

TERMS & CONDITIONS EPC-WORLD

You have requested that your property be assessed for a **Portable Appliance Test (PAT) and/or a Periodic Inspection report**. This contract sets out the Terms and Conditions for this.

The Letting Protection Service (LPS) uses EPC-World, a specialist provider of Electrical Safety Testing. A named, accredited electrical tester will be assigned to your contract.

Payment details will be taken at the point of order. From point of order the customer will have a 7 day cancellation period, after this time the payment will be processed and non-refundable. Your named electrical tester will contact you directly to arrange a convenient time for the assessment.

PROPERTY ACCESS

If access to the property is not possible at the agreed time, then EPC-World reserve the right to not carry out the assessment. It can be rescheduled at a more convenient time. **In the event of the landlord failing to provide access to the property, without giving more than 4 hours notice then a £30.00 charge will be levied to cover the aborted visit.**

Electrical Testers conducting a Periodic Inspection Report are required to have access to every room inside a property as well as the loft space and any cellars. Our Electrical Testers will not enter a property where minors are unattended, or if the property is deemed potentially dangerous.

PORTABLE APPLIANCE TEST (PAT)

A PAT test will be undertaken by a City & Guilds 2377 qualified tester.

Each portable appliance will be tested using a PAT test device. It is also subject to a visual inspection. Each device is subject to a pass or fail. If the device passes, the appliance will be issued with a sticker. It will also be stored on the asset register.

In the event of a device failing the test, the customer has the option to repair it or dispose of it. If repaired, EPC-World will submit a quotation to undertake the work.

Once the site visit is complete a certificate will be produced with an Asset register which details location of Portable Appliances and the number of appliances at the property.

PERIODIC INSPECTION REPORT (PIR)

A Periodic Inspection Report will be undertaken by a City & Guilds 2391 accredited tester.

The PIR entails testing of the following:

- > Fuse board
- > Fuses
- > Circuits - Up to 6 (Additional circuits can be added at an extra cost)
- > Light points
- > Light fittings
- > Electrical points.

PIR certificates are subject to pass or fail. When a property passes, a certificate will be issued electronically. If the property fails, a quote for remedy will be made by EPC-World. Once the circuit is deemed to pass then a certificate will be issued.

In the event of a serious electrical danger being uncovered during the course of the PIR, EPC-world reserves the right to shut down the electricity supply until safety measures have been implemented.

The PIR tests the circuits and each circuit will be tested against a series of criteria. The Report will denote against which criteria it passes or fails.

In the event of a pass, a certificate will be issued with a report alongside. In the event of a PIR failing, the reason for fail will be immediately made available to the client. EPC-World will quote to remedy the problem.

If the client agrees to the repair, the system will be re-tested and a certificate issued accordingly.

If the client does not go ahead with the repair a full invoice for the cost of the PIR will be issued and full payment will be due.

EPC-world is a low carbon company and we prefer to send electronic versions of the Periodic Inspection Report. The Certificate will be emailed to you in PDF format. A hard copy is available by request for a charge of £ 5.00 including Post and Packaging.

If you are not satisfied with any aspects of the tests or report you should put your complaint in writing to Mark Garry at EPC-World and he will reply to the letter within 14 days. A full complaints procedure is available upon request.

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