

Terms and Conditions

1. Introduction

These Terms and Conditions (the "Agreement") govern the services provided by MSM Renewables to our customers. By engaging our services, you agree to abide by the terms outlined below. If you have any questions or concerns about our terms, please contact us at info@msmrenewables.ie before booking a service.

2. Service Scope and Availability

We offer plumbing, heating, and other related services as agreed upon with you. Our Services include, but are not limited to, installation, maintenance, and repairs of plumbing and heating systems, including heat pumps.

3. Booking and Appointment Cancellations

Cancellation Fee: If you need to cancel or reschedule your appointment, you must provide notice of at least 1 full business day prior to the scheduled service. If cancellation occurs with less than 1 business day notice, a cancellation fee of €50 will be applied.

Access: If we arrive at the scheduled service time and are unable to access your property or the location where the service is required due to your fault (e.g., locked gates, doors, or failure to provide access), an additional charge will be applied. A re-booking or access fee of €50 may apply, and additional charges may incur if the appointment needs to be rescheduled.

4. Heat Pump Service

Description of Heat Pump Service:

Our heat pump service includes a comprehensive inspection, maintenance, and cleaning of your heat pump system to ensure it is functioning efficiently and effectively. The service typically covers the following:

System Inspection: We will check the overall operation of the heat pump system, including verifying the temperature, flow rates, and system pressure to ensure proper functionality.

Cleaning: We will clean or replace filters, check for any blockages, and remove any debris or dirt from the unit that may impact its performance.

Refrigerant Check: We will inspect refrigerant levels to ensure that the system is properly charged and advise if a recharge is needed.

Electrical and Safety Check: We will assess the electrical components, including wiring, controls, and safety mechanisms, to ensure everything is in working order.

Defrosting Mechanism: We will inspect the defrost cycle and clean any frost buildup on the coils or other relevant components to ensure efficient operation.

Service Limitations:

This service does not cover repairs or the replacement of parts unless explicitly agreed upon prior to the service. If, during the inspection, we identify issues that require repairs or component replacement, we will inform you of the additional costs, and no repairs will be made without your consent.

Additional Charges for Repairs: If repairs are needed or if an issue is found that requires further action (e.g., system malfunction, faulty parts), additional charges will apply. You will be informed of the potential costs and given the opportunity to approve any further work.

Exclusions:

The heat pump service does not cover any issues with the system or pre-existing faults. If your heat pump system is found to have underlying issues, such as mechanical failure, electrical faults, or any other system-related problems, these will not be addressed as part of the service. Additional repairs or services may be required, and these will be quoted separately.

Parts Not Included:

Any parts that are not specifically included in the service are not covered by the service inspection. If any parts are required or identified during the service that are not part of the service scope, they will be subject to additional charges. These parts are not inspected as part of the regular service unless specifically requested and agreed upon beforehand.

5. Call-Back Charges

Call-Back Services: If you request a call-back service (e.g., for issues arising after the initial service or for reinspection), an additional charge may apply. The charge for call-backs will depend on the nature of the issue, the time involved, and whether any further work is required. You may be informed of the charge after the visit, once the scope of work is determined.

6. Service Fees

Service Charges: Fees for services are determined based on the type of work requested and will be agreed upon at the time of booking. Any variations or additional work outside the original scope will be subject to prior approval and may incur additional charges.

Additional Costs: Should additional parts or special equipment be required for the service, these costs will be disclosed to you before proceeding. The final cost will depend on the nature and complexity of the service.

7. Payment

Payment for services is due upon completion unless otherwise agreed. We accept various methods of payment, including credit cards, bank transfers, and cash. If payment is not received within the agreed period, we reserve the right to charge interest and late fees as permitted by law.

8. Liability and Responsibility

We are committed to providing high-quality service. However, we are not liable for damages caused by issues outside of our control, such as pre-existing conditions of your plumbing or heating systems that were not disclosed at the time of service.

Any damage to property or systems caused by our work will be repaired or compensated for, provided that such damage is directly attributable to our actions.

9. Confidentiality

We respect your privacy and are committed to safeguarding any personal data shared with us. We will not disclose any personal or financial information to third parties unless required by law or for the purpose of completing the service.

10. Termination

We reserve the right to terminate or refuse service to any customer at our discretion if these Terms and Conditions are violated or if we are unable to deliver the requested services for any reason.

11. Governing Law

These Terms and Conditions are governed by the laws of Ireland, and any disputes arising from this Agreement will be resolved in the courts.

12. Amendments

We may amend these Terms and Conditions from time to time. All changes will be posted on our website or provided directly to you and will take effect immediately upon posting.