

Annual Service Contract and Commissioning Terms and Conditions

1. The Multisensor annual (12 month) service contract scheme includes provision for two routine services of the instrument, which are conducted at 6 month intervals.
2. The service contract scheme will only cover the instrument and any associated controls and component(s) supplied as original by Multisensor.
3. Excluded from the cover provided by the Service Contract scheme are:
 - Water tanks, valves, pipes and controls, heating equipment, external electric wiring, external pumps, filters not supplied by Multisensor
 - Instruments that have not been marketed and provided by Multisensor for the United Kingdom market.
 - Any appliance that has not been installed in accordance with appropriate Multisensor installation instructions.
 - Any unauthorised additions and adjustments made to the instrument by a 3rd party.
 - Non Multisensor components supplied as original.
4. Once the instrument reaches an age of 10 years old, the cover provided by the service contract scheme thereafter will be continuously evaluated for the availability of replacement components, unless a policy has been terminated by either party with one month's notice in writing, to expire at any time.
5. Multisensor Engineer's normal working week is Monday to Friday. Same-day, Saturday, Sunday, Bank Holiday and Public Holiday cover is not available.
6. The usual call-out response time for emergency repair work is 3 days.
7. If during the first commissioning visit the instrument is found not to have been installed in accordance with the appropriate Multisensor installation instructions and prevailing Health and Safety standards, Multisensor will give the customer four weeks from the date of visit to arrange for the necessary remedial work on the installation to be undertaken. This four week period will only be applicable to installations considered suitable for remedial work by our engineers. Once the remedial work has been carried out commissioning will take place. All costs incurred by Multisensor will be charged to customer.
8. If during Commissioning the instrument is found not to be in full working order, Multisensor will offer to carry out any repairs on the instrument with the engineer call-out, labour and on-going labour being covered by the warranty. If any parts within the instrument are found to be defective during this period, Multisensor will offer to replace these parts under warranty unless failure is due to Multisensor installation instructions not being adhered to, misuse or mechanical damage due to impact or chemical spillage
9. The initial acceptance of an instrument onto the service contract scheme does not imply that it is installed correctly to relevant regulations and prevailing Health and Safety standards until inspected.
10. Multisensor or their authorised agent shall be afforded full and free access and facilities to examine the instrument at any time during the period of the routine service and to adjust and/or repair the same.
11. Multisensor will not be held responsible for any damage caused beyond its control, including storm damage, damage from lightning, changes to or failure of the gas, water, oil and/or electricity supply, scale formation, bio-film build up or for accidents and/or neglect by the customer or third parties.
12. Multisensor will not accept responsibility for any repairs or adjustments carried out by any other person (including the customer or his/her agents) and in the event of any interference with the instrument by any such person Multisensor will have the right to disclaim all liability until they have re-examined the instrument and accepted in writing, renewed liability under the terms thereof.
13. Multisensor reserves the right to refuse or terminate any application/agreement towards the Service Contract scheme at any time and without prior notice. Any acceptance towards the scheme will be made entirely at the discretion of Multisensor.

14. Multisensor Systems Ltd accepts no liability for damage, injury or loss of business caused as result of or as a consequence of the failure of instruments which are part of the Annual Service Contract however caused.