

## DESCRIPTION OF SERVICES GAS SUPPORT SERVICE

It includes fault notification and the repair of defects in the individual installation and gas appliances, including hydraulic heating circuit, free of labour costs up to a maximum limit of 3 hours, as well as the materials up to a maximum of € 50 (with a limit of two failures per customer and per full valid annual period).

### SPECIFIC CONDITIONS GAS SUPPORT SERVICE

#### 1. PURPOSE

The purpose of these Specific Conditions is the description of the provision by IBERDROLA CLIENTES, S.A.U. (hereinafter, IBERDROLA) of the Gas Support Service, which is indicated in the Particular Conditions.

**1.1. Scope:** repair service for faults and defects in the following parts of the installation:

- Individual gas reception facility
- Natural gas appliances of less than 70 kW power: water heaters, boilers and domestic cooking appliances, except gas hobs.
- Hydraulic heating circuit:

Faults will be corrected or repaired, with no labour costs for up to a limit of 3 hours, as well as materials up to a maximum of € 50. Service coverage is limited to a maximum of two repairs in each valid annual period. If, after two repairs, the CUSTOMER requests another repair, the CUSTOMER will be warned that this is not covered by the service and that it will be charged in full, in accordance with the quote they are given, without them being entitled to any discount on labour or materials. In any event, there will be no call-out charge.

**1.2. Exclusions:** the following is excluded from the scope of the Gas Support Service:

- Inspections, visits or repairs by persons external to IBERDROLA and any damages they may cause.
- Faults in elements which are the property of electricity or gas distribution companies and which these companies are responsible for repairing.
- The installation of elements not supplied by Iberdrola by technicians approved by Iberdrola for the provision of the service.
- Thermostats, control systems or other elements not part of the gas equipment not mentioned in point 1.1.
- The correction of faults or breakdowns resulting from a defective gas installation and/or any substantial change or modification to the gas installation and/or equipment, unless this change or modification was made by IBERDROLA.
- The repair of faults or breakdowns resulting from negligent, improper or malicious use by the CUSTOMER of the installations mentioned in section 1.1.
- Elements, devices and/or parts of the installation which are not visible and/or accessible due to the placement of furniture, structures or other objects, including equipment installed outside of the dwelling or premises which, due to their location, are inaccessible or which do not have accessible sockets, preventing the described checks from being carried out.
- The replacement or upgrading of the elements this contract refers to, even if this is due to changes or amendments to the applicable legislation.
- Power facilities equal to or greater than 70kW, gas hobs and/or appliances other than water heaters, boilers or domestic cooking appliances and those dedicated to commercial or industrial uses.
- The repair of gas appliances that are older than 10 years is not guaranteed, nor are the hydraulic heating installations that are part of a community installation.
- Damages caused by elements covered by the contract or caused by their failure to function, personal or material damages cause by improper use or poor upkeep, damages to third parties, damages caused to elements due to freezing temperatures, fires, explosions, floods or other adverse events.

IBERDROLA is not responsible for delays or impediment in the execution of services in the event of strikes, riots, serious weather events and other events of force majeure.

#### 2. SERVICE TERMS AND CONDITIONS

IBERDROLA will provide the Gas Support Service under the following conditions:

- Gas Support Service coverage will begin after a waiting period of 15 calendar days from service subscription.
- The CUSTOMER will be responsible for the proper and justified use of fault warnings reported to IBERDROLA.
- The CUSTOMER will be provided with the corresponding fault correction report, as applicable, explaining the anomalies detected and the corrective actions proposed/carried out.
- A minimum guarantee of six months will be offered on all repairs carried out, valid from the date the repair is completed.
- The Gas Support Service contract is attached to the installations and equipment subject to maintenance at the address indicated in the Particular Conditions. This means that the CUSTOMER may not transfer the contract if they move to another address, but they may transfer it to the new occupier, informing IBERDROLA of this.
- This service does not exempt or replace the execution of the periodic inspections that must be carried out by the gas distribution company in accordance with Royal Decree 919/2006.
- IBERDROLA will address the failures of the facilities and equipment, included within the scope, within a maximum period of 24 hours. The service will take place 365 days a year with an uninterrupted schedule of 8h to 20h.
- In the event that IBERDROLA cannot guarantee the provision of the service for reasons outside of its control, including, but not limited to: danger in the area, any type of aggression toward IBERDROLA technical personnel, unsatisfactory sanitary conditions in the dwelling, repeated refusal from the CUSTOMER to have an installation sealed that requires it or to accept the annual maintenance visit, etc., IBERDROLA reserves the right to terminate this contract free of cost.
- IBERDROLA may request voluntary collaboration from the CUSTOMER to perform internal quality checks, which will always be done by duly accredited personnel.

#### 3. RESPONSIBILITIES AND EXCLUSIONS

3.1. IBERDROLA shall be solely responsible for the proper execution of the work described in this contract. Specifically, it shall not be responsible for:

- Personal injury or material damage resulting from improper use or maintenance by the CUSTOMER.
- Damage caused to any element or its operation unless caused by the element itself.
- Injury to third parties caused by the covered elements.

3.2. The parties agree that both force majeure and acts of God will exclude liability.

#### 4. DURATION, RENEWAL AND CANCELLATION

##### 4.1. Duration and renewal

The duration of the Gas Support Service will be one (1) year, automatically renewable for consecutive annual periods unless the CUSTOMER communicates otherwise fifteen (15) days before the end of each period. Likewise, the modifications of the offer that apply to this contract will not alter the complete annual periods established from the original date of contracting the service, as long as it has not been interrupted.

##### 4.2. Baja

The early termination of the Gas Support Service by the CUSTOMER before the conclusion of each annual period of service provision, will force the payment of the price established for the entire current annual period and for that which has not yet been settled, provided that the service had already been made use of, thus maintaining the right to the service during the remaining period.

The termination of the contract for the supply of natural gas with IBERDROLA will not necessarily imply the cancellation of the Gas Support Service unless the customer expressly requests it.