What you need to know about Service Visits

By confirming your order with Warm Corner Ltd, you are agreeing to our terms and conditions and the details laid out in this document. A full copy of our Terms and Conditions can be found on our website www.warmcornerc.co.uk or we can send you a copy on request.

Customer Responsibilities for Engineer Access and Work Safety

To ensure the safety and efficiency of the service provided by our engineers, the following responsibilities must be upheld by the customer.

Failure to meet these requirements may result in the engineer being unable to perform the necessary work until these conditions are met:

1. **Clear Access to Equipment:**
   - Ensure unobstructed access to the room where the cooling equipment is installed.
   - Remove any crates, furniture, or other obstacles that may hinder access to the equipment.
2. **Accessibility of Ducting and Additional Units:**
   - Provide clear access to any ducting or additional units of the cooling system, whether they are located in floor voids, ceiling voids, or outside the premises.
   - Supply safe ladders or other necessary equipment to access areas that are out of reach.
3. **Responsibility for Alterations:**
   - Accept that any dismantling required to access the equipment, performed by the engineer, is under the customer's responsibility to restore ('making good') once the service is completed.
4. **Protection of Delicate Surfaces and Items:**
   - Take necessary precautions to protect delicate surfaces in the vicinity of the work area.
   - Relocate delicate items to prevent damage during the engineer's inspection and repair activities.
5. **Health and Safety Compliance (for Commercial)**
   - Ensure that the work environment complies with health and safety standards to protect all parties involved, including the engineer.

Additional charges will be incurred if:

- Parking charges apply at the location
- Toll charges, congestion charges etc., apply en-route
- Delivery and access has to be made anywhere other than a ground floor entrance
- Delivery and access was not possible as agreed, due to circumstances beyond our control
- A site survey is required before delivery and access arrangements are agreed

What must be agreed and prepared before your goods are dispatched and/or the engineer arrives:

- Access and safe parking for the delivery vehicle and/or the engineer's vehicle
- A safe and unobstructed access route for the goods, inside and outside the delivery address and also for the engineer's equipment
- Procedures for the delivery agent and engineer if the delivery address has security measures installed
- Protection of fragile surfaces (inc. floorings and walls) and items along the access route
- An authorized person to inspect and sign for the delivery and allow access to the engineer.
- An authorized person to inspect the vicinity of the installation/maintenance/repair work and the equipment that has been worked on once the job has been advised by the engineer as being complete. An authorized signature will be required on the engineer's service sheet before the engineer departs. Failure to sign off the work may affect the guarantee provided with any new equipment installed.

Customer Acknowledgment: By accepting these terms, the customer acknowledges their responsibility in providing safe and accessible conditions for the engineer to perform the necessary work. Failure to comply with these responsibilities may result in a delay or inability to carry out the required service.

Assurances:
Our Team and Engineers will keep in touch about progress with your order, delivery and installation. We will help and guide you every step of the way to successful completion of your installation.