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4 August 2017

Our Ref: QUO-140284-P7N4W0

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Dear Mr Etheridge,

**RE: Replacement chiller unit**

Further to your recent enquiry, I now have pleasure in submitting our application summary and price quotation for your approval.

I trust this meets your view on the most practical way to provide temperature control for your application. I have made a note in my diary to call you this week to ensure this is suitable for your project.

Please do not hesitate to contact me should you require any further information or assistance - my details are given below.

Thank you for your enquiry.

Yours sincerely,

For and on behalf of ICS Cool Energy Ltd.

Dominic Shepherd  
Senior Sales Engineer

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*Customer Contact information:*  
E: simon@metroplating.co.uk

## Introduction

ICS Cool Energy is a specialist solutions provider who sell, rent and service temperature control equipment for process and comfort applications.

Established in 1989, ICS Cool Energy has over twenty-five years' pan-European experience in the food and beverage processing, chemical and pharmaceutical, plastics and rubber, manufacturing and facilities management markets, having provided solutions to over 50,000 temperature control projects worldwide.

ICS Cool Energy provides a trustworthy and successful service to its large customer base, and with continual growth plans, ICS Cool Energy is always investing in innovation in order to expand and improve product ranges, whilst maintaining their exceptional standards.

### Full Service Provision

With the highest levels of product quality and customer service ICS Cool Energy can confidently assess, recommend, supply, install and maintain temperature solutions for comfort and industrial applications.

With regional sales and technical support Europe-wide, ICS Cool Energy provides engineered solutions for industrial processes, refrigeration and air conditioning applications as well as temporary solutions for long or short term hire.

The company provides a range of standard products and turnkey installations across a diverse group of industry sectors. These include plastics processing, metal finishing, food and beverage, chemical, medical, engineering, automotive and aerospace to name but a few.

### Quality

All of the temperature control systems built for and by ICS Cool Energy, meet stringent EU specifications, and are manufactured to meet CE approvals under ISO 9001:2008 and ISO 14001:2004 quality control certification.

The superior design and build quality of all of ICS Cool Energy's products are the result of extensive knowledge and experience within the heating and cooling industry. In addition, ICS Cool Energy has a wealth of experience in technical research, product innovation and product design.

ICS Cool Energy is a pan European organisation with a reputation for product build quality, reliability of design and excellent customer service, all of which is supported by a comprehensive 24-hour on call service organisation.

### Energy Saving

ICS Cool Energy is committed to saving energy and with an extensive range of energy efficient units including cooling systems with free-cooling capabilities, heat recovery, centrifugal compressors and biodegradable glycol, in addition temperature control units offer flexible localised heating solutions with advanced diagnostic controls.



## System Requirement

The requirement is to supply a price and delivery for today's equivalent unit to the TAE 602evo unit currently operating on site.

ICS at this stage have not done any formal heat load calculation and have assumed the operating conditions as shown below.

**Design Criteria:**

Thermal duty - cooling	80kW
Fluid type	Water/Ethylene Glycol (65/35)
Fluid supply temperature	-7°C
Fluid return temperature	-2°C
Fluid flow rate/pressure	252 l/min @ 3.47 bar
Site	Internal
Ambient air temperature	25°C

**Recommendation:**

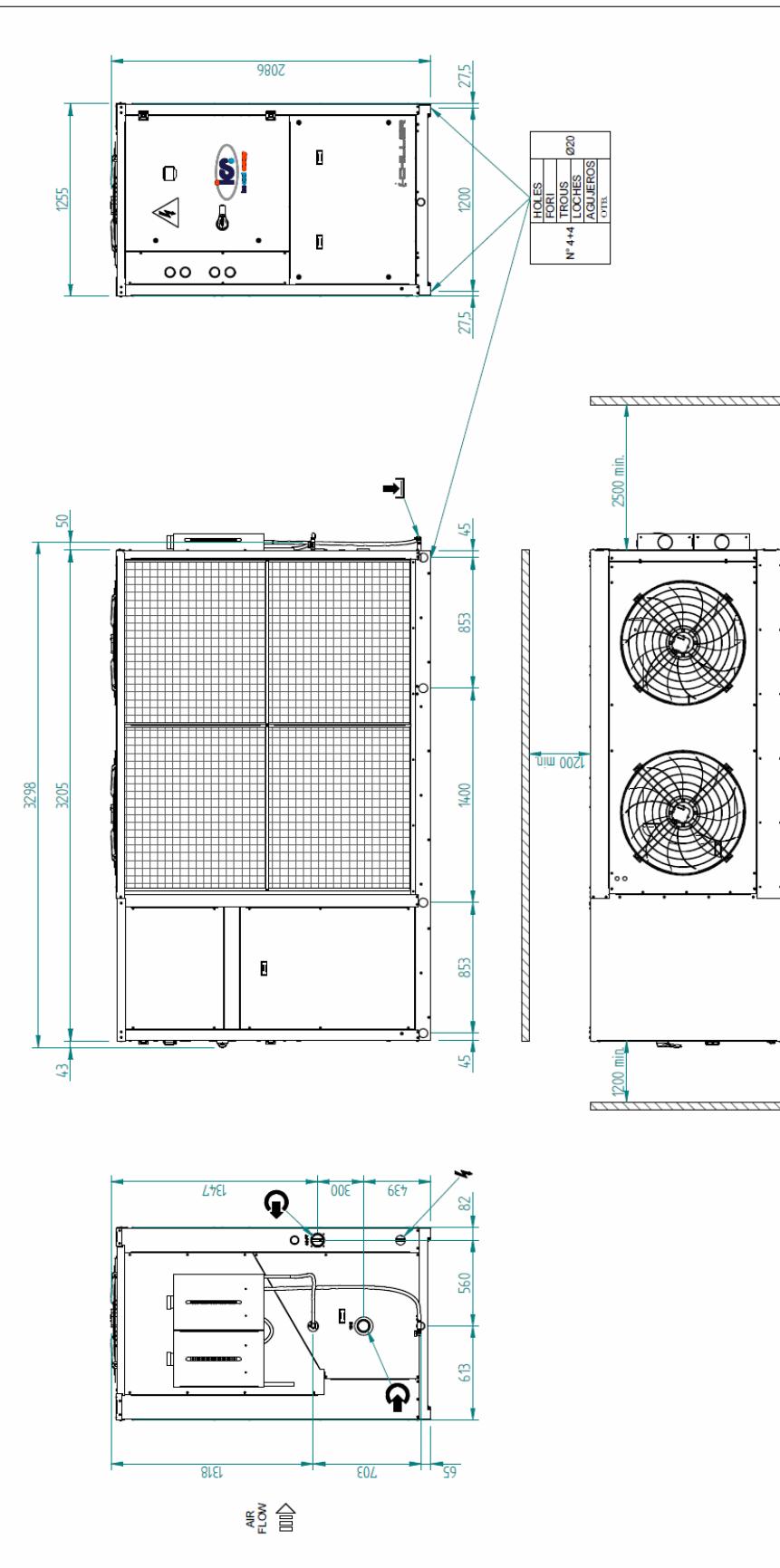
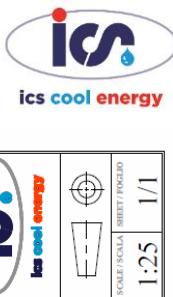
Unit: 1 off **iC660** Air Cooled i-Chiller (capable of extracting **80.3kW** at the above conditions)


**Supplied complete with:**

- 2 off independent refrigeration circuits
- 4 off scroll compressors
- 4 steps of capacity control
- Integral immersed coil type evaporator incorporated within a 500 litre buffer vessel
- Integral 3.3 bar process pump
- 2 off die-cast aluminium axial fans
- General alarm fault terminals
- Remote start / stop terminals
- Microprocessor controller (complete with weather-proof panel)
- Mains isolator
- Full R410a refrigerant charge
- 400v / 3ph. / 50Hz power supply
- IP54 protection rating
- Phase monitor
- Compressor crankcase heater
- Atmospheric fill / vent tank kit

## Technical Specification iC660

Cooling capacity	kW	80.3							
Total absorbed power	kW	33.7							
Capacity control	Steps	4							
No. of circuits		2							
No. of compressors		4							
Compressor type		Scroll							
ESEER		4.34							
Refrigerant		R410a							
<b>Evaporator</b>									
Evaporator operating	°C	-7/-2							
Fluid / glycol		Water/Glycol (70/30)							
Evaporator water flow rate	l/sec	4.20							
Fouling factor	M²C/kW	0							
Connections		2½" Female BSP							
Tank volume	l	500							
Max available pump head pressure	bar	3.47							
<b>Fans</b>									
No. of fans		2							
Total nominal airflow	m³/sec	11.9							
Power absorbed (each)	kW	2.1							
External ambient	°C	25							
<b>Electrical Data</b>									
Main electrical supply	V/Ph./Hz	400/3/50							
Maximum input power	kW	61.39							
Maximum inrush current	A	103.19							
Starting current	A	218.92							
<b>Dimensional Data</b>									
Length	mm	3,295							
Width	mm	1,255							
Height	mm	2,158							
Operating weight	kg	1,750							
<b>Free Space</b>									
Electrical panel side	mm	1,200							
Opposite side of electrical panel	mm	2,500							
Left side of electrical panel	mm	1,200							
Right side of electrical panel	mm	2,000							
<b>Acoustic Levels</b>									
Spectrum per octave band dB (A)								Global sound power level dB (A)	Global sound pressure level 10.0 m dB (A)
63 Hz	125 Hz	250Hz	500 Hz	1000 Hz	2000 Hz	4000 Hz	8000 Hz		
63.9	76.6	77.8	80.1	86.4	83.0	76.1	63.2	89.5	61.5



## Unit Features and Benefits

### COMPLETE RELIABILITY



All i-Chiller components are selected with reliability and performance in mind. The advanced iC660 features a highly efficient, energy saving hermetic scroll compressor, its cutting edge evaporator provides high flow rates with low pressure drops and ultimate flexibility to tolerate return temperatures as high as 35°C or deliver glycol solution as low as -10°C. Furthermore the cold water tank keeps outlet temperature consistent despite varying loads conditions

Supporting its reliability each unit is individually tested to ensure optimal operation.

### ENERGY EFFICIENCY



The iC660 utilises the eco-friendly R410A refrigerant which offers a high level of heat transfer. This, coupled with the system's scroll compressors (which operate at a lower absorbed power level) substantially reduces the unit's overall environmental impact and minimises waste energy.

### STANDARD 3 YEAR WARRANTY



ICS Cool Energy is proud of its track record and inherent reliability of its products. With over 50,000 units supplied and installed throughout Europe, ICS Cool Energy is proud to be the market leader.

ICS Cool Energy support each i-Chiller unit with a comprehensive 3 year parts warranty as standard. This can be extended to a 5 year parts warranty, offering complete peace of mind.

### ADVANCED CONTROLLER



The iC660 i-Chiller features an advanced microprocessor control system which is an easy to operate digital display which monitors the unit's operating conditions as well as signaling early notification of faults and alarms.

The units can further benefit from external remote monitoring systems which provide real time monitoring of operating levels and conditions.

## REMOTE MONITORING



Keep your chiller in control 24/7 with ICS Cool Energy's remote monitoring system 'Remote-x'

Remote-x works as a virtual engineer which dials into your chiller through a web browser where it monitors analytical information making remote adjustments where necessary to ensure your chiller is running at optimal performance for its load conditions. The system also alerts engineers instantly should a fault arise triggering an instant response to maintain operations and minimise downtime.

## DUAL FREQUENCY



The iC660 i-Chiller is available with a dual frequency option offering 400V/3ph/50Hz - 460V/3ph/60Hz making the unit ideal for OEM applications where products are shipped to overseas end users.

In addition the dual frequency option makes the unit more accessible to ICS Cool Energy's international customer base.

## HIGH EFFICIENCY - HE



The iC660 i-Chiller is available in a high efficiency version offering class A levels of energy efficiency (Accredited by Eurovent).

The i-Chiller/HE features an increased condensing surface as well as brushless fans as standard, ultimately offering reduced power consumption and running costs and an improved environmental impact.

## QUALITY GUARANTEED



The i-Chiller range is certified by the Eurovent programme which independently verifies the unit's performance at operating conditions.

The Eurovent Accredited Programme is a non compulsory certification that "certifies the performance ratings of air-conditioning and refrigeration products according to European and international standards." - **Eurovent Certification Company.**

## System installation

**Our quotation includes for the following:**

### Install

- Install shutdown on a Friday, system back on Monday, dates TBC.
- Drain system into IBCs, disposal of system Glycol by others.
- Installed in the existing 65mm ABS chiller outlet, 1 x isolation valve, 1 x commissioning station, 1 x non-return valve, 1 x solenoid valve and 1 x test point.
- Installed in the existing 65mm chiller inlet, 2 x isolation valves, 1 x strainer and 1 x test point.
- Install valves and tee's for easy connection for a hire chiller, in the event of the chiller failure.
- Fill, vent and test on completion.

### Thermal insulation

- Install insulation to new pipe work only.

### Specification:

- Connection to existing to be carried out using ABS tube/fittings with solvent welds.
- Valve set installation to be carried out using type 304 stainless steel tube to DIN2463 and wall thickness of 2.0mm with stainless steel butt weld fittings and stainless steel flange pressed collars with plated backing rings to BS4504/16.
- Isolating valves 65mm and above to be lever operated, EPDM lined, lugged butterfly type.
- Commissioning station 65mm and above to be CI, flanged to PN16 and complete with test points.
- Strainers 65mm and above to be Cast Iron flanged to PN16 with stainless steel mesh filter
- Non-return valves 65mm and above to be cast iron "wafer" swing type
- Solenoid valve to be normally closed, 24v DC
- Test points to be short pattern manufactured by "Boss".
- Pipe work to be supported in purpose made clips.
- Insulate pipe work with 30mm thick foil faced pipe section, all joints taped with matching tape and weatherproofed with PIB sheeting and all seams sealed with welding agent to prevent ingress of rainwater.

NB: Prior to installing any new cooling equipment onto existing water circuits, it is recommended that a water sample is taken and appropriate steps taken to clean and dose the circuit with the appropriate chemicals.

ICS have not included for any cleaning / dosing of biocides etc into the existing circuit, other than dosing the chiller side of the circuit with glycol.

As such we would recommend that the pipework be professionally cleaned prior to installing the new chilling equipment.

## Civil Work

- It is imperative that the kit is positioned on a flat level solid base ideally with a float finish and suitable steel reinforcement mesh, when required. We have not included for any works to provide a level base it is the responsibility of others to provide a suitable base for the equipment.
- We have not allowed also for the breaking into the facility via the external wall. Any penetrations required are the responsibility of others at this stage as is the making good following pipe work installation.

## Positioning of Equipment / disposal

- We have included to deliver and position the new chiller along with removal and ethical disposal of the old chiller unit.

## Electrical installation

- All electrical work is to be undertaken by others, inclusive of all controls and mains power.

## Thermal insulation

- Insulate pipe work with 30mm thick foil faced pipe section, all joints taped with matching tape and weatherproofed with PIB sheeting and all seams sealed with welding agent to prevent ingress of rainwater.

## Glycol

- We have provided a cost for the supply of an initial fill of glycol at approx. 35% of the system volume to act as a system inhibitor and to give frost protection to the chiller side of the circuit.
- Disposal of old System glycol has not been included for at this stage, this will be left on site in IBC'S

## Mains water feed

It is assumed that a mains water feed is within easy access to fill up the chiller unit.

## Commissioning

Following completion, the system will be fully commissioned by an ICS Service Engineer on a weekend.

## Water Treatment

- Every chilled water system containing either water or a water/glycol mix must be treated to minimise the harmful effects of corrosion, scale, sludge and microbiological fouling. This is especially important when investing in new cooling equipment for existing pipework systems. The chosen process may comprise of either pre-treatment or chemical techniques. You must therefore contact a water treatment specialist detailing the system material employed, system volume and a description of the process to ascertain the optimum requirements.
- Failure to carry out correct water treatment may result in fouling or failure of components or critical areas of the chiller and associated plant.
- Such failures will not be covered under warranty.
- ICS have not at this stage included for any of the above services.

## Decommissioning and removal of old chiller

- This has been included for.

## Exclusions

- Water treatment
- Builders / Civil Works.
- Electrical/controls work
- Access equipment.
- Trace heating
- Premium Time / Out Of Hours Working (unless stated)
- Anything Not Specifically Mentioned.

## Commercial

### Equipment

Unit: 1 off <b>iC660</b> Air Cooled i-Chiller	£28,685.00
Delivery to Site, including positioning of new chiller and removal /disposal of old chiller	£3,118.00
Weekend Commissioning	£936.00
Planned Maintenance Contract - 1 Year / 2 Visit	£858.00
Parts Warranty - 5 Years (one off payment)	£275.00
Pipework Installation as shown	£7,045.00
Thermal insulation as shown	£1,815.00
Glycol as shown (14 x 25 litre drums)	£1,596.00

## Warranty

### Standard Warranty:

1 year labour (mainland UK & Ireland).  
3 year parts.

### Extended Warranty:

1 year labour (mainland UK & Ireland).  
5 year parts.

### Cover subject to:

- *ICS Cool Energy Planned Maintenance Contract*
- *ICS Cool Energy Commissioning*
- *Attached Warranty Terms*

## Terms

### Delivery:

Currently 1 – 2 working weeks following Order Confirmation. (*To be confirmed prior to order*)  
*Orders spanning across August may incur a slight delay due to factory shutdown*

### Payment Terms:

Staged (subject to our normal credit referencing).

All prices are Net and subject to Carriage VAT.

This quotation is valid for 30 days from the date of this quotation.

## ICS Cool Energy Service Division

As part of their comprehensive total temperature control solutions, ICS Cool Energy's service division continues to be the benchmark within the HVAC and process cooling and heating market for quality, service and customer support for all types of air conditioning, refrigeration and process cooling equipment, throughout Europe.

### Planned Preventative Maintenance

Routine planned preventative maintenance of your equipment is a cost effective and proven way of limiting production downtime and is absolutely essential where manufacturing is dependent upon continuous operation. Regular maintenance will ensure that high energy costs are reduced and will also maintain the efficient running of your equipment.

ICS Cool Energy's service division offers a range of maintenance packages which are second to none! All businesses have their specific requirements; ICS Cool Energy thrives on fulfilling those requirements by providing tailor made maintenance contracts to meet customers' needs

#### Whatever the product or application ICS Cool Energy can help with:

- Reducing the risk of process downtime
- Increasing your productivity
- Safeguarding your profits
- Pro-active maintenance NOT re-active
- Maintaining your equipment at optimal efficiency

#### Additional Contract benefits include:

- Discounted Spare Parts
- Reduced Labour and Emergency Call Out rates
- Guaranteed Response Times
- Preventative Maintenance Visits
- 24hr 7 days/week engineer availability
- Access to ICS Cool Energy's Technical Support Desk

### Range of Products and Services

With its 24-hour a day fully manned customer service desk and its extensive field service engineering resource, ICS Cool Energy's service division offers a solution to all of your temperature control servicing and maintenance needs. Ensuring client satisfaction by listening to its customers, understanding their requirements, agreeing what is to be delivered and meeting their expectations. ICS Cool Energy's service division is committed to the highest levels of after sales service and customer support.

ICS Cool Energy provides service, maintenance and support to over 2,000 customers across a wide variety of different industries such as Petrochemicals, Plastics, Manufacturing, Medical and Food production.



### Extended Warranty

ICS Cool Energy is proud of its track record and inherent reliability of its products. With over 50,000 units supplied and installed throughout Europe, ICS Cool Energy is proud to be the market leader.

ICS Cool Energy support each unit with a comprehensive manufacturing warranty. With an extendable 3 year warranty option available, offering complete peace of mind.

ICS Cool Energy support each i-chiller unit with a comprehensive 3 year extended parts warranty included as standard providing ICS Cool Energy planned maintenance is carried out for the duration.



## Parts Direct

ICS Cool Energy stock a comprehensive range of spare parts in their centralised stores facility. All routine service components and specific critical items are available for immediate dispatch anywhere in Europe or further afield.

## First Fix Kit

The most commonly used items have been combined into an invaluable parts kit. This can be purchased with any i-Chiller or as a mini- parts stock from Parts Direct.

Non-standard or bespoke items can be sourced swiftly and efficiently through ICS Cool Energy's comprehensive network of component suppliers.

## Remote Monitoring

Industry cannot afford downtime and where standby systems cannot be installed, ICS Cool Energy can provide a cloud-based monitoring system, Remote-X, to dial into your chiller controller using a web browser, monitor "black box" data and effect adjustments to operating parameters. Ask your Sales Engineer for more information.

## Engineer allocation

All of ICS Cool Energy's engineers operate as effectively as possible. Upon work allocation to an Engineer via centralised software, an available engineer is identified, a job sheet is sent via PDA or Laptop as well as full site details which transfer directly to a GPS system, to ensure prompt attendance to site.

Equipment schedules and records are held digitally for each unit on each site allowing prompt and efficient Engineer allocation, minimising plant down time.

## Water Treatment

Water quality is important to the operation of your equipment. ICS Cool Energy has developed FlowCool Antifreeze products for both Industrial and Food grade applications for use in Low temperature or Low Ambient applications.

ICS Cool Energy can also provide a tailored water treatment package specific to site and application requirements. This involves routine PH Tests, to ensure the correct PH balance and where applicable, full water analysis to ensure the correct level of biocides, inhibitors, Iron, Nitrite levels etc are monitored.

This service can be integrated within a tailored Service Level Agreement (SLA), giving complete system protection and ultimate peace of mind.

Further details on the above subjects can be found in ICS Cool Energy's relevant Operating and Maintenance Manuals, Technical literature or via ICS Cool Energy's Sales and Service departments.

# Exclusions and Summary Contract Terms (Terms and Conditions in separate document)

## Warranty

The standard warranty period included in this proposal is 12 months parts and labour from commissioning by ICS Cool Energy or 18 months parts only from date of availability, whichever occurs first. Extended warranty and/or delayed start-up cover can be purchased at the time of placing the equipment on order. The equipment should be installed and maintained as per ICS Cool Energy's Operation and Maintenance Instructions. Failure to follow correct installation and/or maintenance instructions may result in cancellation of warranty cover.

To maintain your Warranty, the following criteria apply:

- a) The Equipment supplied must be commissioned by ICS Cool Energy.
- b) An ICS Cool Energy Planned Maintenance Contract (PMC) must be in place for the duration.
- c) Extended Warranty must be ordered at the time of the equipment purchase.
- d) The Warranty applies to UK and Ireland Only.

## Notes on Warranty cover

- 1) The Warranty is a Manufacturer's Warranty and will cover any item that is deemed to have been defective or suffered premature Mechanical failure. It does not cover items that have failed due to wear and tear.
- 2) The Warranty does not cover items that fail due to misuse or abuse.
- 3) This list is not exhaustive, however Misuse or abuse includes the effects of incorrect Filtration/Installation/Operation/Water treatment/corrosive fluids/lack of Frost protection.
- 4) ICS Cool Energy must fit any failed/replacement components, standard labour rates apply.
- 5) Replacement Service components are chargeable and must be fitted by ICS Cool Energy where recommended (i.e. Fan Contactor).
- 6) Warranty does not cover for the provision of specialist lifting equipment due to inaccessible locations.
- 7) Water samples will be taken and, at ICS Cool Energy discretion, analysed to establish whether the water Quality has caused a component to fail. This will usually be on a Pump Seal or Evaporator Failure.
- 8) Should a pump seal fail within 12 Months, ICS Cool Energy reserve the right to return the pump/pump seal to the manufacturer for a report to establish whether the failure is due to water quality; which may affect acceptance of costs.
- 9) ICS Cool Energy reserve the right to repair a component when the overall equipment integrity is not compromised i.e. Condenser repair.
- 10) Our standard Terms and Condition of sale apply.

## Procedures

- a) An order number must accompany any request for attendance.
- b) An ICS Cool Energy Technician will validate the claim and undertake a repair in accordance with the Policy and accompanying purchase order.

## Terms of Payment

Payment - The equipment and services quoted are subject to ICS Cool Energy's Terms and Conditions of Sale, *a copy of which is available upon request*. Should you wish to amend ICS Cool Energy's standard Terms and Conditions, ICS Cool Energy reserve the right to adjust their price. If any conflict exists between ICS Cool Energy's standard clauses and the purchaser's terms and conditions, those of ICS Cool Energy take precedence.

## Validity Period

ICS Cool Energy's offer is open for acceptance for a period of 30 days from the date of the quotation. ICS Cool Energy reserves the right to revise the price at any time subject to changes in Euro rate or adverse material variance.

## Availability

The manufacturing lead-time is determined from receipt of a written order with all the required details for ICS Cool Energy to proceed with manufacture. Where a requirement exists for drawing approval by the customer this should be taken into account when referring to the manufacturing lead time. These lead times are subject to change and should be checked by the purchaser at the time of placing the written order with ICS Cool Energy.

## Exclusions

The prices given in ICS Cool Energy's quotation are exclusive of the following unless otherwise stated in ICS Cool Energy's quote:

- Off-loading and positioning on site.
- Delivery of equipment or services during weekend or out of normal working hours.
- Any builders work.
- Any special inspections/leakage/load test (factory or site).
- Any interconnecting pipe work, water pumps, condensate pumps, valves, strainers, fittings, traps and drains.
- Any additional system additives i.e. glycol, refrigerant for interconnecting pipe work, etc.
- Water systems balancing/commissioning.
- Electrical wiring external to the ICS Cool Energy's unit(s).
- Any temperature or pressure test points.
- Trace heating of water services.
- Any "on site" steelworks for supporting ICS Cool Energy's unit(s) or associated items.
- On site power, task lighting or water.
- Piping to atmosphere of refrigerant relief valve vent pipes.
- On-site assembly.
- Special paint finishes or colours.
- Specific/unique project drawings.
- Provision of any O&M manuals outside of manufacturers standard literature.
- Site equipment protection.
- Post - manufacture storage.
- Spare parts.
- Provision of load during commissioning.

## Building Management System

In cases where it is intended to connect a building management system to directly control the unit(s), it is important that the proposed system is discussed in detail with ICS Cool Energy to ensure its suitability and that it does not invalidate the standard ICS Cool Energy warranty.

## Value Added Tax

VAT is not included in the quoted price to the extent that goods and services provided by us under the contract are, or may be, subject to VAT. The contract price will be increased by the gross amount of tax chargeable thereon.

## Water Quality

Water quality is important to the operation of your equipment. ICS Cool Energy has developed FlowCool Antifreeze products for both Industrial and Food grade applications for use in Low temperature or Low Ambient applications. ICS Cool Energy can also provide a tailored water treatment package specific to site and application requirements.

Your new equipment should be protected from particulate contamination. Where this is likely, a strainer should be fitted and regular maintenance checks implemented.

Further details on the above subjects can be found in ICS Cool Energy's relevant Operating and Maintenance Manuals, Technical literature or via ICS Cool Energy's Sales and Service departments.

## ICS COOL ENERGY LIMITED TERMS & CONDITIONS

### THE CUSTOMER'S ATTENTION IS IN PARTICULAR DRAWN TO THE PROVISIONS OF CLAUSE 11

#### 1. APPLICATION OF TERMS

1.1. Each order for Equipment and request for Services from the Customer to the Company shall be deemed to be an offer by the Customer to purchase the Equipment and/or Services subject to these terms and conditions (**Terms**). Subject to any variation under clause 1.2 the Contract will be on these Terms to the exclusion of all other terms and conditions, including any terms or conditions which the Customer seeks to impose or incorporate under any purchase order, confirmation of order, specification or other document or which are implied by trade, custom, practice or course of dealing.

1.2. These Terms apply to all the Company's sales and any variation to these Terms and any representations, warranties or other statements about the Equipment and Services shall have no effect unless expressly agreed in writing and signed by an authorised representative of the Company.

1.3. Any samples, drawings, descriptive matter or advertising issued by the Company and any descriptions of the Equipment or illustrations or descriptions of the Services contained in the Company's catalogues or brochures are issued or published for the sole purpose of giving an approximate idea of the Equipment and/or Services described in them. They shall not form part of the Contract or have any contractual force.

1.4. Any typographical, clerical or other error or omission in any sales literature, quotation, price list, acceptance of offer, invoice or other document or information issued by the Company shall be subject to correction without any liability on the part of the Company.

1.5. No order placed by the Customer shall be deemed to be accepted by the Company until a written acknowledgement of order is issued by the Company or (if earlier) the Company commences work to fulfil the order when a contract for the provision of Equipment and Services under these Terms will come into effect.

#### 2. ORDER AND CUSTOMER INFORMATION

2.1. Before providing the Proposal the Company may conduct an initial meeting with the Customer in which the Company may conduct a survey of the Site (**Survey**).

2.2. The Customer will supply to the Company the Customer Information and any other information required under the Contract.

2.3. The Customer acknowledges that the Customer is solely responsible for providing the Customer Information, and that the Company shall rely on the Customer Information in determining and selecting the appropriate Equipment and Services and preparing the Proposal.

2.4. The Customer warrants that the Customer Information and any further information supplied by the Customer to the Company under the Contract are complete and accurate in all respects.

2.5. The Company shall be entitled to rely upon the specification and any advice given by the Customer (in relation to the suitability of the Equipment and/or Services for meeting the Customer's requirements) such that to the extent that the Equipment and Services comply with such specification and/or such advice then the Company shall be deemed to have supplied in accordance with these Terms, without limitation, notwithstanding the Customer Information.

2.6. The Company will send the Customer a Proposal on the basis of any Survey carried out and the Customer Information.

2.7. If the Customer wishes to proceed with the provision of the Equipment and the Services by the Company in accordance with the Proposal the Customer must return its purchase order to the Company, signed by an authorised party on behalf of the Customer prior to the commencement of work by the Company, as confirmation that the Proposal accurately sets out the Customer's requirements.

2.8. Any Proposal given is valid only for the period stated in the Proposal or if no period is stated a period of 30 days from its date, provided that the Company has not previously withdrawn it.

2.9. Without prejudice to clause 2.2, the Customer shall provide to the Company without charge or delay on request from the Company all reasonable assistance as may be so requested by the Company and all additional information and data reasonably requested by the Company to enable the Company to provide the Equipment and carry out the Services.

2.10. Any Customer Information supplied by the Customer shall include:

(a) any past or present use of the Site which may have an adverse effect on the Services or the Equipment;  
(b) details of any hazardous materials present at the Site which may have an adverse effect on the Services or the Equipment or on the health and safety of the Company's Representatives;  
(c) details of whether or not the Customer's cooling or heating system uses de-ionised water;  
(d) whether the Site is a listed building, is within a conservation area or is subject to any other restrictions that may restrict or prevent the installation of the Equipment.

2.11. Any information not supplied to the Company by the Customer is deemed to be unknown to the Company

2.12. No changes to the Customer Information, the Proposal, the Equipment and the Services will form part of the Contract unless agreed in writing by the parties. The Customer understands that as a condition to agreeing a change the Company may alter these Terms for the provision of the Equipment and the Services (including increasing the Price).

2.13. No order which has been accepted by the Company may be cancelled by the Customer, except with the agreement in writing of the Company and provided that the Customer indemnifies the Company in full against all loss (including loss of profit), costs (including the cost of all labour and materials used), damages, charges and expenses incurred by the Company as a result of cancellation.

#### 3. COMPANY'S OBLIGATION

3.1. The Company will supply the Equipment and provide the Services as set out in the Proposal.

3.2. The Company reserves the right to supply alternative equipment of the same or better quality as the Equipment at the same price, should the Equipment be discontinued upon placement of the Customer's order.

3.3. The Company reserves the right to amend the specification of the Equipment if required by any applicable statutory or regulatory requirements.

#### 4. PAYMENT

4.1. The price for the Equipment and Services and any Operating Manuals shall be the price set out in the Proposal and if not specified shall be the Contract Rate.

4.2. Unless otherwise specified in respect of each Proposal, the minimum Price shall be £50 plus VAT.

4.3. Customer shall pay the price for the Equipment (**Equipment Price**), commissioning of the Equipment (**Commissioning Price**), & provision of the Services (**Service Price**) as set out in the Proposal (together the **Price**). Time for payment of the Price is of the essence of the Contract. Unless otherwise specified the Price shall be exclusive of delivery, packaging, packing, shipping, carriage, insurance, VAT and other sales tax, tariffs, charges and duties or other local, national government or European Community levies of which amounts the Customer will pay in addition when it is due to pay for the Equipment and Services.

4.4. The Price is based on the cost of materials, wages, overhead costs, statutory obligations and foreign currency exchange rates ruling at the date of the Proposal. Unless stated otherwise in the Proposal, the Company reserves the right to increase the Price without notice in the event of increase in any of the foregoing costs prior to delivery of the Equipment and Services.

4.5. The Company shall, unless otherwise agreed in writing by the Company, invoice the Customer for the Equipment Price and Commissioning Price on delivery of the Equipment.

4.6. The Equipment Price and Service Price shall be paid in pounds sterling within 30 days of the date of the Company's invoice. The Commissioning Price shall be paid in pounds sterling within 30 days of the date the Equipment is commissioned or within 60 days of delivery (whichever is the earliest).

4.7. No payment shall be deemed to have been received until the Company has received cleared funds.

4.8. The Company reserves the right to charge interest at an annual rate of 8% above the base rate of the Bank of England calculated on a daily basis in respect of any sum which is due and unpaid, that interest to run from the date on which that sum is due and payable until receipt by the Company of the full amount, whether before or after judgment.

4.9. The Company may suspend or cancel the provision of the Equipment and/or Services or may at its discretion request security for payment from the Customer in the event of late payment.

4.10. The Customer shall pay all amounts due under the Contract in full without any deduction or withholding except as required by law and the Customer shall not be entitled to assert any credit, set-off or counterclaim against the Company in order to justify withholding payment of any such amount in whole or in part. The Company may, without limiting its other rights or remedies, set off any amount owing to it by the Customer against any amount payable by the Company to the Customer.

4.11. The Company may, at any time after the Initial Period, increase the Price for the Maintenance Services by giving to the Customer not less than one month's written notice, provided that: (a) the increase shall not exceed 4% of the Price for the Maintenance Services before the increase came into effect pursuant to this clause; and (b) the increases shall be no more frequent than once in any 12-month period.

#### 5. DELIVERY AND INSTALLATION OF THE EQUIPMENT

5.1. Unless otherwise agreed in writing by the Company, delivery of the Equipment shall take place at the Site or such other location as is specified in the Proposal.

5.2. The Company will use reasonable endeavours to give the Customer prior notice of any delivery and installation date.

5.3. Within 30 days of delivery of the Equipment, Customer shall arrange with Company a date for the commissioning of the Equipment. The Customer must take delivery at the time so notified (or if delivery takes place at some other time then as soon as practicable) and afford the Company and its Representatives with access to the Site to check, install and commission the Equipment and ancillary materials delivered to the Site.

5.4. For the avoidance of doubt, should the Customer fail to contact the Company within 30 days of delivery to arrange a date for the commissioning of the Equipment, the Company shall not be obliged to provide the commissioning services, however the Customer shall remain liable to pay the Commissioning Price in accordance with clause 4.6.

5.5. All Equipment and Services supplied to the Customer which conform in all material respects with the Proposal shall be deemed accepted by the Customer.

5.6. Any dates specified by the Company for delivery of the Equipment and performance of the Services are intended to be an estimate and time shall not be of the essence for delivery, installation and any other obligations under the Contract and shall not be made of the essence by notice. If no dates are so specified, delivery of the Equipment and performance of the Services will be within a reasonable time.

5.7. The Customer understands that delivery of Equipment is conditional upon availability and the Company shall not be liable if prevented from meeting the Contract because the Equipment is not readily available by reason of any circumstances outside the control of the Company.

5.8. If for any reason the Customer will not accept delivery and installation of any of the Equipment when they are ready for delivery and installation, or the Company is unable to deliver or install the Equipment on time because the Customer has not provided or obtained appropriate instructions, documents, licences, consents or authorisations (**Customer Caused Event**), the Equipment will be deemed to have been delivered, risk in the Equipment will pass to the Customer and the Customer shall pay to the Company any and all additional costs and expenses incurred by the Company as a result of the Customer Caused Event (including storage, delivery costs and insurance).

5.9. Where the Company is providing Equipment only, and unless otherwise stated in the Proposal, the Customer will provide at its expense at the place where delivery of the Equipment is to take place adequate and appropriate equipment and manual labour for loading or unloading the Equipment.

5.10. The Company reserves the right to make partial deliveries. The Customer shall not be entitled to object to or reject the delivery by reason of the surplus or shortfall.

5.11. The Customer must give notice in writing of any damage to the Equipment to the Company within 5 working days of delivery of the Equipment giving full particulars, including the condition of parcels received, failing which the Company is discharged from any liability in respect of such damage and the Equipment is deemed to be compliant.

5.12. Subject to clause 5.8, upon delivery risk in the Equipment will pass to the Customer, the Customer shall (at the Customer's cost) store any Equipment safely and securely and be responsible for the security for all such Equipment while such Equipment is on the Site including the provision of adequate fencing and supervision until the Installation Services have been completed.

5.13. The Customer hereby agrees to take out and maintain adequate insurance during the duration of the Contract commencing from the date of delivery against any loss or damage caused to the Equipment whilst on the Site save to the extent that such loss is caused by the negligence of the Company.

5.14. Any tests that the Customer wishes the Company to carry on the Equipment in the presence of the Customer (other than those usually carried out by the Company in the performance of the Installation Services) will only be carried out if agreed in writing by the Company and if the Customer pays the Company's charges for such tests at the Contract Rate and any additional charges imposed by the Company for light, heat, water and the hiring of special equipment that may be needed for the purposes of such tests.

5.15. The Customer understands and accepts that due to the operating temperature of some Equipment (including heat pumps) being efficiently lower than a boiler system it may be necessary due to a risk of legionnaires disease to fit an auxiliary electric system heater which allows the heating system to reach a temperature of 65° centigrade for at least 1 hour in every 24 hours, this facilitates the removal of any contamination and satisfy the relevant installation guidelines. After installation of the Equipment the Customer acknowledges and agrees that, where applicable it shall be responsible for specifying and installing the heating system and for ensuring that the heating system reaches a temperature of 65° centigrade for at least 1 hour in every 24 hours

#### 6. MAINTENANCE SERVICES

6.1. During the Maintenance Term, the Company shall provide the Customer with the Maintenance Services for the Maintained Equipment at the Site in accordance with the Service Levels set out in the Service Level Agreement.

6.2. The Company shall use reasonable endeavours to ensure that its personnel shall, while at the Site, comply with the Customer's reasonable health and safety and security policies provided that these policies have been brought to the attention of its personnel.

6.3. In performing the Maintenance Services the Company may from time to time provide spare parts for the Maintained Equipment and the Company shall have the right to charge the Customer for the spare parts.

6.4. All spare parts and/or replacements provided by the Company to the Customer shall become part of the Maintained Equipment. All parts and components removed from the Maintained Equipment by the Company in the course of performing the Maintenance Services shall no longer constitute part of the Maintained Equipment and will be the property of the Company.

6.5. The Company is not obliged to perform any Excluded Maintenance.

6.6. Where the Company is performing or has performed the Maintenance Services in circumstances where it is established that the Maintained Equipment was performing incorrectly due to any of the Excluded Causes, the Company may charge, and the Customer shall pay, the Company at the Contract Rate in respect of that work.

6.7. During the Maintenance Term the Customer shall:

(a) ensure that the Maintained Equipment is installed and kept in suitable premises and under suitable conditions, as specified in the Operating Manuals, permit only trained and competent personnel to use it and follow any operating instructions set out in the Operating Manuals and as the Company may give from time to time;

- (b) notify the Company promptly if the Maintained Equipment is discovered to be operating incorrectly;
- (c) not allow any person other than the Company to maintain, alter, modify or adjust the Maintained Equipment without the prior written approval of the Company;
- (d) not move the Maintained Equipment from the Site without the prior written approval of the Company (approval not to be unreasonably withheld or delayed);
- (e) store any reserve equipment only in conditions approved by the Company, and make this equipment available for periodic maintenance, as with all other Maintained Equipment;
- (f) only use supplies or materials supplied or approved by the Company (approval not to be unreasonably withheld or delayed); and
- (g) monitor the temperature at the Site and provide the Company with reports on the temperature at the Site in the manner and at the frequency reasonably required by the Company.

## 7. ACCESS AND PREPARATION OF SITE

7.1. Unless otherwise agreed in writing the Customer shall complete the preparation of the Site on or before the date for delivery of the Equipment and/or performance of the Services in such manner as set out in the Proposal or as the Company shall reasonably require which may include flushing the Customer's cooling or heating system.

7.2. The Customer shall at all reasonable times provide the Company's Representatives with access to the Site, adequate and safe working space, and any lighting, power and water facilities and any lifting equipment and scaffolding as are reasonably required to enable the Company to inspect the Site and perform the Services while at the Site;

7.3. If there is a change to the Site between inspection of the Site and commencement of the Services the Company will be entitled to alter these Terms for the provision of the Services (including increasing the Price).

7.4. The Customer shall afford reasonable safe and adequate access and space in which the Company may operate (including loading and unloading), without risk of damage to any vehicle, its driver, or its load and without obstruction to the public highway.

7.5. The Customer undertakes to the Company throughout the term of the Contract to take all reasonable precautions to protect the health and safety of the Company's Representatives while on the Site.

7.6. The Customer shall obtain all necessary permits, licences and consents including any planning consents required for the Installation Services.

7.7. Before and during the supply of the Equipment and Services the Customer undertakes to identify, monitor, remove and dispose of any hazardous material from the Site in accordance with all applicable laws.

7.8. The Company reserves the right to refuse to carry out the Services where the Company at its sole discretion considers that the work required might place at risk any person, vehicle, equipment or property.

7.9. If for any reason (other than as a direct result of the Company's negligence), access is delayed, the Customer shall be liable for any loss or damage suffered by the Company as a result of such delay.

7.10. The Customer shall be solely responsible for any masons, smiths, bricklayers, carpenters or other third party contractors which may be required to enable the Company to perform the Installation Services.

7.11. The Customer shall be solely responsible for ensuring that any of its heating or cooling system to which the Equipment is to be connected or attached is in good working order, properly maintained and any water or other fluids within the system are clean and conform to the relevant operating and manufacturing standards.

7.12. The Customer shall be solely responsible for obtaining any legal consents and permissions required for the carrying out of the Services and operation of the Equipment. The Company shall not be liable for any failure by the Customer to obtain such consents or permissions.

7.13. The Company shall not have any liability for any damage or other effect that drilling, grouting, trenching or permanent boreholes may have on foundations, services or structures at the Site. The Customer shall be responsible for arranging for any appropriate consultants or specialists to advise on the potential impact of the Installation Services and approve the position and construction of such boreholes and trenches prior to commencement of the Services.

7.14. If performance of the Contract is suspended at the request of or delayed through the Customer's default the Company shall be entitled to payment at the Contract Rate for any other additional costs thereby incurred including storage, hire charges, labour costs (including the demobilisation and re-mobilisation costs of the Company's sub-contractor and agents), insurance and interest.

7.15. If suspension pursuant to Clause 7.14 continues for a period of 7 days or more (or the parties cannot agree to any new terms including an increase in Price) the Company shall be entitled (without prejudice to its other remedies under the Contract for such breach) to:

- (a) terminate the Contract immediately by giving written notice to the Customer (and be entitled to payment for loss of profit and payment at the Contract Rate for Equipment and/or Services already performed, supplied or ordered); and

- (b) sell or, at its option, destroy the Equipment where title to the Equipment has not passed to the Customer to apply the proceeds of sale thereof if sold, and the scrap value if destroyed, towards payment of all sums due to the Company under the Contract.

7.16. Unless otherwise agreed in writing by the Company, all Services to be performed at the Site shall be performed during the Company's usual working hours.

7.17. The Customer shall indemnify the Company against all liabilities, costs, expenses, damages and losses (including any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal costs (calculated on a full indemnity basis) and all other professional costs and expenses) suffered or incurred by the Company arising out of or in connection with any claim made against the Company by a third party arising out of or in connection with the provision of the Services at the Site to the extent that such claim arises out of the breach, negligent performance or failure or delay in performance of the Contract by the Customer or its Representatives.

## 8. RISK/TITLE

8.1. The Equipment is at the risk of the Customer from the time of delivery.

8.2. Ownership of the Equipment shall not pass to the Customer until the Company has received in full (in cash or cleared funds) all sums due to it in respect of the Equipment.

8.3. Until ownership of the Equipment has passed to the Customer, the Customer must:

- (a) hold the Equipment on a fiduciary basis as the Company's bailee;
- (b) store the Equipment (at no cost to the Company) separately from all other Equipment of the Customer or any third party in such a way that they remain readily identifiable as the Company's property;
- (c) not destroy, deface or obscure any identifying mark or packaging on or relating to the Equipment;
- (d) maintain the Equipment in satisfactory condition and keep them insured on the Company's behalf for their full price against all risks to the reasonable satisfaction of the Company. On request the Customer shall produce the policy of insurance to the Company; and
- (e) hold the proceeds of the insurance referred to in clause 8.3(d) on trust for the Company and not mix them with any other money, nor pay the proceeds into an overdrawn bank account.

8.4. Until ownership has passed the Customer's right to possession of the Equipment shall terminate immediately if the Customer ceases trading or is unable to pay its debts as they fall due or a petition is presented or meeting convened for the purpose of winding the Customer up or the Customer enters into liquidation, whether voluntarily, or compounds with its creditors generally or has a receiver appointed of all or any part of its assets or the Customer encumbers or in any way charges any of the Equipment or the Company reasonably believes that any such event is about to happen and notifies the Customer accordingly or if the Company terminates the Contract.

8.5. The Company shall be entitled to recover payment for the Equipment notwithstanding that ownership of any of the Equipment has not passed from the Company.

8.6. The Customer grants the Company and its Representatives an irrevocable licence at any time to enter any premises where the Equipment are or may be stored in order to inspect them,

or, where the Customer's right to possession has terminated, to recover them or to switch off or disconnect the Equipment.

## 9. TERM AND TERMINATION

9.1. The provision of the Maintenance Services shall continue unless terminated earlier in accordance with clause 9.2, for the Initial Period. The Maintenance Term shall automatically be extended for a Renewal Period at the end of the Initial Period and at the end of each Renewal Period, unless a party gives written notice to the other party, not later than one month before the end of the Initial Period or the relevant Renewal Period, to terminate the Contract.

9.2. The Company may terminate the Contract immediately at any time by written notice if:

- (a) the Customer commits a material breach of any term of the Contract; or
- (b) the Customer fails to make any payment due to the Company under the Contract by the due date for payment; or

- (c) the Customer ceases trading or is unable to pay its debts as they fall due or a petition is presented or meeting convened for the purpose of winding the Customer up or the Customer enters into liquidation, whether compulsorily or voluntarily, or compounds with its creditors generally or has a receiver appointed of all or any part of its assets; or
- (d) any event occurs, or proceeding is taken, with respect to the other party in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in 9.2(c).

9.3. On termination, however it arises, the Customer shall pay to the Company all costs and expenses, including legal and other fees incurred and all arrears of charges or other payments arising in respect of the Contract or otherwise.

9.4. Termination, however or whenever it occurs, shall be subject to any rights and remedies the Company may have under the Contract or in law.

9.5. The following clauses shall survive termination of the Contract clauses 4, 8, 10-17 inclusive and any other relevant clause.

## 10. WARRANTY

10.1. The Company shall use all reasonable care and skill to provide the Equipment and provide the Services in a professional and efficient manner.

10.2. The Company warrants that during the Warranty Period, the Warranted Equipment shall conform to its description and any applicable specification in all material respects.

10.3. Subject to clause 10.4, if:

- (a) the Customer gives notice in writing to the Company during the Warranty Period within 21 days of discovery that some or all of the Warranted Equipment does not comply with the warranty set out in clause 10.2;
- (b) the Company is given a reasonable opportunity of examining such Warranted Equipment; and
- (c) the Customer (if asked to do so by the Company) returns such Warranted Equipment to the Company's place of business or to another place specified by the Company in the United Kingdom at the Company's cost, the Company shall, at its option (during the Company's usual working hours), repair or replace the defective Equipment, or refund the price of the defective Equipment in full.

10.4. The Company shall not be liable for a breach of the warranty contained in Clause 10.2 or under any obligation to comply with clauses 10.2 if:

- (a) the Customer makes any use of the Equipment in respect of which it has given written notice under Clause 10.3(a); or
- (b) the defect arises because the Customer failed to follow the Company's oral or written instructions as to the storage, installation, commissioning, use or maintenance of the Equipment or (if there are none) good trade practice
- (c) the defect arises as a result of the Company following any drawing, design or Equipment specification supplied by the Customer;
- (d) the defect is caused by improper use of the Equipment or use outside its normal application; or
- (e) the defect arises due to fair wear and tear, wilful damage, negligence, or abnormal working conditions; or
- (f) the Customer or its Representatives alters or repairs the Equipment without the written consent of Company.

10.5. Any Warranted Equipment repaired or replaced by the Company pursuant to this Clause 10 shall be under warranty for the unexpired portion of the warranty period given by the Company under Clauses 10.2.

10.6. If any defect resulting from faulty works cannot be expeditiously carried out on the Site, the Company may remove the Equipment (or any part of the Equipment) from the Site for the purpose of repair.

10.7. Except as set out in this clause 10 or as otherwise agreed by the Company in writing, the Company shall not be liable for any labour expense or transportation cost incurred by the Customer in repairing or replacing Equipment covered by the warranty in clause 10.2.

10.8. The Customer shall indemnify and hold the Company harmless against all charges, costs, expenses and liabilities incurred by the Company or their agents as a result of any work carried out pursuant to Clause 10.2 if in the Company's sole opinion, the defect arose as set out in clause 10.4.

10.9. The Customer shall pay the Company's call out fee (as set out in the Proposal) in accordance with clause 4, in the event that the repair or replacement of the defective Warranted Equipment is performed outside of the Company's usual working hours.

10.10. Except as provided in this clause 10, the Company shall have no liability to the Customer in respect of the Equipment failure to comply with the warranty set out in clause 10.2.

10.11. For the avoidance of doubt, the Company does not warrant Consumables.

## 11. LIMITATION OF LIABILITY

11.1. In this Clause 11 the following shall mean an **Event of Default**:

- (a) any breach by the Company of its contractual obligations arising under the Contract (other than a breach arising from wilful default or recklessness);
- (b) any misrepresentation by the Company in connection with (whether or not contained in the Contract) the Contract (other than a fraudulent misrepresentation);
- (c) any tortious, act or omission, including negligence, arising in connection with the Company's performance under the Contract (other than any act or omission which is fraudulent or dishonest); and/or
- (d) any other act giving rise to a liability in respect of the Contract.

11.2. The Company shall not be liable for any Event of Default caused by:

- (a) any act or omission of the Customer which is relative to its obligations under the Contract; and/or
- (b) any failures of any third parties to provide the Equipment.

11.3. Subject to clause 11.8:

- (a) the Customer acknowledges that the Company shall have no liability in respect of the suitability of the Equipment and/or Services which have been recommended and/or selected by the Company in accordance with the Customer's requirements and the Customer Information. If the Customer requires bespoke equipment the Company may provide such bespoke work under such terms to be agreed between the Parties.

- (b) the Customer acknowledges that the Company shall have no liability or responsibility for Customer's incorrectly or badly maintained and contaminated heating or cooling systems (or component parts of the same); any disease or outbreak of any airborne virus which is caused by or due to any act, omission or failure of the Customer or its Representatives to install or operate and maintain its heating or cooling system (and any pump connected to such system) at recommended operating temperatures and in accordance with the system's operating manual so as to reduce the risk of contamination within the Customer's heating or cooling system.

- (c) the Company shall not be liable to the Customer in respect of any Event of Default for: (i) loss of profits; or (ii) loss of business; or (iii) depletion of goodwill or similar losses; or (iv) loss of anticipated savings; or (v) loss of goods; or (vi) loss of contract; or (vii) loss of use; or (viii) loss or corruption of data or information; or (ix) any special, indirect, consequential or pure economic loss, costs, damages, charges or expenses even if such loss was reasonably foreseeable or the Company had been advised of incurring the same.

(d) the Company's liability to the Customer in respect of each Event of Default shall be limited to the fee payable by the Customer for the Equipment or Service that is the subject of the Event of Default.

(e) the Company's entire aggregate liability to the Customer in respect of any and all Events of Default shall be limited to 1.5 times the fee payable by the Customer in accordance with the Contract during the preceding twelve months.

(f) If any advice provided to the Customer by the Company was provided free of charge by the Company then such advice is provided as is without any warranty of any kind from the Company and shall have no liability in relation thereto.

(g) the Company shall have no liability to the Customer in respect of any Event of Default unless notice in writing of such claim (specifying in reasonable detail with supporting evidence the event, matter or default which gives rise to the claim and an estimate of the amount claimed) has been given to the Company within 12 months of the Customer becoming aware of the circumstances and in any event within 12 months following delivery which give rise to such claim provided that without prejudice to their rights, the Customer and the Company agree that if they have reason to believe that they may have a cause of action hereunder, they shall liaise with the other in an open and co-operative way with a view to rectifying the reason for such cause of action whenever practicable.

11.4. If a number of Events of Default give rise substantially to the same loss or a number of Events of Default flow from the same defect then such Events of Default shall be regarded as giving rise to only one claim under these Terms.

11.5. The Customer hereby agrees to afford the Company not less than 60 days (following notification thereof by the Customer) in which to remedy any Event of Default hereunder.

11.6. Nothing in this clause shall confer any right or remedy upon the Customer to which it would not otherwise be legally entitled.

11.7. The Company shall not be liable for defects in Equipment caused by fair wear and tear, abnormal conditions of storage, of use or any act, neglect or default of the Customer or any third party.

11.8. Notwithstanding any other provision under these Terms or otherwise each party's liability to the other for:

(a) death or personal injury resulting from its own or its Representatives' negligence; and/or  
(b) any breach of its obligations implied by Section 12 of the Sale of Goods Act 1979 or Section 2 of the Supply of Goods and Services Act 1982; and/or  
(c) in relation to any fraudulent misrepresentation or fraudulent acts of its employees shall not be limited or excluded.

11.9. Subject to clause 11.8, all warranties conditions and terms implied by statute or common law are, to the fullest extent permitted by law, excluded from the Contract.

## 12. INTELLECTUAL PROPERTY RIGHTS

12.1. The Customer acknowledges that any and all Intellectual Property Rights in or arising out of or in connection with the Services and the Equipment shall be owned by the Company.

12.2. At the Customer's expense the Customer shall, and shall use all reasonable endeavours to procure that any necessary third party shall, promptly execute and deliver such documents and perform such acts as the Company may require for the purpose of giving full effect to clause 12.1.

## 13. CONFIDENTIALITY

13.1. Subject to clause 13.2, both parties shall treat Confidential Information obtained from the other as confidential and shall not without the prior written agreement of the other at any time hereafter (save as required by law or any regulatory organisation with authority over it) disclose such information to any third party (other than those Representatives or advisers whose responsibilities require them to know the same) or use it for any purposes other than for the performance of its obligations pursuant to the Contract (unless such information is in the public domain or is already known to the non-disclosing party otherwise than as a result of a breach of any duty of confidentiality owed in respect of such information).

13.2. The Customer acknowledges that, and consents to, the Company using information relating to the Contract to make public announcements for marketing purposes. Such public announcements may include (but are not limited to) case studies and press releases, and may be in (but are not limited to) magazines, online, websites, or printed form.

## 14. ASSIGNMENT

14.1. The Customer may not assign, transfer, charge, subcontract or deal in any other manner with all or any of its rights or obligations under the Contract without the prior written consent of the Company.

14.2. The Company may at any time assign, transfer, mortgage, charge or deal in any other manner with any or all of its rights and obligations under the Contract.

## 15. FORCE MAJEURE

15.1. Neither party shall be liable for delay in performing or failure to perform obligations under this Contract if the delay or failure results from force majeure. For the purposes of the Contract **force majeure** shall mean any Act of God war riot act of terrorism outbreak of hostilities strike or other industrial action of any kind malicious damage default of suppliers or sub-contractors accident failure or breakdown of plant or machinery fire flood explosion any act of local or national government or authority and any cause or circumstance whatsoever outside the reasonable control of the parties.

15.2. In the event of any delay or failure under the Contract resulting from force majeure the affected party may rely on the provisions of this clause for exemption from liability for non-performance part performance defective performance or delay and in the event that any such delay or failure continues for a period in excess of 120 consecutive days either party shall have the right to terminate the Contract immediately by giving written notice to the other party.

## 16. GENERAL

16.1. Any notice given pursuant to this Contract shall be in writing and may be sent by first class pre-paid recorded delivery post or fax to the party to whom it is addressed at his or its address as herein specified or subsequently notified and if sent by first class pre-paid recorded delivery post shall be deemed to have been received two working days after the date of posting and if sent by fax shall be deemed to have been received at the time transmission was duly completed.

16.2. It is acknowledged and agreed that the Contract (including the documents and instruments referred to herein) (the **Documents**) shall supersede all prior representations arrangements understandings and agreements between the parties relating to the subject matter hereof and shall constitute the entire complete and exclusive agreement and understanding between the parties hereto;

16.3. The parties irrevocably and unconditionally waive any right they may have to claim damages for any misrepresentation arrangement understanding or agreement not contained in the Documents or for any breach of any representation not contained in the Documents (unless such misrepresentation or representation was made fraudulently);

16.4. It is further acknowledged and agreed that no representations arrangements understandings or agreements (whether written or oral) made by or on behalf of any of the other parties have been relied upon other than those expressly set out or referred to in the Documents.

16.5. Failure or delay by the Company in enforcing or partially enforcing any provision of the Contract will not be construed as a waiver of any of its rights under the Contract.

16.6. No purported variation, change or modification of these Terms shall be valid unless confirmed in writing in a document signed by authorised representatives of both parties on or after the date of this Contract which expressly states that it amends this Contract.

16.7. Should any clause or provision of these Terms be held to be invalid or unenforceable such finding shall not affect the validity of the remaining clauses and provisions of these Terms.

16.8. These Terms are drafted in the English language. If the Contract is translated into any other language, the English language version shall prevail. Any notice given under or in connection with the Contract shall be in the English language. All other documents provided under or in connection with the Contract shall be in the English language, or accompanied by a certified English translation. If such document is translated into any other language, the English language version shall prevail unless the document is a constitutional, statutory or other official document.

16.9. Nothing in these Terms is intended to, or shall be deemed to, establish any partnership or joint venture between any of the parties, constitute any party the agent of another party, or authorise any party to make or enter into any commitments for or on behalf of any other party.

16.10. Each party confirms it is acting on its own behalf and not for the benefit of any other person.

16.11. A third party shall have no right to enforce these Terms under the Contracts (Rights of Third Parties) Act 1999.

16.12. This Contract shall be governed by and construed in accordance with the laws of England and Wales and each party hereby irrevocably submits to the exclusive jurisdiction of the English Courts.

## 17. INTERPRETATION

17.1. In these Terms the following words have the following meanings:

**Contract:** any Contract between the Company and the Customer for the sale and purchase of the Equipment and the Services, incorporating these Terms and formed in accordance with clause 1.5;

**Customer:** the person(s), firm or company who purchases the Equipment and Services from the Company;

**Company:** ICS Cool Energy Limited of ICS House Stephenson Road, Calmore Industrial Estate, Totton, Southampton SO40 3SA

**Confidential Information:** all confidential information (however recorded or preserved) disclosed by a party or its employees, officers, representatives or advisers (together its Representatives) to the other party and that party's Representatives in connection with the Contract, concerning: (a) the existence and terms of the Contract; (b) any information that would be regarded as confidential by a reasonable business person relating to: (i) the business, affairs, customers, clients, suppliers, plans, intentions, or market opportunities of the disclosing party (or of any member of the group of companies to which the disclosing party belongs); and (ii) the operations, processes, product information, know-how, designs, trade secrets or software of the disclosing party (or of any member of the group of companies to which the disclosing party belongs); (c) any information developed by the parties in the course of carrying out the Contract;

**Consumables:** means Equipment which has a finite life and deteriorates, dissipates, or wears out from use, including, but not limited to Gas, oil, Glycols and any other antifreeze additive, inhibitors, water treatment chemicals, thermal oils and other fluids, bearings, shaft seals, rubber and plastic tubing, piping and hose and all fittings, all insulation materials, solder, brazing and welding materials and gas, batteries, electrical contractors and relays, solenoid coils, fixings, studs, nuts, bolts and screws, etc., refrigerant filter/driers, water and air filters and strainers, pipe fixings, supports and clips, test plugs, sealants, adhesives, paint and other metal and coil coatings.

**Contract Rate:** the Company's standard charges in force from time to time;

**Customer Information:** the information that the Company requires the Customer to provide to the Company in relation to the Equipment and/or the Services and information described in clause 2.10;

**Equipment:** collectively or individually the equipment agreed in the Contract to be supplied to the Customer by the Company (including any part or parts of them) as more particularly described in the Proposal or such alternative equipment hired in accordance with clause 3.2;

**Excluded Causes:** means:

- (i) a defect in the manufacturer's design of the Maintained Equipment;
- (ii) faulty materials or workmanship in the manufacture of the Maintained Equipment;
- (iii) use of the Maintained Equipment with equipment or materials not supplied or approved in writing by the Company;
- (iv) any maintenance, alteration, modification or adjustment performed by persons other than the Company or its Representatives;
- (v) the Customer or a third party moving the Maintained Equipment;
- (vi) the use of the Maintained Equipment in breach of the Operating Manual or any other reasonable instructions of the Company;
- (vii) a failure, interruption or surge in the electrical power or its related infrastructure connected to the Maintained Equipment;
- (viii) a failure or malfunction in the air conditioning or other environmental controls required for the normal operation of the Maintained Equipment, or an error or omission in the correct use of that air conditioning or other environmental controls by the Customer; or
- (ix) the neglect or misuse of the Maintained Equipment.

**Excluded Maintenance:** any maintenance services required to restore any malfunctioning or failed Maintained Equipment to good working order where the malfunction or failure results from or is caused by any of the Excluded Causes.

**Initial Period:** a period of 12 months commencing on the date that the Company confirms that the Equipment is commissioned and ready for operational use by the Customer;

**Installation Services:** the installation and commissioning of the Equipment;

**Intellectual Property Rights:** all vested, contingent and future intellectual property rights including copyright, trade marks, trade names, patents, service marks, design rights (whether registered or unregistered) know-how, trade secrets, inventions, get up, database rights and any applications for the protection or registration of these rights and all renewal and extensions thereof existing in any part of the world whether now known or in the future created to which the Company may be entitled and other intellectual property rights created, developed, subsisting or used in or in connection with the Company;

**Maintained Equipment:** the Equipment to be maintained under the Contract as specified in the Proposal;

**Maintenance Term:** the Initial Period together with all Renewal Periods.

**Maintenance Services:** the maintenance services described in the Proposal;

**Operating Manuals:** all operating manuals, specifications, risk assessment method statements and other manufacturer documentation relating to the Equipment;

**Price:** the price for Equipment and the Services as notified to the Customer by the Company in the Proposal;

**Proposal:** the proposal attached to these Terms containing details of the Equipment and the Services, delivery and Price;

**Renewal Period:** each successive 12-month period after the Initial Period;

**Representatives:** officers, employees, contractors, sub-contractors and agents;

**Service Level Agreement:** the Company's standard service level agreement for performance of the Maintenance Services (a copy of which is available upon request from the Company or via the Company's website);

**Service Levels:** the levels to which the Company must perform the Maintenance Services;

**Services:** the Installation Services, the Maintenance Services and any other services to be provided by the Company to the Customer;

**Site:** the site for installation of the Equipment and provision of the Maintenance Services as set out in the Proposal.

**Warranted Equipment:** the Equipment, excluding Consumables.

**Warranty Period:** the period from the date of delivery of the Equipment and ending 12 months after the date of delivery of the Equipment, or such other period as may be specified in the Proposal;

17.2. In these Terms, the following rules apply: (a) Words in the singular include the plural and in the plural include the singular; (b) A reference to a person includes a natural person, corporate or unincorporated body (whether or not having separate legal personality); (c) A reference to a statute or statutory provision is a reference to it as it is in force for the time being (d) taking account of any amendment, extension, or re-enactment & includes any subordinate legislation for the time being in force made under it; (e) Unless the context otherwise requires, the words **including**, **include** and **in particular** and words of similar effect shall not be deemed to limit the general effect of the words which precede them (f) The headings in this Contract are for ease of reference only and shall not affect its construction or interpretation (g) A reference to **writing** or **written** includes faxes but not e-mail

17.3. In the case of any inconsistency between the Proposal and these Terms, these Terms will prevail.