

DESCRIPTION OF THE GAS PROTECTION SERVICES

GAS PROTECTION

TWO-YEAR diagnostic inspection of the individual installation and gas appliances, including hydraulic heating circuit.

The two-year duration of the Gas Protection service is automatically renewed for consecutive two-year periods unless the CLIENT communicates otherwise by at least fifteen (15) days advance notice before the end of each period. Moreover, changes to the offer applied to this gas supply contract will not alter the established two-year periods as long as the service has not been discontinued.

Once the diagnostic inspection has been performed by IBERDROLA, early termination of the Gas Protection service on the part of the CUSTOMER shall require the customer to pay the price set for the entire two-year period of the contract which has not been paid, with a maximum amount equivalent to 12 instalments.

Termination of the natural gas supply contract with IBERDROLA will not necessarily involve the cancellation of the Gas Protection service unless it is expressly requested by the client.

SPECIFIC CONDITIONS OF THE GAS PROTECTION SERVICE

1. What is the Purpose?

The purpose of these Specific Conditions is to describe the Gas Protection service to be provided by IBERDROLA CLIENTES, S.A.U. (henceforth IBERDROLA) to the CUSTOMER.

2. What is the Scope?

It includes a **two-yearly** diagnostic visit with the following scope:

- a) Individual gas receiving installation, performing the following operations: seal test, pressure testing, inspection of the ventilation of the premises, anchors, distance from other ducts, knocks, flexible connections and faults on exposed pipes.
- b) Gas appliances with a capacity of less than 70 kW: defined exclusively as water heaters, boilers and domestic appliances for cooking, except for glass-ceramic gas cookers; carrying out the following operations based on the need determined by the type of appliance: verifying operation with start-up, checking seals, analysing combustion by-products and measuring ambient CO.
- c) Hydraulic heating circuit: inspection Of the exposed circuit, checking seals, verifying valves, bleeders and lockshield valves, and bleeding radiators if necessary.

The aforementioned appliances and circuits for commercial or industrial uses are excluded from the scope of the Gas Protection service.

3. What are the conditions of service?

IBERDROLA shall provide the Gas Protection service in accordance with the following terms and conditions:

- Two-yearly maintenance visits shall be performed in accordance with the routes and schedules defined by IBERDROLA and shall be coordinated with the CUSTOMER well in advance.
- The CUSTOMER must allow personnel in the service of IBERDROLA to perform the work necessary for the provision of the service. The CUSTOMER must grant access to the installations and equipment covered by this contract, and provide IBERDROLA with updated contact details at all times in order to perform the necessary maintenance operations. Failure of the customer to observe this condition may result in the termination of the contract.
- IBERDROLA shall provide the CUSTOMER with the corresponding visit report. The CUSTOMER must return a signed copy of the report to IBERDROLA.
- The diagnostic inspection encompasses the aforementioned installations, appliances and circuits located at the home specified in the Particular Conditions. If the CUSTOMER moves to another home, this contract cannot be transferred to other installations, but it can be passed on to the new occupant of the home upon notice to IBERDROLA.
- The diagnostic inspection covered by this contract does not exempt or replace execution of the periodic inspections that must be performed by the gas distribution company in accordance with Royal Decree 919/2006.
- IBERDROLA reserves the right to rescind this contract, and will not be held liable for any cost whatsoever, if the service cannot be provided through no fault thereof but rather through causes including yet not limited to danger in the area, any type of aggression directed towards IBERDROLA technicians, deficient hygienic conditions of the dwelling, the customer's reiterant refusals to seal an installation requiring such or to receive the annual maintenance visit, etc.
- IBERDROLA may request the CUSTOMER's voluntary participation when undertaking internal quality controls, which are always conducted by duly certified personnel.
- Early termination of the Gas Protection service on the part of the CUSTOMER shall require the customer to pay the price set for the entire two-year period of the contract, with a maximum amount equivalent to 12 instalments, if IBERDROLA has performed the diagnostic visit.
- Termination of the natural gas supply contract with IBERDROLA will not necessarily imply the cancellation of the Gas Protection service unless it is expressly requested by the customer.

4. What falls under the responsibility of IBERDROLA?

IBERDROLA shall only be liable for the correct execution of the service covered by this contract. Specifically, it shall not be liable for:

- Personal injury or material damage resulting from undue use or preservation by the CUSTOMER.
- Damage caused to any element or its operation unless IBERDROLA is the cause of such damage.

- Injury to third parties caused by the covered elements.
- Delays or impediments in the execution of services in the event of strikes, riots, serious weather events and any other events of force majeure or Acts of God.