

MA037 2526a) Pavilion heating

**Issue**

Pavilion heating service highlighted issues (flow switch) resulting in further works needed.

Service costs PAID:	£321.60+VAT
Estimate flow switch costs:	£663.03+VAT (approved by Chair)
Additional costs for flow switch works:	£447.40+VAT (to be retrospectively approved) <sup>1</sup>

- Under circumstances of needing urgent repair the estimated costs were approved by Clerk and Chair.
- Repair to flow switch has been carried out but not solved the issue.
- Initial investigation led to report of needing to replace the PCB at a cost of £2,551.80 plus labour, plus VAT.
- Suppliers reviewed the issue and further investigation took place with other engineers and they concluded that the replacement of the PCB would not be economically sound for the system. Engineer has concluded that a new pump could solve the issue.
- Engineer is confident this would work but cannot offer guarantee.

Estimate pump replacement costs:	£854.75+VAT (to be approved)
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<i>Est total costs for fix:</i>	<i>£1,965.18+VAT (excluding service cost)</i>
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It is proposed that Council approve the additional works as required to reinstate working system.

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<sup>1</sup> Clerk miscalculated the costs – estimated antifreeze costs calculated at 1 litre instead of 20 and predicted labour costs for investigation increased.

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MELBOURN PARISH COUNCIL THE PAVILLON THE MOOR MELBOURN HERTFORDSHIRE  SG8-6ED	<b>Job Number</b>	M38195
	<b>Account Ref:</b>	32603
	<b>Order Number</b>	/
	<b>Job Type</b>	ANNUAL SERVICE :
	<b>Visit Date</b>	Thursday 01-May-2025 : No SLA
	<b>Caller Name</b>	
	<b>Insured Name</b>	
	<b>Policy</b>	
	<b>Engineer</b>	ALEX WARD
	<b>Notes To Engineer</b>	1pm 2 x HEAT PUMP SERVICE AND SYSTEM CHECK. The timing feature must be well and truly wrong as the heating was pumping out the other evening, so they will need to look at this too! We were wondering if it would be possible to fit it with a smart controller of some sort that we could control remotely?

ASSOCIATED JOB ITEMS		
Summary	Assigned	Qty Used
HEAT PUMP SERVICE AND SYSTEM CHECK	2	2
MONDAY TO SATURDAY ADDITIONAL LABOUR PER 15 MINUTES	2	2

ASSOCIATED APPLIANCES			PARTS & PRODUCTS ALLOCATED			
Product	Serial No	Location	Type	Number	Name	Qty
ASHP - VAILLANT - GEOTHERM VWL155/1		EXTERNAL FLOOR STANDING				
ASHP - VAILLANT - GEOTHERM VWL155/1		EXTERNAL FLOOR STANDING				

JOB DETAILS	IMPORTANT INFORMATION/FURTHER INSTRUCTIONS
6. PLEASE REVIEW SERVICE AND MAINTENANCE CHECKLIST DOCUMENT FOR SERVICE INFORMATION.	X2 ASHP SERVICE AND SYSTEM CHECK. FLUSHED BOTH TF1 FILTERS IN LOFT SPACE.  RHS HEAT PUMP FAULTED ON ARRIVAL. 09 ERROR INDICATING NO FLOW DETECTED. CIRCULATING PUMP OK. TRACED FAULT TO FLOW SWITCH FAILURE. LINKED FLOW SWITCH OUT AND HEAT PUMP RAN. AFTER COMPLETING SERVICE, FOUND HEAT PUMP WOULD RUN WITH FLOW SWITCH PLUGGED BACK IN. SEEMS THE FLOW SWITCH FAULT IS INTERMITTENT. RECOMMEND REPLACING FLOW SWITCH AS A MATTER OF CAUTION. GLYCOL/ANTIFREEZE LEVEL IS AT -5 AND MANUFACTURERS INSTRUCTIONS STATE IT SHOULD BE AT -15°C. RECOMMEND ADDING 20 LITRES OF FERNOX HP15 (NOT HP15C) WHEN WE RETURN TO REPLACE FLOW SWITCH.
	OUTCOME Further Works

TIMESHEETS				
Start	End	Type	Comments	Engineer Signature
01/05/25 14:11	01/05/25 16:35	WORKING		
01/05/25 13:06	01/05/25 13:39	WORKING		
01/05/25 12:15	01/05/25 13:05	WORKING	FAULT FINDING HOT WATER	
01/05/25 13:39	01/05/25 14:11	LUNCH		Customer Name
				MELBOURN PARISH COUNCIL
				Customer Signature



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**CHECKLIST ANSWERS FOR SECTION : HEAT PUMP SERVICE REPORT**

AREA	TASK	SUB-TASK	RESULT	COMMENTS
HEAT PUMP	HEAT PUMP	test	N/A	
VISUAL CHECK	VISUAL CHECKS			
HEAT PUMP	REMOVE		No	
VISUAL CHECK	ACCESS PANEL ON			
	EVAPORATOR UNIT - IS THERE ANY SIGNS OF REFRIGERANT LEAKS			
HEAT PUMP	IS THERE ANY SIGNS OF HEATING FLUID LEAK		No	
VISUAL CHECK				
HEAT PUMP	IS THE AUTOMATIC AIR VENT OPERATING		Yes	
VISUAL CHECK				
HEAT PUMP	IS THE PRESSURE RELIEF DISCHARGE ON THE HEAT PUMP OPERATIONAL		N/A	
VISUAL CHECK				
HEAT PUMP	IS THE PIPEWORK INSULATED AND IN GOOD CONDITION		Yes	
VISUAL CHECK				
HEAT PUMP	IS THE HEAT PUMP INSTALLED ON A SOLID SURFACE AREA		Yes	
VISUAL CHECK				
HEAT PUMP	IS THE HEAT PUMP FITTED WITH ANTI VIBRATION FEET		Yes	
VISUAL CHECK				
HEAT PUMP	DOES THE HEAT PUMP HAVE ISOLATING VALVES INSTALLED, AND ARE THEY FULLY OPEN		Yes	
VISUAL CHECK				
HEAT PUMP	DOES THE HEAT PUMP HAVE		N/A	
VISUAL CHECK				



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HEAT PUMP VISUAL CHECK	ANTIFREEZE VALVES INSTALLED, LOCATED AT THE HEAT PUMP IF ANTIFREEZE VALVES HAVE BEEN INSTALLED, DO THEY SHOW SIGNS OF DISCHARGE - IF THEY DO RECOMMEND REPLACEMENT	N/A	
HEAT PUMP VISUAL CHECK	IS THIS PIPEWORK INSULATION IN GOOD CONDITION	Yes	
EVAPORATOR FINS	CLEAN THE EVAPORATOR COIL WITH CLEANING FLUID	Yes	
EVAPORATOR FINS	INSPECT THE EXTERNAL EVAPORATOR COIL FOR DAMAGE	Yes	
EVAPORATOR FINS	USING A FIN COMB ENSURE FINS ARE IN GOOD CONDITION	Yes	
SYSTEM FILTRATION	SYSTEM FILTRATION	Yes	FERNOX TF1 X2
SYSTEM FILTRATION	REMOVE AND CLEAN SYSTEM FILTER OF MAGNETITE/DEBRIS	Yes	FLUSHED BOTH TF1 FILTERS IN LOFT SPACE.
SYSTEM FILTRATION	IF AN INTEGRAL FILTER IS LOCATED WITHIN THE EXTERNAL HEAT PUMP, CHECK AND CLEAN. SOME ISOLATING	N/A	



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SYSTEM FILTRATION	VALVES ALSO HAVE INBUILT STRAINERS. test	N/A	
ANTIFREEZE CHECK	ANTIFREEZE CHECKS	N/A	
ANTIFREEZE CHECK	ANTIFREEZE CHECK AND RECORD RESULTS, COMPARE AGAINST MI AND RECORD RESULTS	Yes	CURRENTLY - 5°C, SHOULD BE -15°C
ANTIFREEZE CHECK	IDENTIFY THE EXISTING ANTIFREEZE AND RECORD HERE	Yes	HP15C
ANTIFREEZE CHECK	RECORD LEVELS OF ANTIFREEZE USED TO TOP UP - AND THE TYPE USED IF AVAILABLE FROM STOCK	N/A	
ANTIFREEZE CHECK	IS A FURTHER VISIT REQUIRED TO INSERT NON STOCK ANTIFREEZE.	Yes	RECOMMEND ADDING 20 LITRES OF FERNOX HP15C TO SYSTEM TO BRING ANTIFREEZE LEVEL UP TO MANUFACTURER S SPECIFICATIONS
ANTIFREEZE CHECK	INHIBITOR CHECK REQUIRED	N/A	
ANTIFREEZE CHECK	INHIBITOR CHECK PASS OR FAIL	N/A	
ANTIFREEZE CHECK	INHIBITOR ADDED TO SYSTEM	N/A	
SYSTEM PRESSURES	SYSTEM PRESSURE	Yes	1 BAR



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SYSTEM PRESSURES	REMOVE SYSTEM PRESSURE, ISOLATE VESSEL AND CHECK EXPANSION VESSEL PRESSURE (.5-1.0 BAR FOR SINGLE STOREY -- 1 BAR FOR 2 STOREY HOMES -- 1.5 BAR FOR 3 STOREY)	Yes	1 BAR
SYSTEM PRESSURES	RE PRESSURE SYSTEM TO MATCH THE LOADING OF THE EXPANSION VESSEL SUGGEST .9 - 1BAR (OR 1.4-1.5 FOR 3 STOREY)	Yes	1 BAR
SYSTEM PRESSURES	VENT SYSTEM OF AIR FROM ALL HIGH POINTS INCLUDING RADIATORS, MAGNETIC FILTERS	Yes	
HEAT PUMP SETTINGS	HEAT PUMP SETTINGS - IF ANY ARE CHANGED PLEASE RECORD BOTH OLD SETTING AND THE NEW SETTING	N/A	
HEAT PUMP SETTINGS	MAXIMUM TEMP SET POINT FOR HEATING MAX 55, BUT THE LOWER THE MORE EFFICIENT	Yes	55°C
HEAT PUMP SETTINGS	MINIMUM TEMP SET POINT FOR HEATING OPERATION	Yes	20°C



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HEAT PUMP SETTINGS	(NORMALLY 20-35 BUT CHECK MANUAL) MINIMUM OUTDOOR AIR TEMP TO MAX FLOW TEMP (NORMALLY -2 TO -3 IN CAMBRIDGESHIRE)	Yes	6°C
HEAT PUMP SETTINGS	MAX AMBIENT AIR TEMPERATURE NORMALLY SET AT CIRCA 20 DEGREES	Yes	20°C
HEAT PUMP SETTINGS	FLOW AND RETURN DIFFERENTIAL TEMPERATURE NORMALLY SET AT BETWEEN 5 - 8 DEGREES (DEFAULT 5 DEG)	Yes	5°C
HEAT PUMP SETTINGS	HOT WATER TEMPERATURE SET POINT (45 TO 55 DEGREES) NOMINAL SET POINT MAYBE 48-50	Yes	55°C
HEAT PUMP SETTINGS	LEGIONELLA TEMPERATURE SET POINT (60-65 DEGREES) RECORD ACTUAL	N/A	
HEAT PUMP SETTINGS	MAXIMUM TIME FOR HOT WATER OPERATION - NORMALLY 60-90 MINUTES, SUGGEST UPTO 250L = 60, AND OVER 250 = 90 PLEASE RECORD ACTUAL	N/A	



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HEAT PUMP SETTINGS	MINIMUM TIME FOR SPACE HEATING NORMALLY 15 MINUTES		N/A
HEAT PUMP SETTINGS	FROST PROTECTION ENABLED RECORD ACTUAL SET POINT (NORMALLY 4 DEGREES OR LOWER)		Not Set 6°C
HEAT PUMP SETTINGS	FLOW RATE OF WATER THROUGH HEAT PUMP.	HEAT PUMP FLOW RATE USING ANTIFREEZE = KW OUTPUT DEVIDED (SHC X DT 3.8 X5 = 19) X 60 SECONDS = PER MINUTE FLOW RATE	N/A
HEAT PUMP SETTINGS	FLOW RATE OF WATER THROUGH HEAT PUMP.	HEAT PUMP FLOW RATE NON ANTIFREEZE = KW OUTPUT DIVIDED (SHC X DT 4.2 x 5) =21 X 60 SECONDS = PER MINUTE FLOW RATE	N/A
HEAT PUMP SETTINGS	THE FLOW RATE THROUGH THE HEATING OR CYLINDER COIL SHOULD NOT EXCEED CALCULATIONS AS ABOVE		N/A
HEATING SYTEM CONTROLS	HEATING SYSTEM CONTROLS		Yes DANFOSS
HEATING SYTEM CONTROLS	CHECK OPERATION OF ZONE VALVES TO HEATING AND HOT WATER		Yes



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HEATING SYTEM CONTROLS	CHECK OPERATION OF HEATING THERMOSTAT (ARE BATTERIES REQUIRED)	No	
HEATING SYTEM CONTROLS	CHECK TIMES SET FOR HOT WATER HEATING (HOT WATER SHOULD BE DIFFERENT TO HEATING) SUGGESTION MAX 4.00AM TO 5.30AM DAILY AND 4.00PM TO 5.00PM	N/A	
HEATING SYTEM CONTROLS	CHECK AND RECORD HEATING TIME OPERATION. NOT TO BE AT THE SAME TIME AS HOT WATER RUN SYSTEM IN HEATING OPERATION AND CHECK HEAT IS FLOWING TO EACH RADIATOR.	N/A	
HEATING SYTEM CONTROLS	HOT WATER CYLINDER INFORMATION IS THE CYLINDER AN INDIRECT UNVENTED	Yes	VAILLANT VIH S GB310/2 S X2
HOT WATER CYLINDER	IS THE CYLINDER AN INDIRECT VENTED	Yes	X2
HOT WATER CYLINDER	IS THE CYLINDER AN INDIRECT VENTED	N/A	
HOT WATER CYLINDER	COMPLETE A SEPERATE CHECKLIST FOR UNVENTED HOT WATER SERVICE	N/A	



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STANDARD VENTED CYLINDER	AND MAINTENANCE UNDERTAKE VISUAL OF STANDARD VENTED HOT WATER CYLINDER AND HIGHLIGHT ANY CONCERNS YOU MAY HAVE BELOW		N/A	
REMEDIAL ACTION REQUIRED	REMEDIAL ACTION REQUIRED	REMEDIAL ACTION AND RECOMMENDATIONS	N/A	
REMEDIAL ACTION REQUIRED	REMEDIAL ACTION REQUIRED	INSULATION UPGRADE REQUIRED	N/A	
REMEDIAL ACTION REQUIRED	REMEDIAL ACTION REQUIRED	INHIBITORS REQUIRED	N/A	
REMEDIAL ACTION REQUIRED	REMEDIAL ACTION REQUIRED	ANTIFREEZE REQUIRED	Yes	
REMEDIAL ACTION REQUIRED	REMEDIAL ACTION REQUIRED	PARTS REQUIRED	Yes	INTERMITTENT FAULT WITH FLOW SWITCH. RECOMMEND REPLACING.
HEAT PUMP INFORMATION	HEAT PUMP INFORMATION AND DESIGN RECORDS	test	N/A	
HEAT PUMP INFORMATION	MAKE		Yes	VAILLANT
HEAT PUMP INFORMATION	MODEL		Yes	GEO THERM
HEAT PUMP INFORMATION	SERIAL NUMBER		N/A	
HEAT PUMP INFORMATION	LOCATION	WHAT THREE WORDS	N/A	
HEAT PUMP INFORMATION	ELECTRIC METER HEAT PUMP READING		N/A	
HEAT PUMP INFORMATION	ELECTRIC METER IMMERSION HEATER EADING		N/A	



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## INVOICE

**PARISH OFFICE  
THE HUB  
30 HIGH STREET  
MELBOURN  
HERTFORDSHIRE  
SG8-6DZ**

**Invoice Date** 20/06/2025  
**Invoice Ref** SH64239  
**Account Ref.** 32603

Job Ref.	Site Address	Job Description
M38195	THE PAVILLON, THE MOOR, SG8-6ED	FAULT FIND/DIAGNOSIS

Invoice Description	Qty	Cost	Total
ADDITIONAL LABOUR PER 15 MINUTES	18	£17.00	£306.00
FERNOX HP ANTIFREEZE FLUID RANGE HP15C	20	£4.95	£99.00
VAILLANT FLOW SWITCH 20127212	1	£382.43	£382.43
ADDITIONAL LABOUR PER 15 MINUTES	13	£17.00	£221.00
ADDITIONAL LABOUR PER 15 MINUTES	6	£17.00	£102.00

**VAT Registration Number:** 120 3236 73

**Payment Terms:** on receipt of Invoice

**How to pay:** Bank Transfer, Card Payment or Cheque Payment

**Bank** Lloyds TSB

**Sort Code** 30-64-79

**Account No.** 26654060

**Please remember to state your Account Ref.**

<b>Total Ex VAT</b>	£1,110.43
<b>20% VAT</b>	£222.09
<b>Total Inc VAT</b>	£1,332.52

**Please Note:** Payments made by credit card will only be accepted up to £300.00 per Invoice.



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## How to pay

### For best results pay by Bank Transfer

Our Bank Account details are as follows.

Sort Code **30-64-79** Account Number **26654060** please include the invoice reference and account number on your transaction.

### By Credit/Debit Card (We only accept payments on Credit Cards to the value of £300.00)

Telephone our offices on **01223 833426** between 8:00 a.m. and 5:00 p.m. and have your card details to hand along with the Account/Invoice reference for settlement.

### By Post/Cheque

Please write your account number and invoice reference on the back, and post to our offices – please make cheques payable to **Shelford Heating Ltd.**

### Payment Notes

- We are unable to accept cash payments
- We reserve the right to charge interest on overdue monies at 8% above Bank of England Base Rate
- We only accept Credit Card payments up to the value of £300.00
- All invoices to be settled on receipt, late payment penalties apply.
- Our full terms and conditions of sale are available on our Web site which will change from time to time. Included also in every invoice issued.

### 'More than just a service'

Shelford Heating have strived to offer a full range of services, working in partnership with Key suppliers and Manufacturers who are able to offer products of Quality, Reliability with excellent back up service, our services now include as well as our Standard Boiler service and repair.

- Domestic and Commercial Boiler Replacements
- Domestic and Commercial Oil and Gas Servicing Including LPG Appliances
- High Efficiency Boiler Installation, and New Systems Along with Energy Efficient System Control Upgrades
- Heating System Power-Flushing and Magnetic Filtration Devices
- Renewable Energy Installations: Air Source Heat Pumps
- Heating System Repairs 5 Days a Week 8.30am to 5.00pm
- Oil Tank Service, Repairs and Replacement
- Plumbing Services, Bathroom Installations, Shower Replacements and Plastering/Tiling
- Electrical Services (Full Scope Part P) Cambs Electrical Our Approved Electrical Contractor.

### Complaints procedure

Please write to the **Customer Services Director, Shelford Heating Ltd, Unit 20, South Cambridge Business Park, Babraham Road, Sawston, Cambridge, CB22 3JH** with your concern and we will contact you within 5 days confirming receipt and then undertake our investigation and confirm what action is to be taken to resolve any issues, which may require a further site visit.

This does not affect your statutory rights.

### Privacy Policy

Shelford Heating Ltd takes your privacy seriously and we understand that people have different privacy concerns, so our aim is to be clear about what we collect. We are committed to protecting and respecting your privacy and will only use your personal information to administer your account and provide the services and products you have requested from us; and may be used by our employees, sub-contractors, and suppliers in which to do so. When you contact us, you voluntarily provide us with information about yourself in way of name, address, telephone number, email address and details about your heating, renewable and plumbing appliances and by providing this information you are consenting to our use of this information within this Privacy Policy. Our full Policy is available to view on our website and may be subject to change without notice.

If you wish to be removed from our database, please contact us at the address contained within communication.



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## FULL TERMS & CONDITIONS OF BUSINESS

In the interests of our customers, we would ask them to always check and approve the following:

- Working Times of Labour & Description of Materials are clearly and accurately shown on the Engineers Report.
- Material collection times have been kept to a minimum.
- Mobile phone usage has kept to a minimum and has been solely job related.
- Breaks have not been charged for.
- Any queries are resolved with the Operative at the time.
- All work completed by the Company and its Technicians are Chargeable unless agreed in writing

**Should you have any unresolved queries, require further information or fail to be completely satisfied with our work please write to us and we will confirm within 5 days confirming receipt and then undertake our investigation and confirm what action is to be taken to resolve any issues, which may require a further site visit.**

For the purpose of these terms & conditions the following words shall have the following meanings: (a) "The Company" shall mean Shelford Heating Ltd, Unit 20 South Cambridge Business Park, Sawston, Cambridge CB22 3JH registered company no 7616891 (b) "The Customer" shall mean the person or organization for whom the Company agrees to carry out works &/or supply materials (c) "The Operative or Engineer" shall mean the representative appointed by the Company.

The Company reserves the right to refuse or decline work at its own discretion. Where the Company agrees to carry out works for the Customer those works shall be undertaken by the designated operative of Company at its absolute discretion.

The total charge to the Customer shall consist of the cost of materials supplied by the Company plus a markup (not exceeding the Manufacturers recommended retail price) & the amount of time spent by the operative in carrying out works (including all reasonable time spent in obtaining un-stocked materials) charged in accordance with the Company's current rates. The Customer shall only be charged for the time spent related to the Customer's work, all other time, personal mobile calls etc. is non-chargeable. All charges are subject to VAT at the prevailing rate except in cases where the work carried out is zero rated. Our callout charges include up to 60 minutes on site and Service charges are based on and thereafter additional Labour charges are based on 15 minute intervals. Our prices are available by request by contacting sales@shelfordheating.co.uk. Weekend Charges are a premium service and as such increase, This Service provision is subject to availability and will not always be in operation. We will not be offering a Sunday Service. Bank Holidays the Business will be closed, Our Telephone system will have facility for leaving messages which will be dealt with on the next normal working Day.

Material Collection - Collection of non-stock items are chargeable but: (a) Time must be kept to a minimum & reasonable. (b) The Customer must be informed wherever possible when the operative leaves the premises. (c) If the collection time is likely to exceed 45 minutes the customer must be additionally informed of the circumstances. (d) Only one engineer is allowed to leave the job to collect parts. (e) The collection of materials which should be normally stocked items is non-chargeable.

Payments - Invoices are due for payment immediately, and in any event no later than 14 days of work completed or date of invoice, whichever is the later. We Reserve the right to charge interest on overdue monies at a rate of 8% over the Bank of England Base rate (our Contractual rate) after a period of 28 days from the work completed date. We only accept payments on Credit Cards up to the Value of £200.00.

Where the date &/or time for works to be carried out is agreed by the Company with the Customer, then the Company shall use its best Endeavour's to ensure that the operative shall attend on the date & at the time agreed. However, the Company accepts no liability in respect of the non-attendance or late attendance on site of the operative/engineer or for the late or non-delivery of materials.

The Customer shall accept sole liability to discharge the Company's account unless he/she discloses to the Company when initially instructing the Company to carry out work &/or supply materials that he/she is acting on behalf of a third party (including, but not limited to, a Limited Company or Partnership) & receiving a written estimate) the name of the third party appears on the written estimate.

If the Customer cancels their instructions prior to any work being carried out or materials supplied then the Customer shall be liable for any related expenditure together with the profit that would have been made by the Company had the work been carried out &/or materials supplied in accordance with such instructions.

If, after the Company shall have carried out the works, the Customer is not wholly satisfied with the works then the Customer shall give notice in writing within 12 months to the Company & shall afford the Company, and its insurers, the opportunity of both inspecting such works, & carrying out any necessary remedial works if appropriate. The Customer accepts that if he fails to notify the Company as aforesaid then the Company shall not be liable in respect of any defects in the works carried out.

The Guarantee shall be for Labour only in respect of faulty workmanship for 12 months from the date of completion with the manufacturer's warranty in force.

The Guarantee will become null & void if the work/appliance completed/supplied by the Company is: (a) Subject to misuse or negligence. (b) Repaired, modified or tampered with by anyone other than a Company operative. The Company will accept no liability for, or guarantee materials supplied by the Customer & will accept no liability for any consequential damage or fault.

The company will not guarantee any work in respect of blockages in waste & drainage systems.

The company will not guarantee any work undertaken on instruction from the customer & against the written or verbal advice of the operative/engineer.

Work is guaranteed only in respect of work directly undertaken by the company & payment in full has been made. Any non-related faults arising from recommended work which has not been undertaken by the company will not be guaranteed.

The company shall not be held liable or responsible for any damage or defect resulting from work not fully guaranteed or where recommended work has not been carried out.

These terms & conditions may not be released, discharges, supplemented, interpreted, varied or modified in any manner except by an instrument in writing signed by a duly authorized representative of the Company & by the Customer. Further, these terms & conditions shall prevail over any terms & conditions used by the Customer or contained or set out or referred to in any documentation sent by the Customer to the Company; by entering into a contact with the Company the Customer agrees irrevocably to waive the application of any such terms & conditions.

Title to any goods, supplied by the Company to the Customer shall not pass to the Customer but shall be retained by the Company until payment in full for such goods has been made by the Customer to the Company.

The Company shall not be liable for any delay or for the consequences of any delay in performing any of its obligations if such delay is due to any cause whatsoever beyond its reasonable control & the Company shall be entitled to a reasonable extension of the time for performing such obligations.

The Company shall only be liable for rectifying works completed by the Company & shall not be held responsible for ensuing damage or claims resulting from this or other work overlooked or subsequently requested & not undertaken at that time.

These terms & conditions & all contracts awarded between the Company & Customer shall be governed & construed in accordance with English law & shall be subject to the exclusive jurisdiction of the English law.

