



0800-634-8393

The PAT Testing Experts

[Hevwood.co.uk](http://Hevwood.co.uk)

## **Hevwood Compliance Services (HCS)**

### **Standard Terms & Conditions of Business**

All Portable Appliance Testing will be carried out in accordance with the Institute of Electrical Engineers (IEE) Code of Practice for In-Service and Inspection and Testing of Electrical Equipment 4th Edition.

The IEE's code of practice for In-Service Inspection and Testing of Electrical Equipment does not deal with the legislation relating to the supply of equipment whether new or second hand, to a third party by the way of sale or other method. Hevwood Compliance Services (HCS) will not test any equipment which is intended for supply to a third party.

Any equipment made available for supply at any time after being tested by Hevwood Compliance Services (HCS) will null and void the test results.

A competent or responsible person shall be provided by the client to meet our HCS test engineer, to advise on any site safety information needed and any potential hazards when working at the customer's premises and to also ensure the availability of appliances for testing.

Hevwood Compliance Services (HCS) accepts no liability for injury, loss or damage for appliances that are made available or are inaccessible during the agreed testing/inspection period.

The client must ensure that any critical information or data has been protected or backed up prior to the start of the inspection and testing.

Hevwood Compliance Services (HCS) accepts no liability for appliances that are found to be faulty before or after Pat Testing.

All Pat Testing is carried out solely at the appliance owner's risk

Hevwood Compliance Services (HCS) provides insurance cover for public liability. Neither Hevwood Compliance Services (HCS) or its operatives will accept liability for the business interruption, loss of data or business information, losses to business related services or loss to business profits. Hevwood Compliance Services (HCS) accepts no liability for injury, loss or damage for appliances that are found to be faulty before or after the inspection and testing.

Hevwood Compliance Services (HCS) assumes the client understands the nature of the tests conducted on the appliances and the inspection and testing is carried out solely at the clients own risk.

### **IT Equipment (File Servers, Mail Servers Etc.)**

Systems such as file servers, mail servers, network switches/hubs and telecommunication equipment will not be inspected or tested by Hevwood Compliance Services (HCS) without the express permission of the client. In case of this equipment not being able to be switched off these items will receive a formal visual inspection only. The client shall ensure that any critical information or data has been protected or backed up prior to the start of the inspection and testing.

IT equipment will not be shut down by Hevwood Compliance Services (HCS) unless express permission by the customer and Hevwood Compliance Services (HCS) will not undertake the reboot or start-up procedures of IT equipment, this will be the responsibility of the client.

### **Telecommunication Equipment, (PABX, ISDN boxes, etc.)**

These systems will not be unplugged to be tested as they are supplied by the telephone companies and once installed are rarely switched off. The appliances will receive a formal visual inspection only.

## **Memory or Programmable Appliances**

Equipment such as video recorders, clocks, central heating system timers, and burglar alarms, etc. That lose their programmed memory when disconnected from the mains electrical supply, will only be unplugged and tested by Hevwood Compliance Services (HCS) with the express permission of the client, and it will be the responsibility of the client to arrange for the reprogramming of this equipment, if necessary.

## **Access of Appliances**

Equipment can only be tested if Hevwood Compliance Services (HCS) have easy access to its plug. If the plug is inaccessible, for example behind heavy, awkward objects, then the equipment will not be tested.

All rooms, offices, buildings must be unlocked to gain access in order to test appliances. Hevwood Compliance Services (HCS) reserve the right to charge their non-productive hourly rate if the engineer has to wait for room to be opened or unlocked.

## **Minimum Charge**

A minimum invoice charge of £50.00 will be applied to each location.

A location is defined as an area where the test sites are adjacent to, or within 250 meters of each other.

## **Invoices & Payments**

All invoices will be sent to a valid e-mail address in PDF format.

Payment terms are strictly payment upon completion of on-site testing or invoice unless previously agreed in writing.

Hevwood Compliance Services (HCS) accepts payments by BACS.

## **Cancellation Charges**

Hevwood Compliance Services (HCS) reserves the right to charge a cancellation fee of £65.00 if less than 48 hours' notice is provided. If the job is cancelled on the day of the scheduled testing or the premises are closed or the engineer cannot gain entry a fee of £130.00 will be charged.

## **Non Productive Work/Testing**

Hevwood Compliance Services (HCS) reserves the right to charge an hourly rate of £25.00 per hour for non-productive time where the engineer is unable to perform testing due to circumstances outside of the control of Hevwood Compliance Services (HCS).

## **Test Results and Certification**

The ownership of all test results and certificates remains the property of Hevwood Compliance Services (HCS) until all invoices are paid in full. Upon receipt of cleared payment the test results and certification will be sent to a valid e-mail address provided by the client.

By engaging Hevwood Compliance Services (HCS) to Pat Test your equipment you confirm that you accept our Terms and Conditions as set out above.