

 **Specific Conditions** **1. What is the purpose of the Contract?****1. Contracted products**

The purpose of these Specific Terms and Conditions is to regulate the I+Check Aerothermal Energy solution, aerothermal equipment maintenance service provided by IBERDROLA CLIENTES, S.A.U. (hereinafter IBERDROLA) to the Customer.

IBERDROLA has a Code of Ethics which can be consulted at [www.iberdrola.com](http://www.iberdrola.com).

**1.1 I+Check Aerothermal Energy Service**

This consists of an inspection every two years by a qualified technician of the aerothermal equipment described in the aforementioned conditions at the home indicated as the address for the provision of the service in these terms and conditions.

**1.1.2 Scope**

The following operations are carried out during the service:

- Checking the correct operation of the installation.
- Verification and checking of working parameters.
- Check and cleaning of filters.
- Verification of the condition of electrical connections and safety valves.
- Verification of pressures in the circuits and absence of leaks.
- Verification of the probes.
- Cleaning the indoor and outdoor unit.
- Checking the correct operation of emitting systems such as underfloor heating, fan coils, radiators or similar.
- Checking and/or filling of solar and/or DHW charging stations.
- Purge of solar and/or DHW charging stations.

The maintenance review every two years will be in accordance with IBERDROLA procedures and will be carried out according to routes and times defined by IBERDROLA, and will be notified and coordinated with the customer sufficiently in advance.

**1.1.3 Exclusions**

- Inspections or visits by persons external to IBERDROLA and any damages they may cause.
- Thermostats, control systems or other items external to the Equipment.
- Controls, control systems or other elements external to the aerothermal equipment purchased.
- Services in commercial or industrial facilities, and in general the facilities or equipment whose use is not exclusively for domestic purposes.
- Centralised air-conditioning installations which provide service to more than one home, portable equipment, installations which are not fixed or located at the address of the point of energy supply which are associated with the service and air-conditioning systems that use different technologies to those expressly included in the scope.
- The repair of equipment or parts of the installation that are not visible and/or accessible by the technician.
- Appliance maintenance or conservation operations, such as greasing, adjustment or regular cleaning or inspections.

- Claims for the loss of use of the equipment due to a lack of replacement parts from the manufacturer.
- IBERDROLA is not responsible for delays or impediment in the execution of services in the event of strikes, riots, serious weather events and other events of force majeure.
- Installations or elements belonging to the installations to which it is not possible to have easy access or for which, in the technician's opinion, disproportionate means are required for the installation of the equipment, or which put the Installer's safety at risk.

#### 1.1.4 Guarantee

Reviews will have a guarantee of six (6) months from the completion date of the repair.



## 2. Conditions for the provision of the Service

### 2.1 Contract activation

A grace period of thirty (30) calendar days is established from the effective date of the contract (defined in Clause 3.1 to this contract), during which the service included in I+Check Aerothermy may not be used.

### 2.2 Service request

The customer may request the review service by calling the IBERDROLA Technical Assistance Service telephone number.

### 2.3 Conditions for the provision of the service

It will be necessary for the Customer to allow IBERDROLA service personnel access to the site of the aerothermal installation in order to provide the services, as well as to supply IBERDROLA with updated contact details at all times, in order to carry out the necessary operations.

IBERDROLA will provide the service included in I+Check Aerothermy under the following conditions:

- The Customer must allow IBERDROLA service personnel to carry out the work necessary to provide the I+Check Aerothermal Energy Solution. In particular, and in a non-exhaustive way, the Customer must allow inspection of the Equipment, access to the installations and Equipment covered by this service, as well as provide and update IBERDROLA at all times with the contact details to carry out replacement operations and repair faults if necessary. The Customer's failure to comply with this condition may constitute grounds for the termination of the Contract.
- If IBERDROLA is not able to guarantee the provision of the service for causes outside its control, which include but are not limited to: danger in the area, any type of aggression to IBERDROLA's technical staff, deficient sanitary conditions at the property, IBERDROLA reserves the right to terminate this Contract.
- The service applies to the installations and equipment at the address indicated in the Specific Conditions, so the Customer may not transfer the contract to another address. They may however transfer it to a new occupier, subject to acceptance by IBERDROLA.
- In the event that the action requested by the customer is not covered because it falls within any of the aforementioned exclusions, the expenses incurred will be invoiced, for which a corresponding prior quotation will be submitted for approval by the customer.
- IBERDROLA will be responsible solely for the correct execution of the work described in this Contract. Specifically, it will not be responsible for:
  - Personal injury or material damage resulting from undue use or preservation.
  - Damage caused to any element or its operation unless it is the cause of it.
  - Injury to third parties caused by the covered elements.

- Acts of God and force majeure. IBERDROLA is not responsible for delays or impediment in the execution of the services in the event of strikes, riots, serious weather events and other events of force majeure.

### 3. What is the duration of the contract and how is it terminated?

#### 3.1. Duration and renewal

I+Check Aerothermy will enter into force on the date on which the Contract is signed and its duration will be annual. The grace period of thirty (30) days will commence from that time. I+Check Aerothermy will be automatically renewed on an annual basis unless either of the parties gives notice to the contrary at least fifteen days prior to the termination of the contract.

#### 3.2 Cancellation

The Customer may terminate I+Check Aerothermy at any time without penalty. This termination will become effective on the date duly notified by the Customer.