



Interpretation is based on the samples being representative of the system as a whole and treatment being with Fernox products

For office use only

Age Group	Percentage
18-24	10%
25-34	15%
35-44	20%
45-54	25%
55-64	30%
65-74	35%
75-84	40%
85+	45%

Age Group	Percentage
18-24	10%
25-34	15%
35-44	20%
45-54	25%
55-64	30%
65-74	35%
75-84	40%
85+	45%

***Interpretation of results will be based on the system being treated with Fernox products**

☒ Comments/reason for sampling
 ☐ System fault
 ☐ Gassing
 ☐ Pump seizure
 ☐ New boiler
 ☐ Radiator Failure
 ☐ Noisy
 ☐ Blockage
 ☐ Quality control check
 ☐ New installation
 ☐ Other

10

www.fernox.com

Terms and conditions to use the Fernox System Health Check service and website access Portal

The terms and conditions set out below regulate the use of the Fernox System Health Check Service access and use of this Fernox website portal (hereinafter, the Portal), as well as the conditions according to which its use is authorized.

The current wording of this terms and conditions is made available to the Portal users (hereinafter, the users). Its reading and acceptance are mandatory prior to access to the Portal being permitted.

Fernox Ltd. (hereinafter Fernox) is the owner of the Portal, holds all rights of exploitation and, therefore, has the capacity to grant users the authorization to use this Portal.

1. Fernox System Health Check Service

The Fernox System Health Check is made available to Fernox customers to submit water samples for analysis. Fernox disclaims any liability towards any users other than the above.

The Portal is intended to facilitate the submission and tracking of said water samples and must be used at all times together with the purchased System Health Check product.

Interpretation of the test results is based on the samples being representative of the system as a whole and treatment being with Fernox products

2. Intellectual Property

Through the acceptance of this terms and conditions, Fernox grants the user the authorization to use the Portal only and exclusively to access the Fernox System Health Check Service.

Fernox is the holder of all Intellectual Property rights on the Portal, including any graphic designs, contents and data bases.

The use authorization is limited and non-exclusive. Particularly the user is not allowed to:

- a) Assign, sub-authorize, rent, distribute or grant any rights of any nature to third parties related to the use authorization received.
- b) Modify, translate, decompile or undertake any kind of inverse engineering related to the Portal, or allow or collaborate with any of such behaviours by a third party.
- c) Delete, hide or alter any warning related to the copyright or intellectual property of the Portal.
- d) Use the Portal with any aim different to the service rendered by Fernox.

Fernox reserves the right to modify the Portal in any way. Trademarks and trade names

The use of any trademarks, trade names, domains or any other Fernox signs contained in the Portal is expressly prohibited, including the name and graphic that identifies the Portal.

3. Terms of use of the Portal and conditions of the service offered

These conditions of use of the Portal regulate the use of the Portal, without prejudice of the terms applicable to the Fernox System Health Check Service provided by Fernox,

The user can only access the Portal with his/her access passwords provided when registering in the Portal.

User is the only responsible for the custody, use and introduction of passwords in the Portal. Likewise, user is the only responsible for the security, use and custody of the device where the Portal is used.

We will only use your data for the purpose of processing your System Health Check samples and to provide fulfilment of the services you have purchased. The legal basis of data collection and of processing by our laboratory is therefore contractual. We do not use any of your data for marketing or advertising and we do not sell your data to third parties.

You can check and copy the data we hold on you by going to the 'Amend Account' page of our on line portal. If you do not have an on line account, you can make a request to obtain copies of this information by contacting us, but we will need to ask for proof of your identity before disclosing information about you.

Your System Health Check account and test results will be retained on our system for five years after the date of your last sample submission before it is automatically deleted. The retention time has been designed to coincide with the expected service life of the Fernox water treatment products added to the system under test.

If you wish to delete your account and the associated sample records, you may do so at any time using the 'Delete account' button in the 'Amend Account' section of our web portal. If you do not have an account, we can delete your details for you if you contact us to request us to delete your information, but we will need to ask for proof of your identity in order to do this.

4. Disclaimer

The Portal is provided in its current development status and the functionalities it has from time to time.

Fernox does not warrant the availability of the services offered through the Portal, as its access depends of circumstances outside its control, such as the availability and correct performance of the device where the Portal is installed or the telecommunication networks. Therefore, Fernox shall not be liable for any damages of any nature due to such lack of availability, accessibility and operation of the service when it is attributable to the aforementioned reasons.

Fernox does not assume any commitment for the maintenance, evolution or continuity of the Portal. Fernox shall be entitled to replace the Portal any time or simply cease to make it available, without any obligation or liability towards users.

5. Modification

This terms and conditions may be amended by Fernox from time to time, without any need to prior notice or notification to users. The new terms and conditions will be valid as of its publication, so Fernox recommends users to periodically access them to know any changes introduced.

This conditions and the use authorization are subject to the laws of England and Wales.