

50five UK Installation Service Conditions



You have chosen installation by one of our installation specialists. These are the installation conditions.

(“Conditions”) under which 50five (UK) offers the installation service (“Installation Service”):

The conditions mentioned here relate exclusively to products purchased from 50five (UK) and apply to:

1. Every customer who purchases a product that offers “simple” installation.
2. Every customer who buys a product together with the product “50five Installation Voucher”.

By taking the installation service you agree with these conditions.

After receiving your order, 50five UK will contact you within 5 days to make an appointment.

In principle, 50five UK can only schedule appointments if contact and address details have been fully completed.

You must be present at the agreed and confirmed time. If you are not present despite a confirmation for the appointment and without communicating to us at least 24 hours in advance, either by telephone or mail, a £75 charge can be applied by 50five UK.

What is covered by the Installation Service:

Installation Service is defined as: connecting, adjusting (using Trueplay), and testing the product to the materials which are supplied with the product (in the box). A short explanation about the product will also be provided.

Only the ordered materials are installed. The installation specialist limits the installation of the product to the materials which are supplied (in the box) with the product. Additional products and materials can be installed by our installer at an additional cost (material and hours). If this is the case, you will be asked for approval. If you do not agree, 50five UK has the right not to perform the installation.

Requirements for installing a smart thermostat or central heating control:

There must be a safe, working, and compatible heating system on which the thermostat or control system is installed. The heating system must be a standard heating system (central heating boiler plus wired thermostat connection) where the smart thermostat can be connected within one hour. You also need to ensure a clean, safe, and easily accessible work place before the work is carried out, both at the boiler and the place where the thermostat will be hung. An available electrical socket (outlet) must be present within one metre of the boiler.

To use the functionality of the thermostat, a working DSL router (WiFi) with more than sufficient reach must be present. Make sure you have your WiFi password ready at the time of installation. We would appreciate it if the thermostat’s corresponding application (app) is already installed.

If smart thermostatic radiator valves (TRVs) are to be installed, the current radiator valves must be thermostatic and compatible with the purchased valves. If you are not sure, consult our customer service before purchase to determine if your current radiator valves are suitable.

50five UK is not liable for changes to the boiler function by replacing the thermostat. If we can foresee that something will change in the behaviour of the boiler, this will be discussed with you.

If our installation specialist assesses the installation as being a “non-standard” installation, our installation specialist or customer service will provide a new offer to accept. If you decide not to accept the new offer, 50five UK can charge a fee of £75 per appointment.

Requirements for installing a smart security product:

The security product can only be installed in an easily accessible and safe location. It is up to the installation specialist to assess this location for (personal) safety.

To use the functionality of the security product, there must be a working DSL router (WiFi) present with more than sufficient reach. You may also need to have an available LAN port. Make sure you have your WiFi password ready at the time of installation. We would appreciate it if the security device's corresponding application (app) is already installed.

In case the installation requires a fixed power supply (230V), an electrical socket (outlet) must be available within 2 metres of the security product. In case the installation of the security product requires a power supply of 12-25V, the required wiring must be present. You will find the power requirements in the product specifications.

To determine the install location, it may be necessary to submit photos in advance, so we can determine if additional materials are necessary and whether the installation specialist can work safely.

If our installation specialist assesses the installation as being a "non-standard" installation, our installation specialist or customer service will provide a new offer to accept. If you decide not to accept the new offer, 50five UK can charge a fee of £75 per appointment.

Requirements for installing a smart audio system:

To use the functionality of the audio product, there must be a working DSL router (WiFi) present with more than sufficient reach. You may also need to have an available LAN port. Make sure you have your WiFi password ready at the time of installation. We would appreciate it if the audio device's corresponding application (app) is already installed.

You need to provide a clean, safe, and easily accessible work place for, for example, a wall and/or ceiling mount. An available electrical socket (outlet) must be present within 1.5 metres of the install location.

The installation specialist can perform additional work for a fee, such as arranging the audio system per room (Trueplay) and installing accessories purchased on the spot.

If our installation specialist assesses the installation as being a "non-standard" installation, our installation specialist or customer service will provide a new offer to accept. If you decide not to accept the new offer, 50five UK can charge a fee of £75 per appointment.

Guarantee

The guarantee for the product lies entirely with the manufacturer. The guarantee for a correct installation lies entirely with 50five UK. The responsibility for use according to the product manual lies entirely with the user. Should the product be installed improperly by 50five UK, 50five UK will be responsible for the repair costs.

Should 50five UK repair defects or replace parts that are not covered by the warranty, the cost can be billed to the customer.

In the case of unforeseen or exceptional circumstances, 50five UK will not be obliged to perform the installation service. We will then contact you to schedule a new appointment.

Right of withdrawal for installation

If you have purchased a product with installation through 50five UK and the product is properly installed/built-in, there is a difference in the right of withdrawal before and after the installation of the product. The installation process begins when your appointment is scheduled.

By agreeing you expressly agree to the installation of your products within the consideration period of 55 days. This means that you waive the right to dissolution after installation of your product. If you change your mind and

return the product before the installation is planned, the right of withdrawal included in our General Terms and Conditions applies to this product.

These conditions apply in addition to the General Terms and Conditions of 50five UK.