

# Bord Gáis Energy Terms and Conditions of Hive Installation



## These Terms

These are our standard terms and conditions for the installation of Hive Active Heating or another product in our Hive range.

If you are looking for information about a Hive product which you purchased from Bord Gáis Energy, please visit our website for the terms and conditions applying to your purchase. You can also visit **www.bordgaisenergy.ie/hive** which may give you the answer to your query. If you purchased a Hive product from another retailer, please see the Hive Terms and Conditions (available from **www.hivehome.com/ie**) which apply to that purchase

## Privacy

As you have arranged for an installation of your Hive product from Bord Gáis Energy, we are a data controller of personal data relating to the sale and installation of the product - you can find our Privacy Notice on how Bord Gáis Energy uses your personal data at **www.bordgaisenergy.ie/DataProtection/HivePrivacyNotice.pdf**. Once you begin to use your Hive product and app, the controller of personal data will be Centrica Hive Limited, and you can review the relevant Privacy Notice at **www.hivehome.com/ie/privacy**.

Information about us and contact details We, us or our means Bord Gáis Energy Limited. If you have a query about your installation, please visit **www.bordgaisenergy.ie/hive** which may have the answer you're looking for. You can contact us by email at **hive@bordgais.ie**.

You can also contact us by telephoning our customer service team on 01 611 01 01. Our lines are open from 8:00am – 6:00pm Monday to Friday and 9:00am – 5:30pm on Saturday.

## Installation We only install in Ireland

Our website is solely for the promotion of our products in Ireland. Unfortunately, we do not accept orders from, deliver to or install at addresses in Northern Ireland or any other country outside Ireland.  
Installation Appointment

We'll confirm an installation appointment time to install your Hive Active Heating and/or Hive Multizone. We aren't responsible for installation delays caused by bad weather or any other circumstances beyond our control. If we cannot attend the appointment for any reason, we will contact you to rearrange the appointment at a time suitable for you. We'll install your Hive

Active Heating and/or Hive Multizone during normal working hours which are 8.00am – 6.00pm Monday to Saturday. We may charge extra for installation outside normal working hours but we will agree any extra charges with you first.

## Cancelling your Appointment

If you would like to change your appointment time, you can do so free of charge at any time up to 24 hours before the scheduled appointment time. Please call us on 01 611 01 01 to cancel your appointment and to arrange a new time.

If you cancel your appointment within 24 hours of your original appointment time, Additional Charges may apply. Please see below for details.

## Installation Requirements

You'll be responsible for ensuring that before we install your Hive Active Heating and/or Hive Multizone there is:

- (i) an adequate gas supply;
- (ii) an eligible central heating system in your home; and
- (iii) that you meet all of the requirements below.

If we can't carry out the installation because one or more of these requirements have not been met, additional charges may apply. Please see below for details.

Requirements for Hive Active Heating  
To be eligible for Hive Active Heating or Hive Multizone, you'll need a working central heating system. Hive Active Heating can be installed on gas or LPG systems (and certain electric boilers).

## Requirements for Hive Multizone

To be eligible for Hive Multizone, you'll need:

### Hive Active Heating

A suitable central heating system with separate heating zones controllable by a zone valve (the component within a central heating system that controls the flow of heating to different zones)

Hive Multizone is designed to cover up to three heated zones in your home. If it is installed in more than three zones, you accept that this may impact the Hive Multizone system performance, including the possibility that the whole Hive Multizone system may not work.

Please note that Hive Active Heating or Hive Multizone is not suitable for some central heating systems with underfloor heating.

## Our Engineers

We will send either a Bord Gáis Energy service engineer or one of our approved sub-contractors to carry out the work. All of our sub-contractors are approved by us and are fully qualified. All of our service engineers and sub-contractors carry identity cards.

## Getting into your home

Our engineers will only work in your home if there's someone 18 years old or older there at all times during the visit. It's your responsibility to give us access to your home. If we can't get access we won't be able to complete the work and it is then up to you to arrange another appointment and additional charges may apply. Please see below for details.

## Additional charges

We may charge you an administration fee of €30 to rearrange your appointment if:

- (i) You cancel an appointment outside of the cancellation period (see Cancelling your Appointment section above)
- (ii) We are unable to carry out the installation because your central heating system does not meet the requirements (see Installation Requirements section above)
- (iii) We are unable to carry out the installation because we cannot get access or there is no one over the age of 18 at home (see Getting into your home section above).

There'll be an extra charge for any changes or additional work which you ask for, or if there is additional work needed to install your Hive Active Heating or Hive Multizone. If this happens, we'll explain the reason for the additional work and let you know what the extra charge for the work would be first, so you can decide if you'd like to go ahead. If we need to connect new equipment to your existing central heating system to allow Hive Active Heating to work, we'll agree this and any costs with you before carrying out this additional work.

## No compensation

We won't pay any compensation if we're unable to complete the installation of your Hive Active Heating or Hive Multizone during the appointment. However, we'll make another appointment with you for a time that suits to complete the work at no extra cost.

## Reasonable care

We'll take reasonable care to carry out the installation without causing unnecessary damage to your property. We'll make good any unnecessary damage that is directly caused by our negligence. However, the installation (including removing or dismantling existing fixtures and fittings) may cause damage and certain areas may need to be redecorated after we finish the installation. This is your responsibility and is not included in the purchase price of your Hive Active Heating or Hive Multizone. Working in dangerous or unsafe conditions We won't start or continue doing any work in your home if we believe there's a health and safety risk, for example hazardous chemicals, pest infestations, verbal or physical abuse, or harassment. We won't return to finish the work until that risk is gone.

If any asbestos needs to be removed, you'll need to arrange and pay for a contractor to remove it. As part of this process, you will also need to get a clearance certificate from an independent competent analyst which you'll need to show us before we can start work in your home.

## Tenants need landlord permission

If you are a tenant, you may need your landlord's permission to carry out the work required to install your Hive Active Heating. Unless you tell us otherwise, we'll assume that you have this permission. We won't be responsible if we carry out work and you don't have your landlord's permission. You'll be responsible for any losses we suffer or you suffer as a result of you failing to get your landlord's permission.

## Changing your address

Your Hive Active Heating, and Hive Multizone if you have it, are part of your home heating system. It is not possible to reinstall Hive Active Heating or Hive Multizone at your new home. If you move house you must leave all your Hive Active Heating equipment behind except your Hive Hub, which you should take with you to your new home.

If you move to a new home and want to install Hive products in your new home, or if you move into a property that has Hive installed, please contact us on 01 611 01 01 for further assistance.

## Energy credits

You acknowledge and agree that we are entitled to any energy credits attributable to the installation of Hive Active Heating in your home under the Irish Government Better Energy Scheme or any replacement similar scheme.

## Quality Audits

Bord Gáis Energy may request to carry out random quality audits on the work carried out both during the Hive Installation visit and after completion of the Hive Installation. Bord Gáis Energy will notify you by telephone of any such request. All Bord Gáis Energy engineers and supervisors carry identification which will be displayed to you on arrival at the Property.

## General Exclusions

We won't be responsible:

- For the cost of repairing or replacing parts of your existing central heating system

which later develop a fault, unless the fault is caused by work we carried out

- If your central heating system doesn't work because your water supply becomes inadequate or the water pressure varies
- For the Hive Multizone system performance where it is installed in more than three zones at your request
- For the cost of any redecoration after we finish the installation
- For any problems which arise due to a fault in the Hive Active Heating and/ or Hive Multizone that is not caused by the installation we performed. Please see the Bord Gáis Energy Hive Product Terms and Conditions (if purchased from Bord Gáis Energy) or the Hive Terms and Conditions (if purchased from another retailer) for the product guarantee and exclusions which apply to your purchase.

## Installation Guarantee One year guarantee

If our installation work is faulty, we'll carry out the work again free of charge. Our work is guaranteed for one year from the date that we complete the installation.

This guarantee only applies to materials we provide and work we carry out and does not apply to any further unrelated faults with your central heating system or appliances. If your Hive Active Heating and/or Hive Multizone stops working due to a problem with the installation, please call us to report this on 01 611 01 01. We'll do what we can to fix the fault as quickly as possible.

All Hive Active Heating and Hive Multizone systems come with additional product guarantees. Please see the Bord Gáis Energy Hive Product Terms and Conditions (if purchased from Bord Gáis Energy) or the Hive Terms and Conditions (if purchased from another retailer) for details.

## Consumer rights

Our one year guarantee doesn't affect your legal rights that apply to the quality and description of the goods and services or to your legal rights under the Consumer Rights Directive. If you want independent advice about your rights, please contact the Competition and Consumer Protection Commission on 1890 432 432.

## Cancelling / Uninstalling your Hive Product

If you change your mind about Hive Active Heating and/or Hive Multizone and would like the product uninstalled, you can arrange an appointment by calling our customer service team on 01 611 01 01. Please note that a fee of €159 will apply to cover the cost of the uninstallation.

Please see the conditions in the Bord Gáis Energy Hive Product Terms and Conditions (if purchased from Bord Gáis Energy) or the Hive Terms and Conditions (if purchased from another retailer) for details on when you can return your Hive Active Heating and/or Hive Multizone and receive a refund.

## Complaints

If you have any questions or complaints about any product, please contact us. You can telephone our customer service team on 01 611 01 01 or email us at [hive@bordgais.ie](mailto:hive@bordgais.ie).

We take any complaint seriously and we'll do our best to resolve the issue right away. If we need more time to investigate, we'll let you know and keep you updated.

## General Who can benefit from these terms and conditions?

Nobody other than you can benefit from these terms and conditions.

## English language

Everything we write to you – including terms and conditions – will be in English. Changes to these terms and conditions. If we need to change these terms and conditions, we will put the changes on our website at [www.bordgaisenergy.ie/hive](http://www.bordgaisenergy.ie/hive).

If the changes are significant, we'll let you know in writing. If you are not happy with any of the changes you can cancel this contract by notifying us by email at [hive@bordgais.ie](mailto:hive@bordgais.ie). If you continue with your installation appointment after us notifying you of the changes, you will be deemed to have consented to these changes.

## Irish law

These terms and conditions are governed by the laws of Ireland