

Smart Home Package Terms and Conditions

1. These Terms and Conditions are in addition to our General Terms and Conditions for the Supply of Electricity and/or Gas to Domestic Customers and the 2 Year Fix and Control Terms and Conditions. In the event of a conflict between these terms and the General Terms and Conditions for the Supply of Electricity and/or Gas to Domestic Customers, these terms shall not prevail. Any terms defined in the General Terms and Conditions for Domestic Customers and/or the 2 Year Fix and Control Terms and Conditions will have the same meaning in these Terms and Conditions.
2. The package you will receive contains a Google Nest Thermostat E and Google Home Mini ("Smart Home Package") only.
3. You have either agreed to the self-install of your Smart Home Package or chosen to book a professional installation by SSE. If you have chosen self-install, full instructions are enclosed and further information and guides can be found by visiting https://store.google.com/gb/product/nest_thermostat_e.
4. The Smart Home Package may not be compatible with all heating systems. It is your responsibility to check compatibility prior to sign up to 2 Year Fix and Control, further information and compatibility checker and can found by visiting <https://g.co/nest/ukworks>. If you sign up to 2 Year Fix and Control and subsequently your system is not compatible (either identified at self-install or SSE install), please contact us directly to arrange the return of your Smart Home Package.
5. You are required to register for a Google and Google Nest user account and agree to the terms of service in order to benefit from the Smart Home Package. Copies of Google and Google Nest's Terms and Conditions, including product warranties, can be found by visiting <https://nest.com/uk/legal/terms-of-service>.
6. To benefit from the Smart Home Package, WiFi is required and we also recommend that you have access to a computer, tablet or smartphone.
7. We will not ask you to return the Smart Home Package if you decide to move home, change your tariff, change supplier or come to the end of your 2 Year Fix and Control tariff. Exit Fees may apply within accordance to the prevailing 2 Year Fix and Control Terms and Conditions.

8. If you have chosen a professional installation by SSE, subject to an additional cost of £75 payable at point of booking:
- i. The installation will be carried out by either our Home Services team, Smart Metering team or an approved partner working on behalf of SSE at the earlier opportunity. Our team will only install the Nest Thermostat if the Heat Link E provided is a replacement of your current wired thermostat. If the Heat Link E requires wiring to your boiler, an approved independent installer can be found by visiting <https://g.co/nest/ukpro>
 - ii. The installation will not cover the set up of the Google Home Mini provided within the Smart Home Package
 - iii. It is your responsibility to ensure the installation is approved in advance by the homeowner
 - iv. It is your responsibility to download the Nest application and provide a working Wi-Fi code at time of installation, in accordance to paragraph 5 above
 - v. It is your responsibility to ensure the Smart Home Package is safely stored and available at the time of installation
 - vi. We are not responsible for any remedial work required due to a pre-existing fault that may require chargeable work prior to the installation
 - vii. It is your responsibility to contact us within 3 weeks of the SSE installation date if you experience any issues as a direct result of the installation
 - viii. We are not responsible for any re-installations or removal of your Smart Home Package following the initial install.
 - ix. We reserve the right to terminate the installation if we identify that the Smart Home Package has been tampered with, if we fail to gain access to your property or deem the area unsafe.

We will perform the installation with reasonable care and skill. The rights contained in this clause 8 are without prejudice to and in addition to any warranties, indemnities, remedies or other rights provided to you by law.

9. If your Smart Home Package develops a fault or you have any technical queries about the product please contact <https://support.google.com/googlenest/>.
10. The products in the Smart Home Package are provided by Google. SSE is not responsible for any loss or damage to your property or person as a result of the Smart Home Package, unless it was installed professionally by us and the loss or damage is a direct result of this installation. All manufacturer warranties are subject to the terms and conditions set out by the relevant manufacturer.