

# ICG Heat Pumps: Website Terms & Conditions

## 1. Introduction and Acceptance of Terms

Welcome to the ICG Heat Pumps website (the "Website"), operated by ICG Heat Pumps ("we," "us," or "our"). These Terms and Conditions govern your use of the Website, including access to our Resource Hub, technical documentation, and contact portals.

By accessing or using this Website, you agree to be bound by these Terms and Conditions. If you do not agree with any part of these terms, you must not use our Website. These terms apply primarily to business-to-business (B2B) users, including M&E consultants, contractors, and facility managers.

## 2. General Disclaimer and Technical Information

The content provided on this Website, including but not limited to Technical Bulletins, Installation & User Manuals (IUMs), Service Manuals, Capability Statements, and CAD/BIM resources, is provided for general information and preliminary design purposes only.

While we make every effort to ensure the accuracy of the technical data provided:

- We do not guarantee that the information is entirely error-free, complete, or up-to-date.
- Manufacturer specifications (including those from Midea, Euroklimat, and Clivet) are subject to change without notice.
- The technical documents downloaded from our Resource Hub should not be used as a substitute for site-specific engineering design, hydraulic modeling, or formal consultation with our technical team.
- Final system specifications must be verified and approved by a qualified engineer or ICG representative prior to procurement or installation.

## 3. Intellectual Property Rights

All content on this Website—including text, graphics, logos, images, digital downloads, data compilations, and technical guides created by ICG Heat Pumps—is the property of ICG Heat Pumps or its content suppliers and is protected by UK and international copyright laws.

Manufacturer logos, trademarks, and specific product manuals (e.g., Midea, Euroklimat, Clivet) remain the intellectual property of their respective owners and are used on this Website with permission for distribution purposes.

You may view, download, and print technical resources for your own professional use (e.g., specifying a project or tendering), provided you do not alter the documents or remove any copyright or proprietary notices.

#### **4. User Obligations**

When using our Website and downloading our resources, you agree not to:

- Use the Website in any way that causes, or may cause, damage to the Website or impairment of the availability or accessibility of the site.
- Use the Website in any way which is unlawful, illegal, fraudulent, or harmful.
- Systematically extract data or technical manuals from the Website for the purpose of creating a competing database or resource hub.

#### **5. Limitation of Liability**

To the maximum extent permitted by applicable law, ICG Heat Pumps shall not be liable for any direct, indirect, incidental, consequential, or punitive damages arising out of your access to, use of, or inability to use the Website or any technical documentation provided within it.

This includes, but is not limited to, liability for loss of profits, loss of contracts, business interruption, or design errors resulting from the reliance on preliminary technical data downloaded from this Website. (Please refer to our formal project quotations and our Intelligent Comfort Guarantee SLA for liabilities regarding the actual supply and commissioning of physical equipment).

#### **6. Third-Party Links**

Our Website may contain links to third-party websites (such as manufacturer portals or certification bodies like REFCOM or City & Guilds). These links are provided for your convenience only. We have no control over the content of those sites and accept no responsibility for them or for any loss or damage that may arise from your use of them.

#### **7. Amendments to Terms**

We reserve the right to revise these Terms and Conditions at any time. Any changes will be posted on this page, and your continued use of the Website after such changes have been made constitutes acceptance of the new terms.

## **8. Governing Law and Jurisdiction**

These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales. Any disputes arising under or in connection with these terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.