

# **Terms & Conditions**

## **(Mitsubishi Electric Ecodan Heat Pump Service Promotion)**

### **1. Definitions**

<b>“Authorised Contractor”</b>	means a third party contractor and any of its personnel whom the Promoter has authorised to perform the Service;
<b>“Customer”</b>	means a person who completes a Valid Booking;
<b>“Ecodan System”</b>	means Mitsubishi Electric Ecodan outdoor heat pump unit, and where applicable, indoor unit.
<b>“Promoter”</b>	has its meaning set out in clause 2.3;
<b>“Promotion”</b>	has its meaning set out in clause 2;
<b>“Promotional Discount”</b>	has its meaning set out in clause 2.1;
<b>“Promotional Discount Code”</b>	has its meaning set out in clause 2.1;
<b>“Promotion Period”</b>	has its meaning set out in clause 4;
<b>“Property”</b>	means the residential property of the Customer, details that were provided by the Customer when completing a Valid Booking;
<b>“Service”</b>	means provision of service and maintenance works in respect of an Ecodan System, to be performed either by the Promoter or an Authorised Contractor engaged by the Promoter, upon confirmation of a Valid Booking;
<b>“Terms and Conditions”</b>	means the terms and conditions of the Promotion; and
<b>“Valid Booking”</b>	has its meaning set out in clause 4.2.

## 2. The Promotion:

- 2.1. Customers who book a standard Service of a Ecodan System via the Promoter's website during the Promotion Period and enter the Promotional Discount Code "[Easter10]" at the time of booking will receive [10% off the cost of the service].
- 2.2. The Promotion is being run by Mitsubishi Electric Europe B.V. – Irish Branch (company number 903775) whose registered address is at Plunkett House, Grange Castle Business Park, Nangor Road, Dublin 22 (the "**Promoter**").
- 2.3. The 30 point standard service details can be found here:  
<https://les.mitsubishielectric.ie/homeowners/ecodan-service-maintenance-form>.
- 2.4. By redeeming the Promotional Discount, you are agreeing to these Promotion terms and conditions (the "**Terms and Conditions**").

## 3. Term

- 3.1. The Promotion will operate from 30<sup>th</sup> March 2026 and close at midnight on 10<sup>th</sup> of April 2026 ("**Promotion Period**").

## 4. Eligibility

- 4.1. The Promotional Discount is available only when a Valid Booking for a qualifying service is made through the Promoter's website and the Promotional Discount Code is entered at checkout.
- 4.2. Only Valid Bookings completed during the Promotion Period will be eligible to receive the Promotional Discount.
- 4.3. The Promotional Discount cannot be applied after a Valid Booking has been completed.
- 4.4. The Service can only be provided for a Ecodan System, and the Promotional Discount is valid only for Customer's who own and have installed an Ecodan System.
- 4.5. For the purposes of this Promotion, a "**Valid Booking**" means a service booking that:
  - i. is submitted and completed through the Promoter's official online service booking page during the Promotion Period;
  - ii. includes an accurate and correct entry of the Promotional Discount Code at the time of checkout; and
  - iii. relates to an eligible Ecodan System installed at a residential property within the Republic of Ireland or Northern Ireland, and
  - iv. is acknowledged and confirmed by the Promoter via an email or other written booking confirmation.

4.6. To be eligible to redeem the Promotion, an individual must:

- i. be a natural person aged 18 years or over at the time of entry;
- ii. be the legal owner of the property where the Ecodan System is installed;
- iii. not be an employee of the Promoter;
- iv. not be professionally connected with the Promotion or with the Promoter including agents, contractors, or third-party partners involved in the administration or delivery of the Promotion; and
- v. ensure that the Property is structurally and technically suitable for the Service, as determined by the Promoter or its Authorised Contractor.

4.7. For the avoidance of doubt, and notwithstanding any other provision of these Terms and Conditions:

- i. the Promotional Discount can be used only once per household during the Promotion Period;
- ii. Valid Bookings made under this Promotion are personal to the named Customer and may not be sold, transferred or assigned; and
- iii. this Promotion is not open to commercial, industrial or multi-unit properties.

4.8. The Promoter accepts no responsibility for any technical issues, errors, interruptions, delays, or failures of the booking platform, website, or communications systems that may prevent a customer from completing a booking or redeeming the Promotional Discount.

4.9. The Promoter reserves the right to request proof of eligibility, including proof of property ownership, installation address, and proof that the heat pump is a qualifying Ecodan System.

4.10. The Promotional Discount cannot be used in conjunction with any other offer, promotion, voucher or Promotional Discount unless expressly stated otherwise.

4.11. The Promotional Discount has no cash value, cannot be transferred, exchanged, substituted, combined with any other offer, or applied retrospectively. The Promoter may revoke the Promotional Discount if it believes the Customer intends to sell, barter, or transfer it.

4.12. The Promoter reserves, at its sole discretion, the right to refuse or withdraw the Promotional Discount where:

- i. a booking is incomplete, cancelled, duplicated, fraudulent, or where the system to be serviced is not an eligible Ecodan System;

- ii. the Authorised Contractor cannot provide the Service for safety or technical reasons; and
- iii. the Customer fails to comply with or breaches any of the other provisions contained within the Terms and Conditions of the Promotion.

## **5. Customer Obligations**

The Customer agrees and acknowledges that:

- 5.1. he or she have the necessary internet access, a working telephone number, an email address, and a postal address located within the Republic of Ireland or Northern Ireland to enable the Promoter to provide the Service at the Property.
- 5.2. the Ecodan System has been maintained to a standard that enables the Promoter or an Authorised Contractor to carry out the Service.
- 5.3. by redeeming this Promotion, that the Promoter is authorised to contact them for the purposes of administering, arranging, and providing the Service at the Property.
- 5.4. the Customer is responsible for providing the Promoter with accurate and complete contact information, including a valid telephone number, postal address, and Eircode for the Property where the Ecodan System is installed. The Promoter accepts no liability for delays or issues arising from incorrect, incomplete, or outdated information supplied by the Customer.
- 5.5. he or she must provide the Promoter with the model number and serial number of the outdoor Ecodan unit installed at the Property at the time of booking.
- 5.6. it is the Customer's responsibility to ensure that safe, unobstructed, and reasonable access to the Ecodan System is available on the scheduled date of the Service.

## **6. The Promoter's Obligations**

- 6.1. The Promoter will endeavour to provide the Service within a reasonable timeframe following a confirmed Valid Booking.
  - 6.2. Any dates or times offered for the Service are indicative only. The Promoter does not guarantee the availability of specific appointment dates or time slots and shall not be liable for any inconvenience, cost, loss, or damage arising from delays, rescheduling, or unavailability of an Authorised Contractor.
7. If a date and time to perform the Service has been agreed and the Customer cancels the Service within twenty-four (24) hours of the scheduled time, the Promoter reserves the right to charge the full-service fee or refuse to re-apply the Promotional Discount when rescheduling.

8. If the Authorised Contractor attends the Property and is unable to complete the Service due to lack of safe access, incomplete or inaccurate information supplied by the Customer, or the Customer's failure to be present at the agreed time, the Promoter may charge the full standard service fee and the Customer shall forfeit the Promotional Discount.
9. The Promoter reserves the right to cancel, amend, terminate or temporarily suspend the Promotion at any time with no liability to any customer or third party.
10. The Promoter reserves the right to amend these Terms and Conditions at any time without notice, if, in its opinion, events or circumstances occur outside its control.
11. The decision of the Promoter regarding any aspect of the Promotion is final and binding and no correspondence will be entered into.
12. Participation in the Promotion and the completion of a Service under this Promotion does not grant or extend any product warranty or guarantee unless expressly stated in writing by the Promoter.
13. The Promotional Discount applies only to the standard Service. Any repairs, replacement parts or remedial works required due to pre-existing faults, installation issues, or system damage are not covered and will be quoted separately.
14. The Promoter and an Authorised Contractor may refuse to complete the Service if the Ecodan System is found to be in poor condition, unsafe, incorrectly installed, inaccessible, altered from manufacturer specifications, or otherwise unsuitable for a standard service. In such circumstances the Promoter may cancel the service appointment, charge the standard call-out fee, and decline to apply the Promotional Discount.
15. The Promoter reserves the right, in its sole discretion, to refuse, suspend, revoke or cancel any booking or application of the Promotional Discount where it reasonably suspects fraud, abuse, interference with the booking process, automated or bulk submissions, use of software or scripts, code-sharing, or any attempt to circumvent these Terms and Conditions. Any such determinations made by the Promoter shall be final and binding, and the Promoter shall have no liability to any person whose participation is refused or cancelled under this clause.
16. To the fullest extent permitted by law, the Promoter shall not be liable for any loss, damage, cost or expense arising out of or in connection with this Promotion, the Promotional Discount, or any failure or delay in administering or delivering the Promotion, including but not limited to any technical, network, system or booking-platform issues. Nothing in these Terms and Conditions shall operate to exclude or limit the Promoter's liability for death or personal injury caused by negligence, for fraud or fraudulent misrepresentation, or for any other liability that cannot lawfully be excluded. This Promotion does not affect a participant's statutory rights.
17. The Promoter shall not be liable for any act, omission, delay, damage, or workmanship issues caused by the Authorised Contractor. Any claim relating to workmanship, delays or property access must be addressed directly to the Authorised Contractor performing the Service.

18. The Promoter shall process personal data relating to participants strictly for the purposes of administering, verifying eligibility for, and fulfilling this Promotion and the associated service booking, in accordance with applicable data-protection legislation and the Promoter's Privacy Policy (available at: <https://emea.mitsubishielectric.com/en/privacy/index.html>). Personal data will be processed on the basis of the Promoter's legitimate interests in operating the Promotion and performing the service booking, and where necessary for compliance with the Promoter's legal obligations. The Promoter will implement appropriate technical and organisational measures to safeguard all personal data and will retain such data only for as long as is necessary for the purposes for which it was collected or as otherwise required by law. Participants' personal data will not be disclosed to any third party except where strictly required for the administration or delivery of the service relating to the Promotion, or where the Promoter is under a legal or regulatory obligation to do so. Participants may exercise their statutory data-protection rights— including rights of access, rectification, erasure, restriction, objection and data portability—by contacting the Promoter at [mitsubishielectricireland@meir.mee.com](mailto:mitsubishielectricireland@meir.mee.com). Nothing in these Terms and Conditions affects a participant's statutory rights under applicable data-protection law. Where personal data is processed on the basis of consent, participants may withdraw such consent at any time without affecting the lawfulness of prior processing
19. The Promoter shall not be liable for any failure or delay in performing its obligations under these Terms and Conditions where such failure or delay results from circumstances beyond its reasonable control, including but not limited to extreme weather, power or internet outages, industrial action, safety issues, or the unavailability of personnel or materials. In such circumstances, the Promoter may suspend, amend or terminate the Promotion without liability.
20. If any provision of these Terms and Conditions is held to be invalid, unlawful, or unenforceable by a court or other competent authority, such provision shall be deemed severed and the remaining provisions shall continue in full force and effect. The Promoter shall not be required to amend or replace the affected provision, and the validity, legality and enforceability of the remainder of these Terms and Conditions shall not in any way be affected or impaired. Where a provision is deemed severed, the Promoter may, at its sole discretion, introduce a revised provision that reflects as closely as possible the intended commercial effect of the original provision while remaining lawful and enforceable.
21. Any failure or delay by the Promoter to enforce, exercise or rely on any right, remedy or provision contained in these Terms and Conditions shall not constitute a waiver of that right or provision. No waiver shall be effective unless made in writing and signed by the Promoter. The Promoter may at any time subsequently enforce any such right, remedy or provision.
22. This Promotion is in no way sponsored, endorsed, or administered by, or associated with Instagram.
23. The provisions of the Code of Standards for Advertising and Marketing Communications in Ireland (the Code) and, in particular (but without limitation), any decisions, adjudications or rulings made by the Advertising Standards Authority for Ireland (ASAI) will be adhered to.

24. These Terms and Conditions prevail in the event of any conflict or inconsistency with any advertising, promotional materials, website content, or other communications relating to the Promotion. These Terms and Conditions constitute the entire agreement relating to the Promotion.
25. This Promotion and any dispute, claim or proceedings arising out of or in connection with it (whether contractual or non-contractual) shall be governed by and construed in accordance with the laws of the Republic of Ireland.
26. The parties to this Promotion agree that the courts of the Republic of Ireland shall have exclusive jurisdiction to hear and determine any suit, action or proceedings, and to settle any disputes, which may arise out of or in connection with this Promotion and these Terms and Conditions.
27. Service terms are set out in our service terms and conditions which can be found here:  
[Terms and Conditions](#)
28. Please contact the Promoter at [mitsubishielectricireland@meir.mee.com](mailto:mitsubishielectricireland@meir.mee.com) if you have any questions or queries about the Promotion.