



Celsius Hire's Equipment Damage Waiver is an optional weekly hire add on available on selected hire packages, subject to quotation.

It is a contractual waiver that reduces the customer's financial exposure if hired equipment is accidentally damaged during the hire period, subject to the applicable tier and exclusions.

PLEASE NOTE : This is not insurance. The Equipment Damage Waiver is only offered on some quotations. The applicable tier and terms will always be confirmed on the hire quotation.

Purpose of the Waiver

The primary aim of the Equipment Damage Waiver is to give customers greater peace of mind when hiring critical cooling and heating equipment, particularly where site activity creates a realistic risk of accidental damage.

This includes:

- Helping protect budgets from unexpected damage costs
- Reducing commercial risk on time sensitive projects
- Supporting business continuity where equipment availability is critical
- Providing a clear, contractual framework for managing damage incidents

What the Equipment Damage Waiver Is

The Equipment Damage Waiver is a contractual agreement between Celsius Hire and the customer. Where the waiver applies, and where the customer has met their responsibilities, Celsius Hire may waive all or part of the repair or replacement charges for sudden, unforeseen physical damage during the hire period.

Key points:

- Optional weekly hire add on
- Quotation based only
- Offered on selected quotations depending on equipment type, site conditions and risk profile
- The applicable tier is confirmed on the hire quotation
- Operates under Celsius Hire Terms and Conditions



Coverage Structure (Tier Based)

The Equipment Damage Waiver is offered in two tiers. The applicable tier will always be confirmed on the hire quotation.

Tier 1 – Accidental Damage Only

Accidental Damage Only is intended for controlled or managed environments where customers want protection against genuine, unforeseen damage arising from normal use.

This tier provides cover for sudden, unexpected and unintended physical damage to hired equipment occurring during the hire period, provided the equipment is operated correctly and in accordance with Celsius Hire instructions.

Typical examples may include:

- Accidental impact or collision damage during routine site operations
- Damage during normal connection, operation or shutdown
- Unintentional damage caused by on site personnel during correct use
- Accidental physical damage arising from standard site activity

Key characteristics:

- Covers accidental physical damage only
- Applies during normal and authorised operation
- Excludes loss, theft and unexplained disappearance
- Excludes negligence, misuse or incorrect installation
- Intended for lower risk sites

Tier 2 – All Risks Cover

All Risks cover provides broader protection and is intended for higher risk environments, complex sites or longer term installations.

In addition to accidental damage, this tier extends cover to a wider range of sudden and unforeseen physical loss or damage, subject to defined exclusions.

This may include:

- Damage arising from external or environmental factors
- Damage caused by third party interaction on site
- Unforeseen physical damage not attributable to normal wear and tear

Key characteristics:

- Broader protection than Accidental Damage Only
- Designed for complex, exposed or high traffic sites
- Suitable for higher risk or longer term hires
- Operates strictly as a contractual waiver, not insurance



Tier 2 still excludes:

- Theft or unexplained loss
- Deliberate, reckless or malicious acts
- Gross negligence or failure to follow operating guidance
- Wear and tear, consumables or cosmetic deterioration

Key Exclusions (All Tiers)

The Equipment Damage Waiver does not cover the following, regardless of tier:

- Theft, attempted theft, or unexplained disappearance
- Loss of equipment or missing components
- Deliberate, malicious or reckless acts
- Gross negligence or failure to take reasonable care
- Misuse, improper handling, or operation outside Celsius Hire guidance
- Incorrect installation, unauthorised modification, or unapproved connections
- Damage caused by continued operation after a fault, alarm, or warning condition
- Wear and tear, corrosion, scale, contamination, or cosmetic deterioration
- Consumables and service items (for example hoses, filters, belts, seals, fluids)
- Damage arising from site services being out of specification (for example incorrect voltage, poor water quality, insufficient flow, inadequate ventilation)

Note: Where site conditions materially increase risk, Celsius Hire may require additional controls or may decline to offer the waiver.

Customer Responsibilities

To ensure the Equipment Damage Waiver remains valid, the customer must:

- Operate equipment correctly and follow Celsius Hire instructions
- Provide safe, suitable access for delivery, positioning, operation and service
- Protect equipment from avoidable site hazards (traffic, impact risk, water ingress, debris)
- Prevent unauthorised access or tampering
- Use competent personnel for operation where required
- Notify Celsius Hire immediately if damage occurs or if the equipment is not operating normally
- Stop using the equipment if it is unsafe or may cause further damage
- Support incident reporting, including photos and a basic written summary where requested
- Failure to meet these responsibilities may invalidate the waiver.



Incident Reporting and Assessment

If damage occurs during the hire period:

- Notify Celsius Hire as soon as possible
- Provide clear details of what happened and when
- Provide photos where safe and practical
- Celsius Hire will review the incident against the waiver tier, exclusions, and site responsibilities
- Where applicable, repair or replacement charges may be waived in line with the agreed waiver

Celsius Hire may require an engineer inspection to confirm cause, extent of damage, and corrective action.

Relationship to Celsius Hire Terms and Conditions

The Equipment Damage Waiver operates as an optional contractual add on and must be read alongside:

- The hire quotation (which confirms tier and applicability)
- Celsius Hire Terms and Conditions of Hire
- Any site specific requirements confirmed in writing

If there is any conflict, the hire quotation and Terms and Conditions will take precedence.

Summary

The Equipment Damage Waiver is a practical, quotation based option for customers who want additional protection against unexpected equipment damage during hire.

It provides:

- Tiered cover aligned to site risk
- Clear exclusions and responsibilities
- A contractual approach to reducing exposure to damage costs

This is not insurance.