governing Law

These Terms & Conditions are governed by and construed by the laws of The Republic of Ireland

12. Contact Information

For any questions or concerns about these Terms & Conditions, please contact us at:

- Phone: 087-1705407
- Email: info@msmrenewables.ie
- Address: Ground Floor, Unit 2, The Enterprise Centre, Kilcock, Co. Kildare,
- W23A2T8