



ADLÅR CASTRA

Purchase Agreement



OVERVIEW

Version: UK-ADL-07/2025

Effective from: 01 July 2025

Please read this document carefully as it sets out the terms and conditions governing the purchase, installation, and associated services for your new air source heat pump (together referred to as your “Product System”).

These Terms are based on the information you have provided to us, along with details we have gathered during our on-site survey of your property. It is essential that you inform us immediately if any of this information changes, as it may affect your Quote and our ability to complete the installation.

These Terms, together with your Quote, form the contract between you and Adlår Castra Ltd for the supply and installation of your Product System.

By accepting your Quote and proceeding with installation, you agree to be bound by these Terms and Conditions.

1. GENERAL DEFINITIONS

In these Terms, the following definitions apply:

“**air source heat pump**” means the air source heat pump unit designed for residential use, along with all materials and components installed as part of the

agreed technical design for your air source heat pump system.

“**Product System**” means the system or systems you have purchased from us, which may include an air source heat pump, solar system, battery storage system, and/or EV charger, as specified in your Quote.

“**Quote**” means the written quotation provided by Adlår Castra setting out the price payable for the supply and installation of your Product System and associated services.

“**Terms**” means these terms and conditions, which together with your Quote form the contract between you and Adlår Castra.

“**Warranty**” means the warranty we provide from the date of installation for the duration of the Warranty Period, under which we guarantee the proper functioning of the Product System as further detailed in the Warranty section below.

“**Warranty Period**” means the duration of our warranty as specified in the Warranty section of these Terms. Where your Product System includes more than one product, different Warranty Periods may apply to different elements.

“**Adlår**”, “**Adlår Castra**”, **we**”, “**us**”, or “**our**” means Adlår Castra Ltd, as the supplier of your Product System and the provider of its installation, for, as highlighted on your Invoice.

Table of Contents

TABLE OF CONTENTS	3
2. ELIGIBILITY	4
3. RIGHT TO CANCEL	4
4. PREPARATORY WORK	6
5. QUOTE & PAYABLES	6
6. ADLÅR OBLIGATIONS	8
7. YOUR OBLIGATIONS	8
8. RISK & TITLE	10
9. DELAYS AND ADDITIONAL COSTS	10
10. GOVERNMENT INCENTIVES AND GRANTS	11
11. WAIVER OF RIGHT TO CANCEL OR REJECT DUE TO EARLY WORK COMMENCEMENT	12
12. LIMITATION OF LIABILITY AND FORCE MAJEURE	13
13. DISPUTE RESOLUTION	14
14. WARRANTY	15
15. WARRANTY EXCEPTIONS	15
16. FAULT REPORTING AND SERVICE PROCESS	16
17. PERSONAL PRIVACY	17
18. GENERAL	17

2. ELIGIBILITY

Our team will carry out an initial site survey to assess the general suitability of your property for installation of the Product System. If we consider the installation feasible based on the information provided and our survey, we will issue a Quote along with these Terms.

Unless otherwise specified, your Quote is valid for thirty (30) days from the date of issue. To proceed, you must accept the Quote and these Terms via the link we provide. After this period, the Quote will expire and a new assessment may be required.

After acceptance, we will issue an Installation Report summarising the proposed design, including details such as system sizing and placement. You are responsible for reviewing this document carefully and confirming that it accurately reflects your property and requirements.

We do not provide advice on property insulation, windows, or energy efficiency upgrades. It is your responsibility to ensure your property meets appropriate levels of thermal efficiency before installation. We assume that standard property efficiency measures are in place, such as cavity wall insulation, loft insulation, double or triple glazing, and that any air leaks or drafts have been addressed.

If your property does not meet these expected standards, the performance of the Product System may be affected and this will not affect our obligations under these Terms. We recommend that your property achieves an EPC rating of at least D for basic suitability and ideally C for optimal performance, excluding any contribution from solar installations.

In cases where the Product System design is based on architectural drawings (e.g. for newbuild properties), we reserve the right to charge for any additional works or changes required if discrepancies are identified between those drawings and the actual site conditions during installation.

3. RIGHT TO CANCEL

You have the right to cancel this contract without giving any reason. This cancellation period begins on the day you accept the Quote and ends 14 calendar days after the date on which you take physical possession of the final component of your Product System.

To exercise your right to cancel, you must notify us of your decision clearly and unambiguously. This can be done by completing the withdrawal form available on our website, by emailing us at info@adlar.co.uk, or by sending written notice to

our registered office address. You may use the model cancellation form, but it is not obligatory.

If you cancel within this statutory cancellation period, we will reimburse all payments received from you, including any deposit, without undue delay and in any event no later than 14 days from the day on which we are informed of your decision to cancel. Refunds will be made using the same method of payment you used for the initial transaction, unless you expressly agree otherwise.

If you have provided written consent for us to begin installation or preparatory works during the cancellation period, and you subsequently cancel within that period, we will be entitled to deduct from any refund a proportionate amount reflecting the value of the work already performed. If the installation has been completed during the cancellation period with your prior written request and acknowledgement of waiver of cancellation rights, you will lose your right to cancel.

No installation, survey, or preparatory work will be undertaken within the cancellation period unless we have received your clear written instruction to proceed. This instruction must also acknowledge that you understand cancellation rights may be affected as a result.

If you cancel after the expiry of the statutory

14-day cancellation period, we reserve the right to recover reasonable costs incurred up to the date of cancellation, including but not limited to survey costs, administrative expenses, materials ordered, and installation preparations. Any such costs will be itemised and communicated to you in writing.

This section is in addition to, and does not affect, your statutory rights.

In addition to your right to cancel, we reserve the right to cancel the contract before installation begins in limited circumstances, such as where:

We are unable to obtain necessary components, approvals, or grid connections through no fault of our own;

Significant issues are identified during technical or structural surveys that make installation unfeasible, unsafe, or non-compliant with applicable standards;

There are material changes to applicable grant schemes, government regulations, or funding which render the contract undeliverable;

You fail to provide required consents, access, or accurate information despite reasonable requests.

In such cases, we will notify you in writing and

refund any sums paid within 14 calendar days, less the value of any preparatory work already completed and agreed upon. We will provide a breakdown of any retained amount. This clause does not affect your statutory rights.

4. PREPARATORY WORK

Upon acceptance of the Quote, we may begin preparation of your Product System and any related planning activities necessary for delivery and installation. However, we reserve the right to delay commencement of any preparatory work until the expiration of your statutory cancellation period as described in Section 3, unless we have received your written confirmation to begin earlier.

Preparatory work may include, where relevant:

- A) A survey of your property
- B) An assessment for an Energy Performance Certificate (EPC)
- C) A detailed technical survey
- D) Foundation works for an external air source heat pump unit
- E) Any other preparatory activities required for your specific Product System

You agree to provide safe, timely, and unobstructed access to your property for our personnel and contractors to carry out such work. Any access restrictions, hazards, or conditions that may impact our ability to perform the work must be disclosed to us in advance.

The fees and scope of preparatory work are itemised in your Quote. By accepting

the Quote and providing written authorisation to begin during the cancellation period, you consent to us undertaking the preparatory activities specified. Where possible, we will confirm scheduling and provide advance notice before accessing your property.

If you cancel the contract after preparatory work has commenced – whether within the statutory cancellation period or thereafter – you agree to pay us a reasonable and proportionate amount reflecting the preparatory work already completed up to the date of cancellation. These costs will be calculated based on the relevant items in your Quote and any additional pre-agreed work, and will be communicated to you in writing before deduction from any refund.

All preparatory works are carried out with due care and skill, and any concerns should be raised in accordance with our complaints procedure detailed below.

5. QUOTE & PAYABLES

The total price payable for your Product System and its installation is set out in your Quote and reflects the scope of work, components, labour, and any preparatory activities as applicable. This price includes all taxes and standard installation costs unless expressly stated otherwise.

The terms of payment, including deposit amounts (if any), interim payments, and the final balance, are detailed in your Quote. Unless agreed otherwise in writing, the remaining balance is due within ten (10) calendar days from the date we confirm that installation of your Product System is complete and

operational.

Payment must be made by bank transfer to the account details provided in your Quote or invoice. You must include any reference or invoice number to ensure correct allocation.

If more than six (6) months pass between your acceptance of the Quote and the scheduled start of installation – and this delay is not due to us – we may adjust the quoted price to reflect changes in inflation or material and labour costs. Such changes will be based on the Consumer Prices Index including owner occupiers' housing costs (CPIH) published by the Office for National Statistics. You will be notified of any price increase in writing and will have the right to cancel the contract without penalty if you do not accept the revised price.

Please note that the Home Insulation & Energy Systems (HIES) consumer protection scheme does not cover deposits or advance payments exceeding 25% of the total contract value or £5,000, whichever is lower. If your deposit exceeds this threshold, we will offer a third-party insurance guarantee or a secure payment mechanism, such as an escrow account, upon request.

If you are dissatisfied with the quality or completeness of the installation, you have the right to withhold a reasonable and proportionate amount from the final payment pending resolution of the issue in accordance with our dispute resolution process (see Section 14). In line with guidance from the Chartered Trading Standards Institute (CTSI) and the Renewable Energy Consumer Code (RECC), consumers may reasonably withhold:

- Up to 5% of the total contract value for minor defects or incomplete documentation;
- Up to 10% where installation is materially incomplete or defective, provided the amount reflects the cost of remedy.

Any such withholding must be based on a genuine and evidenced concern, and you must notify us in writing of the reason and amount being withheld.

If you fail to pay any undisputed amount by the due date:

- We may charge interest on the overdue balance at a rate of 4% per annum above the Bank of England base rate, calculated daily from the due date until payment is made in full.
- We may apply a fixed fee for debt recovery, consistent with applicable legislation, and may recover additional costs incurred in securing payment (such as legal or administrative fees).
- We may withhold final documentation, including commissioning certificates or MCS paperwork, until full payment is received. This does not affect your statutory rights regarding system quality or safety.
- If payment is more than 30 days overdue, we may suspend any non-essential services (including remedial or warranty work) until payment is resolved, unless suspension would create a health or safety risk.

If you are experiencing financial hardship or wish to raise a dispute, please notify us

promptly so we can assess the situation and, where appropriate, agree to a reasonable repayment plan or resolution pathway.

6. ADLÅR OBLIGATIONS

6.1 Adlår Castra's Obligations

We are committed to delivering your Product System and associated services professionally and in accordance with all applicable standards and regulations. Our key obligations include:

a. Reasonable care and skill

We will carry out all installation and related services using reasonable care and skill, in line with current industry best practices.

b. Grant applications

Where agreed, we will assist with grant applications (e.g., Boiler Upgrade Scheme), but responsibility for eligibility, accuracy of information, and approval lies with you and the relevant authority.

c. Contractors

We may use carefully selected contractors or subcontractors to perform some or all of the installation or preparatory work. We remain responsible for their work as if it were our own.

d. Existing connections responsibilities

We are not responsible for the condition, performance, or suitability of pre-existing infrastructure such as plumbing, heating, or electrical systems unless specifically agreed in writing.

e. Timetable, changes, and delay resolution
We will provide a timetable for delivery and installation and make reasonable efforts to meet agreed dates. If delays occur, we will notify you promptly and agree a revised plan.

f. Consumer codes and standards

We comply with all relevant consumer protection codes, including RECC and MCS standards.

g. Certificates

We will provide appropriate certificates (e.g., MCS certification) on completion of your Product System installation.

h. Guarantees

We honour guarantees as specified in these Terms and your Quote, including any applicable manufacturer warranties.

i. Workmanship warranty

We provide a workmanship warranty covering defects in the quality of our installation work as set out in your Quote or warranty documentation.

7. YOUR OBLIGATIONS

In order for us to carry out our obligations under this agreement safely and effectively, you agree to meet the following responsibilities. These obligations are essential to allow us to carry out the preparatory work and installation of your Product System in accordance with legal and technical standards.

a. Access and cooperation

You agree to provide us, our employees, and authorised contractors with safe, timely, and unobstructed access to your premises as reasonably required for surveys, preparatory work, delivery, and installation. You also agree to ensure that someone over the age of 18 is present at the property during such works, if required.

If you are unable to provide access at an agreed time, you must give us at least 48 hours' notice. If you fail to provide access without adequate notice and our team is unable to proceed as planned, we reserve the right to charge you a reasonable fee for costs incurred, including call-out fees or wasted labour, subject to a maximum of £250 per visit.

b. Information and consents

You must provide accurate information about your property, including but not limited to its structural condition, utility connections, and existing systems. You are responsible for ensuring that you have obtained all necessary consents, permissions, or approvals from landlords, freeholders, management companies, or other third parties prior to installation. We accept no liability for delays or costs arising from your failure to do so.

c. Existing system condition

If your existing plumbing, heating, electrical, or renewable energy systems are found to be faulty, incompatible, or unsafe during our pre-installation checks, we will inform you. Rectification of such issues is your responsibility and may be a prerequisite for us to proceed. If you ask us to undertake remedial work, this will be quoted separately.

d. Preparation of premises

You agree to prepare the installation area(s) as reasonably requested in advance, which may include removing furniture, covering sensitive surfaces, or ensuring pets and children are safely kept away from the work area. We will take reasonable care when working in your property, but are not responsible for damage to items you have not protected or removed after being advised to do so.

e. Service interruptions and notices

You acknowledge that temporary interruptions to electricity, heating, or water supply may be necessary during installation. We will minimise disruption and provide advance notice wherever reasonably possible. You are responsible for informing other occupants or relevant parties (e.g, tenants) of these works in advance.

f. Site conditions and limitations

You must notify us of any known hazards or limitations that may impact our ability to work safely or as planned, such as asbestos, restricted access, or known structural defects. If undisclosed conditions are discovered that materially affect installation, we reserve the right to stop work and propose revised terms, including any additional costs. If you decline to proceed, cancellation charges may apply in accordance with Section 3 and Section 4.

g. Delays attributable to the customer

If delays arise due to your failure to meet any of the above obligations – including failure to provide access, inaccurate information, or failure to secure third-party permissions – we

may reschedule the installation and recover any additional costs incurred, provided such costs are proportionate and clearly itemised. You will not be liable for delays or costs arising from events outside your control.

8. RISK & TITLE

Title to all components of your Product System, including any equipment, materials, or hardware supplied as part of the installation, shall pass to you only once payment in full has been received by us for the entire contract value.

Risk in the Product System – meaning responsibility for loss, theft, damage, or deterioration – shall pass to you upon completion of the installation at your property. Completion will be deemed to occur once we have finished the installation work, conducted any required commissioning tests, and provided you with access to system documentation or certification.

Until title has transferred:

You agree to take reasonable care of any equipment delivered to your premises.

You must not sell, transfer, or otherwise dispose of any part of the system.

We retain the right to remove or deactivate the system if full payment is not made in accordance with this agreement, subject to applicable law.

Where your Product System is installed in phases or involves interim delivery of

materials, we remain responsible for the safe handling and storage of all goods up to the point of installation. If installation is delayed due to your actions or site readiness issues, risk in stored goods may transfer earlier, subject to notification and agreement.

If you cancel the contract after installation is complete but before title has passed, we reserve the right to recover or deactivate the system, and you may be charged for any depreciation or damage incurred.

This section does not affect your rights in respect of faulty or misdescribed goods under the Consumer Rights Act 2015.

9. DELAYS AND ADDITIONAL COSTS

We will make every reasonable effort to deliver and install your Product System in accordance with the agreed timetable. However, delays may occasionally occur due to factors beyond our control, such as adverse weather, supply chain disruptions, grid connection delays, or other third-party dependencies. In such cases, we will inform you as soon as reasonably possible and work with you to revise the installation schedule.

If the delay is caused by us and extends beyond thirty (30) calendar days from the original scheduled completion date, and no revised completion date can be reasonably agreed, you have the right to cancel the contract and receive a refund for all undelivered goods or uncompleted services, less any reasonable and documented value for work already carried out.

Where delays arise due to your actions or omissions – such as failing to provide access, delaying preparatory approvals, or not preparing the site as agreed – we reserve the right to:

- Reschedule the installation; and
- Recover reasonable costs incurred due to such delays, including labour rescheduling, equipment handling, or missed appointments, provided that such charges are proportionate and do not exceed £250 per instance unless pre-agreed in writing.

A minimum administrative charge of £250 will apply in such cases. Where actual losses exceed this amount, we may charge a higher sum up to a maximum of £1,500, provided we supply a breakdown of incurred costs. In exceptional cases involving major or multi-day installations, we may agree a higher cancellation or delay charge in writing prior to commencement.

Any additional charges not expressly included in your original Quote – including electrical upgrades, asbestos removal, structural reinforcement, or non-standard groundwork – will only be applied with your prior written approval. Where additional work becomes necessary following a site survey or during installation, we will issue a variation notice or addendum to the Quote for your review and agreement before proceeding. You may refuse to accept such variations, in which case we will discuss alternatives or, if the contract becomes unworkable, both parties may agree to cancel under the

terms set out in Section 3.

No additional costs will be applied for correcting any errors, defects, or omissions caused by us or our subcontractors.

You will not be charged for minor remedial works, fault-finding, or troubleshooting directly related to installation issues that arise within the workmanship warranty period.

10. GOVERNMENT INCENTIVES AND GRANTS

Where agreed in writing, we will assist you with applying for relevant government or regulatory incentives, grants, or funding schemes associated with your Product System – including, but not limited to, the Boiler Upgrade Scheme (BUS) or any successor programmes.

Our role in such applications is supportive and administrative. While we will use reasonable care and skill to provide necessary documentation, technical data, and guidance, it remains your responsibility to ensure that:

You meet the eligibility criteria established by the scheme administrator;

All personal or financial information provided is complete, accurate, and up to date; and

You comply with all procedural requirements and deadlines relevant to your application.

We shall not be liable for any refusal, withdrawal, or clawback of grant funding by the relevant authority due to ineligibility, delays outside our control, changes in government policy, or

inaccuracies in the information you provide. If a grant or incentive is reduced or revoked due to your actions or failure to act, you remain responsible for any resulting shortfall in project funding.

If we are handling the grant application on your behalf and the funding is to be paid directly to us as the installer, we will deduct the approved grant amount from your final balance once we have received formal confirmation of award. If payment from the funding body is delayed beyond the expected timeframe, we reserve the right to invoice you for the full contract value and refund the equivalent grant amount once received.

In circumstances where a grant application fails or is rejected through no fault of your own or ours, we will inform you immediately and discuss alternative options. If the absence of grant support makes the contract unviable, you may cancel the agreement without penalty, provided no installation or preparatory work has commenced. If works have started, we will recover only the reasonable cost of the work completed to date, in accordance with Section 4 and Section 5.

Any changes in applicable grant schemes, eligibility rules, or government support policies between the time of contract and installation may affect the value or availability of incentives. We will inform you of any material changes as soon as we become aware of them.

11. WAIVER OF RIGHT TO CANCEL OR REJECT DUE TO EARLY WORK COMMENCEMENT

By paying the deposit and/or providing written authorisation for us to begin work, you expressly request that Adlår commence preparation and/or installation of your Product System before the expiry of the 14-day statutory cancellation period provided under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

You acknowledge that your Product System includes equipment that is either:

Customised or made to your specifications; or
Becomes inseparably integrated into your property upon installation.

Accordingly, where you have asked us to begin installation within the cancellation period, and where installation is subsequently completed during that period, you understand and agree that you will lose your right to cancel the contract under Regulation 36 of the CCR 2013.

If you cancel after work has begun but before it is completed, we reserve the right to charge you a proportionate amount reflecting the value of the work already carried out up to the point of cancellation.

If you do not wish to waive your statutory right to cancel, please do not make payment or authorise us to begin any work until the 14-day cancellation period has expired.

This clause does not affect your statutory rights in respect of faulty, misdescribed, or non-compliant goods or services.

12. LIMITATION OF LIABILITY AND FORCE MAJEURE

13.1 Limitation of Liability

Nothing in this agreement limits or excludes our liability for:

- Death or personal injury caused by our negligence;
- Fraud or fraudulent misrepresentation; or
- Any other liability that cannot be excluded or limited under applicable law, including your statutory rights under the Consumer Rights Act 2015.

Subject to the above, our total liability to you in connection with this contract – whether in contract, tort (including negligence), breach of statutory duty, or otherwise – shall not exceed the total price payable by you under this agreement.

We will not be liable for:

- Any indirect or consequential loss;
- Loss of profit, revenue, business opportunity, or anticipated savings;
- Damage arising from third-party systems or infrastructure beyond our control (including broadband networks, utility services, or smart home integrations);
- Faults caused by failure to maintain the system in accordance with manufacturer instructions;
- Defects or delays caused by pre-existing faults or systems at your property, unless we have expressly accepted responsibility for those in writing.

We will only be liable for damage to your property or belongings if it was caused by our

negligence during installation or preparatory work. Any such damage must be reported to us within 14 days of discovery. You agree to give us reasonable opportunity to inspect and, where appropriate, rectify the issue before pursuing any alternative remedy.

13.2 Force Majeure

We will not be liable for any failure or delay in performing our obligations under this agreement if and to the extent that such failure or delay is caused by circumstances beyond our reasonable control (“Force Majeure Event”).

Force Majeure Events may include, but are not limited to: acts of God, extreme weather conditions, natural disasters, epidemics or pandemics, war, terrorism, civil unrest, embargoes, strikes or labour disputes (not involving our own workforce), supply chain disruptions, prolonged utility outages, or sudden changes in law, regulation, or government policy affecting delivery or installation of your Product System.

In the event of a force majeure event:

- We will notify you as soon as reasonably practicable;
- We will make reasonable efforts to mitigate the impact and resume services as soon as possible;
- If the event continues for more than sixty (60) calendar days and prevents us from fulfilling the contract, either party may terminate the agreement without penalty. In that case, you will receive a refund for any goods or services not delivered, less the value of any work already completed.

If a Force Majeure Event prevents us from performing a material part of the contract for a continuous period of more than sixty (60) calendar days, and no mutually acceptable revised completion plan can be agreed, either party may terminate the contract without penalty. In such cases:

- You will be refunded for any goods or services not delivered; and
- We reserve the right to retain payment for any work already completed or materials specially ordered up to the date of termination, subject to a clear written breakdown.

Nothing in this clause excuses us from performance where the cause could have been reasonably foreseen and prevented through proper planning or mitigation.

13. DISPUTE RESOLUTION

We are committed to resolving any concerns or disputes fairly, efficiently, and in accordance with your legal rights. If you are dissatisfied with any aspect of our service, workmanship, or communication, we encourage you to follow the process outlined below.

14.1 Informal Resolution

In the first instance, please contact us as soon as reasonably possible so we can try to resolve your concern directly. You may do this by email, post, or telephone using the contact details provided in your Quote or on our website.

We will acknowledge your concern within five (5) working days and aim to provide a full response or proposed resolution within ten (10) working

days thereafter.

Where the issue relates to workmanship or system performance, we may require access to your property to carry out an inspection. You agree to provide reasonable cooperation to facilitate this.

14.2 Formal Complaint

If your concern is not resolved to your satisfaction within 20 working days, you may escalate it to a formal complaint. We ask that you submit your complaint in writing, outlining the nature of the issue, relevant dates, and any supporting evidence (such as photographs or correspondence).

We will respond in writing within ten (10) working days of receiving your formal complaint, and will provide a clear position or further proposed resolution.

14.3 Independent Dispute Resolution

If we are unable to resolve your complaint through our internal process, and your contract is protected by the Home Insulation & Energy Systems (HIES) consumer protection scheme, you have the right to refer the matter to their independent dispute resolution service, which may include mediation or adjudication at no cost to you.

Alternatively, if your contract is covered under another approved consumer code such as the Renewable Energy Consumer Code (RECC), you may access their dispute resolution procedures.

Details of how to initiate these processes are available on the relevant scheme's website or

upon request from us.

Referral to independent resolution does not affect your statutory right to take legal action, but we encourage you to exhaust the above procedures first in the interest of time and cost efficiency.

14.4 Legal Proceedings

If any dispute remains unresolved after following the procedures above, either party may initiate proceedings in the courts of England and Wales. This contract is governed by English law, and both parties agree to submit to the exclusive jurisdiction of the English courts.

14. WARRANTY

Your Product System comes with both a product warranty and a workmanship warranty, each covering different aspects of performance and installation. These are provided in addition to, and do not affect, your statutory rights under the Consumer Rights Act 2015.

15.1 Air Source Heat Pump Warranty

We warrant that, for a period of two (2) years from the date of installation (the "Warranty Period"), your air source heat pump will:

Be properly installed in accordance with applicable regulations and industry best practice at the time of installation; and
Perform its primary heating function in all material respects, subject to normal wear and tear.

This warranty covers faults arising from defective materials or installation workmanship, but does not cover consumables, aesthetic changes, or issues resulting from external causes beyond our control (see Section 16 – Warranty Exceptions).

15.2 Workmanship Warranty

In addition to the equipment warranty, you will receive a Workmanship Warranty backed by the Independent Warranty Association (IWA) or an equivalent insurance-backed provider.

This warranty:

Protects you if we cease trading during the warranty period;
Covers installation works we have carried out for five (5) years from the date of installation if they fail due to defects in workmanship.

You will receive documentation separately outlining the terms of this insurance-backed cover.

15. WARRANTY EXCEPTIONS

This warranty does not apply to faults, malfunctions, or performance issues arising from any of the following:

- a. Pre-existing or unrelated systems (e.g. cables, pipework, radiators, thermostats, electrical boards, or heating loops) not supplied or installed by us.
- b. Improper or negligent use of the Product System or related components.
- c. Failure to follow manufacturer instructions or perform basic maintenance tasks advised by us (e.g. cleaning filters, bleeding radiators, maintaining water pressure, clearing external units).
- d. Third-party interference, repairs, or modifications not previously authorised by us in writing.
- e. Relocating, moving, or altering the system (or any part of it) without our written consent.
- f. Damage caused by:

Lightning, fire, flooding, earthquakes, or natural disasters;
Power surges or supply interruptions;
Accidental damage, vandalism, or animal interference.

- g. Any unauthorised attempt to connect incompatible products, software, or controls.
- h. Material changes to your property after installation (e.g. major renovation, new windows, insulation removal, or wall changes) that affect system efficiency or performance.
- i. Water quality issues affecting the system, including:
Chloride ion level above 300 ppm;
pH outside the 6.0–8.0 range;
Ammonia contamination;
Water pressure outside 1.0–1.8 bar range.
- j. Any other cause outside our reasonable control.

15.2 Transfer of Warranty

The warranty may be transferred to a new property owner provided we are notified in writing within 30 days of the transfer of ownership.

16. FAULT REPORTING AND SERVICE PROCESS

If your Product System develops a fault during the applicable warranty period:

You must notify us as soon as reasonably possible and in any event within two (2) months of discovering the issue, or the warranty remedy may be void.

We will inspect the system and, if a covered

fault is found, arrange for repairs at no cost to you.

We reserve the right to carry out up to three (3) repair attempts before offering a replacement or, where appropriate, a refund of the original system price.

Repairs may include part replacement, component reconfiguration, or corrections to pipework or emitters.

You agree to provide safe, timely access for inspections or repair work. Failure to allow access will suspend the warranty until resolved.

We may assign our own engineers or approved subcontractors to carry out repairs under the warranty.

Service Call-Out Fee

In certain cases, we may charge a refundable advance fee of £250 before dispatching an engineer to inspect or service your Product System. This fee covers the cost of the initial call-out, including scheduling, administration, and engineer travel.

- If the issue is confirmed to be covered under the warranty, the fee will be refunded in full or credited against any future work.
- If the issue is not covered – for example due to misuse, lack of maintenance, or damage excluded under Section 16 – the fee will be retained to cover the cost of the visit.

You will be notified in writing before any charge is applied and asked to confirm

acceptance. No inspection will be carried out until the fee is paid and confirmed.

17. PERSONAL PRIVACY

Adlår Castra is committed to protecting your personal data and handling it in accordance with all applicable data protection laws, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

We will only collect, use, and store your personal information where necessary for the performance of this contract, to comply with legal obligations, or where we have a legitimate interest that does not override your rights and freedoms. This includes your name, contact details, address, technical survey data, and details of your installation.

We will not sell or share your personal data with third parties for marketing purposes. We may share your information with carefully selected partners or subcontractors, but only where necessary to deliver services under this contract (for example, to facilitate grant applications, arrange product warranties, or carry out installation work).

We may also be required to share details of your contract or system with regulators or industry bodies, such as:

The Renewable Energy Consumer Code (RECC), to ensure our compliance with their consumer protection standards;

MCS (Microgeneration Certification Scheme), for certification and technical auditing purposes;

HIES, IWA, or other insurance or protection schemes relevant to your system.

In all cases, we will only share what is strictly necessary, and such parties are required to handle your data securely and lawfully.

For further details on how RECC processes personal data, please visit:
<https://www.recc.org.uk/privacy>

18. GENERAL

These Terms, together with your Quote and any written variations agreed between you and Adlår Castra, constitute the entire agreement between the parties and supersede all previous discussions, representations, or understandings.

This agreement shall be governed by and construed in accordance with the laws of England and Wales, and both parties agree to submit to the exclusive jurisdiction of the courts of England and Wales in relation to any dispute arising under or in connection with this contract.

We may transfer, assign, novate, or subcontract any or all of our rights and obligations under this agreement to another organisation or installer, provided this does not materially affect the nature or quality of the services provided. You will be notified in writing if any such transfer occurs. You may not assign or transfer your rights or obligations under this contract without our prior written consent.

If any part of these Terms is found by a court or competent authority to be invalid,

unlawful, or unenforceable, that part shall be deemed severed and the remainder shall continue in full force and effect.

No failure or delay by either party in exercising any right or remedy under this contract shall constitute a waiver of that right or remedy, nor shall it prevent or restrict the further exercise of it.

Nothing in these Terms affects your statutory rights, including those under the Consumer Rights Act 2015 and any other applicable consumer protection laws.



ADLÅR LTD
Walnut, Greenhills Estate,
Tilford, GU10 2DZ

T: 01252 268 669
W: www.adlar.co.uk
E: info@adlar.co.uk