

 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+Repair Aerothermal Energy solution, aerothermal equipment maintenance service provided by IBERDROLA CLIENTES, S.A.U. (hereinafter IBERDROLA) to the Customer.

1.1 I+Repair Aerothermy Service

This consists of the repair by a qualified technician of the breakdowns in 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.

1.1.1 Age of the Aerothermy Equipment

The age of the aerothermy equipment will be determined by the purchase date, which must be proven by the customer by means of the purchase receipt or bill.

1.1.2 Scope

For equipment equal to or more than 10 years old: The service covers the cost of travel, labour, parts and taxes necessary for repairing the faults. The sum of all these costs will hereinafter be referred to as the "**Repair Cost**". After the visit, the technician will give the itemised Repair Cost to the customer.

There will be no annual limit on repair interventions, with an annual limit on Repair Costs of €300 (hereinafter, the "**Annual Maximum Limit**"), including all applicable taxes. Should the Repair Cost handed to the customer following the visit exceed the annual cost limit per appliance, the provisions of Clause 1.1.3 will apply.

For equipment more than 10 years old: Travel and the first 3 labour-hours are covered. The cost of the parts will be borne by the Customer. The Customer must pay for the parts and any extra hours of repair time over 3 hours and will be billed on prior presentation of an estimate and acceptance by the customer.

The Replacement Payment does not correspond to aerothermy equipment over 10 years old.

1.1.3. Replacement payment

In the event that repair is not possible, the Customer shall be entitled to receive the replacement payment, the annual amount of which is set out below:

- €300 per household appliance and year for household appliances under five (5) years old.
- €250 per household appliance and year for household appliances at least five (5) but not over seven (7) years old.
- €200 per household appliance and year for household appliances at least 7 but not over 9 years old.
- €150 per household appliance and year for household appliances at least 9 but not over 11 years old.
- €0 per household appliance and year for household appliances over 11 years old.

The cost of possible repairs carried out in the same year will be deducted from the replacement payment. A replacement payment can only occur once during each annual period during the term of the contract. For this purpose, IBERDROLA will gather the corresponding data (Brand, Model, Serial No.) at the time the service is provided. The Replacement payment will only be made into national accounts held in banks operating in Spain.

1.1.4 Dealing with faults

IBERDROLA will address faults in installations and equipment, included within the scope, in a maximum period of two (2) working days for provincial capitals, and three (3) working days for other towns and cities (considered as such from Monday to Friday from 8am to 8pm, except national public holidays) from receipt of the Customer's notification.

1.1.5 Exclusions

- Inspections, visits or repairs by persons external to IBERDROLA and any damages they may cause.
- Thermostats, control systems or other items external to the Equipment.
- Faults in elements which are the property of electricity or gas distribution companies and which these companies are responsible for repairing.
- 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.
- Facilities or equipment under warranty.
- The repair of equipment or parts of the installation that are not visible and/or accessible by the technician.
- Enamels, paints, nickel/chrome plating, parts and aesthetic components or other parts that do not affect the internal workings of the appliance.
- Corrosion or rust, whether or not caused by normal use or wear of the equipment or accelerated by unfavourable environmental or weather conditions, sand, dust, humidity or inappropriate salinity.
- Faults occurring as a consequence of abnormal, negligent or inadequate use of the equipment or installation, accidental damage or any type of action of external origin.
- Faults caused by any hidden defect.
- Appliance maintenance or conservation operations, such as greasing, adjustment or regular cleaning or inspections.
- Any part considered consumable by the manufacturer.
- Claims for the loss of use of the equipment due to a lack of replacement parts from the manufacturer.
- Faults that are the direct or indirect consequence of fires and extraordinary or catastrophic phenomena.
- Faults caused by incorrect installation or an improper installation which fails to meet the regulations, has inadequate ventilation, inappropriate modifications or uses non-original spare parts.
- Consequential damage of equipment, provided that it has not been caused by an internal failure of operation, or damage to items that do not belong to the covered facility and in general civil liability of any kind.
- 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.
- Accidental damage to or dents in the appliance caused by external objects.
- 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.

1.1.6 Guarantee

Repairs 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+Repair Aerothermy may not be used.

2.2 Service request

The customer may request any of the services: - By calling the IBERDROLA Technical Support Service hotline.

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 Equipment repair service according to the following conditions:

- The Customer must allow IBERDROLA service personnel to carry out the work necessary to provide the I+Repair Aerothermy Solution. In particular, and in a non-exhaustive way, the Customer must allow repair 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 impediments 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+Repair 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+Repair Aerothermy will be automatically renewed on an annual basis unless either of the parties gives notice to the contrary at least fifteen (15) days prior to the termination of the contract.



3.2 Cancellation

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