

3 Duncombe Close
Hertford
Hertfordshire
SG14 3DB
United Kingdom

Quotation # S06794

Quotation Date:

29/03/2024

Expiration:

27/06/2024

Salesperson:

Loren Sykes

Description

We will supply and install:

A 8kW air source heat pump system with 210L cylinder, including:

- Samsung R290 8kW air source heat pump
- Samsung EHS heat pump control kit
- ERP A+ rated circulation pump
- 210L World Heat domestic hot water cylinder
- Flexible hoses
- Anti-vibration feet
- Isolation valves
- Expansion vessel
- Insulated pipework
- Drain kit

*Including 7-year parts and labour warranty from Samsung

We will complete and provide:

- Application to Boiler Upgrade Scheme (BUS) for the £7,500 grant, if required
- Electrical testing and certificate.
- MCS certification
- Commissioning and hand over pack

We will also include:

Deposit protection insurance
2 year insurance backed workmanship warranty

Due to price volatility and supplier price increases, this quote is valid for 90 days

*Please see conditions below for payment terms

QUOTATION PRICE IS INCLUSIVE OF A £7,500 BOILER UPGRADE SCHEME GRANT (BUS)*

*Green Building Renewables will apply for your BUS grant prior to starting any works, to confirm if you are eligible. The grant is paid directly to us once the installation is complete and is deducted from the full installation cost. The value stated in this quote is the amount directly payable by the customer. The BUS grant has already been deducted. The deposit payment required to secure your installation is 25% of the full contract value (which includes the BUS contribution of £7500). If 25% of the full contract value is actually greater than the contribution required from yourself, the appropriate lower amount will be due.

Untaxed Amount	£ 3,545.36
VAT 0%	£ 0.00
Total	£ 3,545.36

About Us



Green Building Renewables Your local, Renewable Technology Experts

Thank you for requesting a quotation from Green Building Renewables. We value every one of our customers and it's our aim help each customer lead a more sustainable life. We proudly install and maintain a range of low carbon technologies that can help you become more energy independent whether harnessing the power of the sun with a solar PV system or keeping warm with our highly energy efficient heating systems, all whilst lowering your carbon footprint. Our product range includes solar panels and battery storage, air and ground source heat pumps, underfloor heating, and EV charging. Our growth is based on our award-winning customer service recognized with our 5-star Trustpilot reviews and our team of qualified engineers. With NICEIC and Gas Safe accreditations, REFCOM registration, and MCS installer certification, you can trust in the quality of our service. We are also members of the Renewable Energy Consumer Code (RECC).

Why choose us?

- 4 4 4 4 4 Friendly, award-winning customer service
- 4 4 4 4 4 A dedicated technical department, providing expertise to support every installation
- 4 4 4 4 4 Our surveyors, designers and engineers are in house
- 4 4 4 4 4 Peace of mind, with our deposit protection insurance* and 2 year insurance backed workmanship warranty



<https://uk.trustpilot.com/review/www.greenbuildingrenewables.co.uk>

*For domestic installations

High performance windows, doors and MVHR systems from the experts of low energy homes- We would also like to introduce our sister company Green Building Store, who are experts in mechanical ventilation with heat recovery (MVHR) and energy efficient triple glazed windows. Visit <https://www.greenbuildingstore.co.uk/> to discover more.

Additional Information

Where site conditions or special circumstances beyond our control result in additional work, this will be charged at £50.00 per hour plus VAT (if applicable).

All heating systems pipework/radiators must be protected from corrosion, scale and sediment accumulation. Green Building Renewables has included for the cost of a suitable corrosion inhibitor within this quotation.

The above quotation assumes that we have uninterrupted access to the working areas between the hours 08:00-18:00 Monday to Friday and that a 240v or 110v electrical supply is available for our use during the installation.

Before commencing with the project, a pre-installation site meeting may be required to finalise and agree the hardware locations, pipework and cable runs and installation process.

When looking to claim a Boiler Upgrade Scheme (BUS) grant towards your installation, an Energy Performance Certificate (EPC) for the property, meeting the eligibility criteria, must be provided to Green Building Renewables within 14 days of the heat pump being installed. If this is not possible, full payment for the installation will be required from the customer (including any pending grant amount). Once a BUS voucher has been successfully redeemed, the grant amount will then be refunded to the customer.

Planning Permission, Building Regulations, MCS and RECC

Planning Permission may need to be sought for Listed Properties, in Conservation Areas or where the property does not have Permitted Development Rights. It is the customer's responsibility to ensure that they have the necessary permissions and approvals in place prior to the installation.

All electrical work carried out in homes in England and Wales must meet the requirements of Part P for the Building Regulations. Green Building Renewables will notify building control of changes or additions made to your property, which related to electrical work carried out by us, to complete your installation, unless agreed otherwise.

Green Building Renewables are MCS (Microgeneration Certification Scheme) registered installers and members of RECC (Renewable Energy Consumer Code) whose policy states that 'Consumers have the right to expect that goods and services supplied by a member will perform properly, be fit for their purpose and meet the quality standards they would reasonably expect, including the standards set out in this Code.

It is a requirement of the MCS Scheme that you agree to supply feedback regarding the operation of the equipment, if required to do so. You may be chosen at random to have additional monitoring equipment attached to the installation (free of charge). This is to enable the Department of Energy and Climate Change to gather information about the use of the heating system. It is a condition of the scheme that you agree to have these installed if requested to do so.

Notification to the District Network Operative

Distribution network operators (DNOs) manage the distribution of electricity around the country. If you have generation equipment like heat pumps and solar PV installed at your home, your DNO usually need to be notified about the installation.

Systems that require a DNO application may incur a design fee from the Network Operator. We will inform you if there is a design fee before instructing the local operator to continue. Once operator are instructed to complete the design, the customer is required to pay the DNO fee, even if they decide not to proceed with the works.

Performance Specification/Design

Using our CIBSE approved room-by-room heat loss assessment software, we have designed an energy efficient heating system which will provide full control with low running costs.

Using the manufacturer's software, we have also calculated the total space heating requirement for your property and have designed a system that will provide 100% of your space heating requirement at -3°C ambient and up to 22°C room temperatures as of the CIBSE guideline and the latest version of MIS 3005. At these design temperatures we can guarantee its operation.

Based upon the information provided along with your specific project requirements, we are pleased to select the heat pump and additional equipment detailed in the enclosed Quotation. This system is capable of providing hot water up to 55°C (80°C in the case of a High Temperature (HT) system).

These units are designed to provide high performance and efficiency along with a straight forward method of installation. The units are fully optimised and purpose designed MCS accredited heat pumps.

Radiators (where applicable)

Air source heat pumps (ASHPs) are at their most efficient when producing water at lower flow temperatures. This can be achieved by installing radiators with a larger surface area, or by using double or triple panel convector radiators. From our experience this is usually in the living/sitting room areas. Any required radiator upgrades and/or additions are included in our Quotation, unless stated otherwise.

Slab Base & Soak Away

Due to the way air source heat pumps work, especially on colder days, the system will need to defrost the outside evaporator during operation. This is done by an automatic defrost cycle, which can create up to 6 litres of condensate water per hour. The unit should therefore ideally be sited near to a drain to allow the condensate to discharge into it.

Alternatively, you may wish to prepare a suitable soak-away by digging-out some sub-soil below the outside heat pump unit and filling with circa 4x25 kg bags of pea gravel to create a soak-away for the condensate water to discharge into when the unit is defrosting.

Pipework Routing and Connection to System

In the case of a "split" heat pump system, we have allowed for insulated flow and return refrigeration pipework to be routed from the outdoor unit to the indoor hydrobox unit. From there the connections into the central heating and hot water cylinder (where installed) will be made via suitably sized flow and return pipework.

Controls

The system will be operated by a Digital LCD controller which gives 24/7 control of the system. The temperature of the water supplied from the system can also be controlled by the controller. The temperature inside the hot water cylinder is also set using this controller. As such, a small thermistor cable will need to be routed from the heat pump to the hot water cylinder and connected into it.

Electrical Supplies

If installed by Green Building Renewables, the electrical supplies for the system are typically taken from the main electrical distribution board. The main supply cable will then be routed from this location to the outside heat pump unit and another 2 supply cables routed to the Hot Water Cylinder for the backup heater (if specified) and immersion heater. If not installed by Green Building Renewables the same electrical requirements will apply, unless otherwise specified.

Next Steps

If you have any questions regarding the enclosed quotation, or there is anything you are unsure about, please do not hesitate to us:

Ordering

If you have received your final quotation and you wish to proceed with your order, you will be able to electronically sign and return the attached quotation (if you are unable to electronically sign this document, please contact your local sales office).

By signing this quotation, you are confirming your order for the Products and Installation Services specified on the attached Quotation.

Our full terms and conditions can be found on our website: <https://www.greenbuildingrenewables.co.uk/about/legal/terms-conditions/>

Payment Schedule

Payment 1: 25% Deposit

On confirmation of your order, we will send you an invoice to request 25% of the total cost of the installation (including the appropriate rate of VAT). This is to confirm your commitment to the installation and secure your installation booking.

Payment 2: 35% Interim Payment

7 days prior to the first day of installation or delivery of installation equipment to site (whichever comes first), we will send you an invoice to request 35% of the total amount (including the appropriate rate of VAT). This is to cover the initial equipment purchase.

Payment 3: 40% Final Payment (or 35%*)

Upon completion of the installation we will send you an invoice to request the final 40% (or 35%*) of the total amount (including the appropriate rate of VAT).

*Payment 4: 5% (If required)

Where the commissioning of the system is done at a later date or the installation is done in stages at the customers request, we may reduce the final payment to 35% and bill the final 5% once the commissioning is completed.

If utilising a Boiler Upgrade Scheme (BUS) grant, on confirmation of your order a 25% deposit (of the full contract value) will be requested to confirm your order. The £7500 grant will make up the final payment on completion of the installation. Any remaining balance will be billed on the first day of installation or on receipt of the equipment.

Installation

We will explain exactly what will happen and when and will endeavour to fine-tune our scheduling to minimise any disruption to you.

Post Installation

When you are happy that the work has been completed to your satisfaction, we will vacate the site. Before leaving we will ensure that you are fully briefed regarding how the system works and that you understand the basic operating procedures. All relevant documents will be provided to you in the form of a Handover Pack. Even after this, we continue to support you during and beyond the guarantee period in order to ensure that your investment is protected and operating efficiently. If you have any problems or concerns, please remember that we are only a phone call away.

Quotation Terms- Key Facts

Our main obligations to you

- We will carry out the work with all reasonable skill and care according to the timetable agreed with you.
- We are a member of the Renewable Energy Consumer Code (RECC). We will carry out the work and all communication with you according to the Code, a copy of which is available at <https://www.recc.org.uk/scheme/consumer-code>.
- You will be provided with a warranty for the equipment installed, where relevant.
- If the system is installed and commissioned by Green Building Renewables we will provide a 2 year insurance backed workmanship warranty.

Your right to cancel

- You have the right to cancel this contract during the 'cancellation period' without giving any reason.
- The cancellation period lasts 14 days from signing this contract.
- To exercise the right to cancel, you must inform us in writing at of your decision to cancel this contract by a clear statement (e.g. a letter sent by post requiring a proof of delivery or e-mail). If you cancel within the cancellation period, we will return any deposit you may have paid, in full. If you cancel after this time, we may have to charge you, based on the actual costs we have incurred by the time you cancel.

Your main obligation to us

- You may be asked to pay a deposit when you sign the Contract. This must not under any circumstances be more than 25% of the total Contract price.
- You may be asked to make a further advance payment. This must be paid no more than three weeks before the agreed equipment delivery or installation date.
- The outstanding balance of the Contract price will be payable on completion of the installation. Where the commissioning of the system is done at a later date or the installation is done in stages at the customers request, we may reduce the final payment and bill the final 5% once the commissioning is completed.
- It is your responsibility to obtain the necessary permissions and approvals for the work to take place. We can advise you on this.
- If you fail to pay on time we may stop work and reserve the right to charge additional costs.
- If you cause the work to be delayed, we may stop work and charge reasonable additional costs.

1. Acceptance of Proposal

1.1 This Quotation is valid for a period of 90 days or as listed on quotation from the date of posting. If you wish to proceed then you must sign this Contract.

1.2 We will rely upon the written terms set out here and the terms and conditions listed on our website. Please read them carefully before signing them. If you need any explanations about these terms please write or telephone us using the address and telephone number provided on the front of this Contract. If any amendments to this Contract are required you must confirm these in writing and they must be agreed by an authorised representative of this Company.

The "Cancellation Period"

1.3 You can cancel this Contract by sending us written notice using the address provided. You must send that written notice no later than 14 days after signing this contract, this right is known as the **"Cancellation Period"**. If you cancel after that period, then unless we are in breach of this Contract, the conditions set out in our Terms and Conditions will continue to apply. **We will not commence installation until the Cancellation Period has expired unless you give your express written permission.**

1.4 Please be aware that you will lose the right to cancel the contract within the Cancellation Period if the work is completed during this period. If this occurs, the entire contract price will be payable.

2. Our MAIN OBLIGATION to you is to do the work with all reasonable skill and care.

2.1 We agree to carry out the work with all reasonable skill and care in the planning, installation (if applicable) and commissioning of the system described in the Quotation. The goods we supply must:

- be of satisfactory quality;
- be fit for purpose; and operate as we describe to you.

The Timetable

2.2 We agree to supply the goods and carry out the works as outlined and within the timetable agreed with you.

2.3 It is hereby agreed that time is not of the essence of the contract unless specified under special conditions and confirmed by us prior to installation. The time quoted for completion of the work is that anticipated at the time of placing the order and Green Building Renewables undertake to make every effort to maintain or improve upon it. We will not be held responsible for any consequential loss howsoever arising from any delay in the completion of the work after the anticipated completion.

2.4 We may adjust that timetable after discussing this with you.

2.5 At the end of the Contract we will provide you with a handover pack including any guarantees, test certificates and other relevant paperwork related to your goods and installation. We should give you this as soon as reasonably possible after the installation being completed.

2.6 We will provide you with guarantees that cover the goods and installation (if applicable). This must comply with the RECC (Renewable Energy Consumer Code). We will explain to you the terms of the guarantees both in writing and verbally.

3. Your MAIN OBLIGATION to us is to make the payments due to us.

The Deposit

3.1 You will pay us the deposit specified in the Quotation when you sign this agreement. The deposit shall not amount to more than 25% of the total Contract price set out in the Quotation. Should you decide to cancel the Contract within the "Cancellation Period" (see section 1.3) we will return that deposit to you in full.

3.1.1 In the event that you pay the deposit before we have inspected your house, and if we find during that inspection that the installation cannot proceed, then we will refund that deposit to you in full within 5 Business Days to an account designated by you.

Advance Payments

3.2 We may require you to pay a further advance payment no more than three weeks before the agreed delivery or installation date. Such a further advance payment will only be used to carry out this installation, for example to purchase

goods. We explain in detail in the Quotation when invoices will be issued and the amount due for each payment.

3.2.1 When we use any of your money to purchase goods we will agree the delivery date with you. The conditions set out in section 4 will apply.

3.3 If we fall into receivership, administration or bankruptcy your deposit and advance payment (if any) will be protected as detailed in section 4.

Final Payment

3.4 The balance outstanding on the Contract price is due on completion and commissioning of the installation. We will issue you with an invoice when the work is complete and has been commissioned.

3.4.1 You will not be entitled due to any alleged minor defect to withhold more than a proportionate amount of the outstanding balance. If you do withhold any amount after the due date because of any alleged minor defect you must give us notice before the final date on which payment is due. In that notice you must also state the reasons you are withholding the payment.

3.4.2 Where the customer is utilising a grant towards the full or partial cost of an installation (such as the Boiler Upgrade Scheme (BUS)), the customer will be liable for full costs of the installation (which includes the quoted amount and the grant contribution) until such time as the grant is paid in full to Green Building Renewables. If any grant payments are withheld for a period longer than 3 months, the company reserve the right to recoup the full installation costs from the customer. Green Building Renewables will accept no liability for the non-payment or refusal of a grant towards an installation and where this occurs, the customer must pay the full balance to Green Building Renewables.

Consequences of Late Payment

3.5 If you fail to pay the amount specified in an invoice by the due date then we may seek to take recovery action in respect of these costs plus any additional costs incurred until the full amount is paid.

4. Your other obligations to us

4.1 You must obtain all relevant permissions (such as planning and building consents) that are necessary before the installation work commences. If we ask to see those permissions (and related drawings and/or specifications) you must make those available.

4.2 The Contract price is agreed and given on the understanding that mains electricity and a supply of cold water is available on site. You agree to permit unrestricted access to the installation address to We, its servants and engineers on reasonable notice at reasonable times so that We can complete, commission and service the installation.

4.3 You are responsible for notifying any leaseholders, freeholders, mortgagors, and insurers of the property about the planned work.

4.4 The Contract is agreed subject to survey by the installation engineers and if as a result of the survey We find it impractical, impossible or for any reason is unwilling to carry out the installation We shall give notice to you of its intention to withdraw from the Contract. The Contract may be subject to funding or generation income from third

parties. If funding or generation income is withdrawn We may not be able to complete the Contract at the agreed price. If you have a complaint about our service or any goods or services you purchase from Green Building Renewables then please contact us immediately in accordance with the Complaints policy set out on our website.

4.5 You must agree to provide the following for our use free of any charge:

- water, washing facilities and toilets;
- electricity supply;
- adequate storage space;
- safe and easy access to your property from the public highway;
- easy access to the location within the property where the installation is to take place by removing all belongings.

4.6 You, or a contractor you employ, may need to carry out preparatory work before the installation described in the Quotation can start. If so, we will describe this work to you in writing. This work must be finished before the agreed date on which our contracted work is due to start. This work must be undertaken by competent persons and must be of the required quality. If this preparatory work is not finished before the agreed date on which the installation is due to start, then we reserve the right to adjust the price in writing by a reasonable amount based on the work done or goods supplied.

Additional Charges

4.7 Should you be in breach of conditions set out in 4.1, 4.2 and 4.3 you may incur additional costs due to delay and/or provision of additional services. In this event, additional work may be required on our part. If this is the case, we will inform you and ask you how you want us to proceed.

4.8 In order to protect your deposit and any advance payment, before we deliver the goods, and in the event that we fall into receivership, administration or bankruptcy then we must:

- Ensure that you are covered by the Deposit and Advance Payment Insurance Scheme (as described in 4.9 below).

The Client Account (For Domestic Installations Only)

4.9 Any deposits and advance payments received will be insured under the Deposit Payment Protection. Once your installation is complete, your workmanship warranty policy documents will be issued to you. In order for us to arrange this insurance on your behalf we must supply your contact details to the scheme administrator. Your permission to share contact information with them is confirmed by signing this Contract.

4.10 Where your money has been used to make specific purchases on your behalf, then legal title to those goods, or the proportion of them you have paid for, will pass to you upon receipt of payment for those goods, or proportion of them, by us. We must either deliver them to you or label them as belonging to you. Where the goods are stored by us then we must keep those goods separate from our own goods and those of third parties. We must also keep the goods stored, protected, insured and identified as your property until they are delivered to you. You will be able to inspect the goods and/or repossess them.

5. Payment

5.1 The price of the goods is as set out above.

5.2 The payment shall be made by BACS and payment terms are set out in accordance with the Payment Schedule attached hereto.

6. Termination

6.1 Without limiting its other rights or remedies, We may terminate this Contract with immediate effect by giving written notice to you if:

- You commit a material breach of any term of the Contract and (if such a breach is remediable) fails to remedy that breach within 7 days of that party being notified in writing to do so;
- You take any step or action in connection with its entering administration, provisional liquidation or any composition or arrangement with its creditors (other than in relation to a solvent restructuring), obtaining a moratorium, being wound up (whether voluntarily or by order of the court, unless for the purpose of a solvent restructuring), having a receiver appointed to any of its assets or ceasing to carry on business;
- You suspend, threatens to suspend, ceases or threatens to cease to carry on all or a substantial part of its business; or
- Your financial position deteriorates so far as to reasonably justify the opinion that its ability to give effect to the terms of the Contract is in jeopardy.

6.2 Without limiting its other rights or remedies, We may terminate the Contract with immediate effect by giving written notice to you if you fail to pay any amount due under the Contract on the due date for payment.

6.3 On termination of the Contract for any reason you shall immediately pay to us all of our outstanding unpaid invoices and interest and, in respect of Goods supplied but for which no invoice has been submitted, we shall submit an invoice, which shall be payable by you immediately on receipt

7. Entire Agreement

7.1 The Contract constitutes the entire agreement between the parties.

7.2 Each party acknowledges that in entering into the Contract it does not rely on any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in the Contract. Each party agrees that it shall have no claim for innocent or negligent misrepresentation or negligent misstatement based on any statement in the Contract.

8. Governing Law And Jurisdiction

Please note that this quotation and the terms and conditions on our website are governed by English law. You and we both agree that the courts of England and Wales will have exclusive jurisdiction.