



TERMS AND CONDITIONS

1. Definitions

'WiFi Certify', 'We', 'Us', 'Our' refers to WiFi Certify Limited.

The Client, You, Your refers to the developer, builder, home owner, landlord or authorised party commissioning services from WiFi Certify.

WPC refers to a WiFi Performance Certificate issued by WiFi Certify.

2. Scope of Certification

2.1 All house types or relevant properties are heat-mapped and certified for WiFi coverage. Bandwidth is not measured.

2.2 Certification ratings for new build house types include A+, A, B, and D. The C rating is specific to existing dwellings.

2.3 The Certification of new build house types assumes Cat6 cabling has been installed and tested by the developer or subcontractor from each network point to the router location. This must be a continuous cabling route. Failure to comply with wiring requirements will invalidate the house type certification and any associated individual plot WiFi Performance Certificates.

2.4 The individual dwelling WPC is valid for five (5) years from the date specified on the certificate unless stated otherwise.

2.5 Each house type certification is valid for two (2) years. Re-certification is required after or if there has been design changes within this period.

3. Technical Requirements & Recommendations

3.1 Power must be live with a socket available at each planned access point location, as per the associated heat map. Alternatively a power over ethernet (PoE) switch can be provided as a solution.

3.2 We strongly recommend testing continuity of all network cabling back to the initial point, typically the router location. Although this will not affect your rating, providing the cabling has not been damaged during install.

3.3 Certification reflects performance up to WiFi 7 generation, the latest standard in WiFi. Upon expiry of the WPC, a re-certification is advisable to re-align with the latest in WiFi and technology advances.

3.4 Certification applies only to areas assessed and listed in the report.

3.5 Additional areas may be available to assess such as garden or outbuildings at an extra cost.

4. Data and Reporting

4.1 All certified addresses will be recorded and available to search in a central database with associated ratings and certificate validity.

4.2 On request, we will provide the Client with the full heat map reports in original format, produced using Ekahau software.

4.3 You must provide the most current floor plans and designs, clearly marking connection points. Accepted file formats include .PDF, .JPEG, PNG, DWG.

4.4 We will provide an estimated completion timeline upon receipt of full plans and cleared payment. An indicative turnaround time is ten 5 – 10 working days for heat maps and house type reports.

5. Certification Deliverables

5.1 Each individual address will receive its own WPC, customer facing document, issued after invoice payment and clearance of funds. Standard turnaround is between 5 - 10 working days following completion of heat mapping.

5.2 For new build homes where a Developer is leading the Certification - Certifications and ratings will be issued within a pre-agreed timeframe and reflect any updates to hardwiring routes applicable to assessed house types.

5.3 Certifications of new build house types are valid for twenty-four (24) months

6. Fees

6.1 Payment for all house types to be assessed and heat mapped will be in advance prior us commencing work.

6.2 Payment for all individual dwelling Wifi Performance Certificate associated with the certified house types will be in advance on site per site basis. No WPC will be issued unless payment for all plots on a site has cleared

6.3 If your new build site has multi phases, payment for plots WPCs will be completed on phase-by-phase basis

6.4 Plot/individual dwelling WPC can be completed and issued only following receipt of plot to postal addresses

6.5 Fees can be paid either via our website by placing an online order or following issuing an invoice

6.6 This clause only applies to existing homes and not any new build home and excludes clauses 6.1,6.2,6.3,6.4,6.5 which does not apply to existing homes. Any payment for existing homes must be made using the online shop on our website.

7. Responsibilities and Limitations

7.1 WiFi Certify makes recommendations based on heat map analysis but is not liable for broadband speed or ISP performance.

7.2 We are not responsible for the installation method or placement of cabling and access points unless performed by a WiFi Certify authorised installer.

7.3 WiFi Certify uses industry-leading software during the design and mapping process.

7.4 All marketing assets supplied by WiFi Certify are intended for use by the client to promote certified house types and the associated plots only following completion of payment for such .

7.5 Where you, The client are a new build developer or housebuilder or agent of one, you agree to certify each plot based on assessed house types for a minimum of two (2) years.

7.6 You also commit to cease promoting certifications for house types or individual dwellings upon expiry.

8. Confidentiality and Data Use

We acknowledge that any floor plans or house designs shared with us remain your intellectual property. These will not be shared with third parties without your prior written consent.

9. Interference and Environmental Factors

9.1 We shall not be liable for performance issues caused by environmental factors outside of our control, including but not limited to:

Structural obstructions

Internal layouts

Furniture placement

Electromagnetic interference from appliances or third-party devices

These variables may affect the real-world performance of certified WiFi coverage

10. Dispute Resolution and Governing Law

10.1 These terms and any disputes arising out of or in connection with them shall be governed by and construed in accordance with the laws of England and Wales.

10.2 In the event of a dispute, both parties agree to attempt to resolve the matter in good faith through informal negotiation. If a resolution cannot be reached and both parties are in agreement, the matter will be submitted to the courts of England and Wales to seek resolution.

11. Force Majeure and Termination

11.1 We shall not be liable for any failure or delay in service provision where such failure or delay is due to circumstances beyond our reasonable control, including but not limited to:

Government restrictions

Natural disasters

Labour strikes

Internet service provider disruptions

Technical malfunctions

11.2 Either party may terminate the engagement by providing written notice if the other party is in material breach of these terms and fails to remedy such breach within 14 days of written notification

11.3 WiFi Certify has the obligation to complete heat mapping for all provided and paid for by the Client house types and issue the relevant WPCs for all paid for by the client individual addresses.

11.4 No refunds will be issued as long as works have been fulfilled.

12. Agreement

By signing this contract, you, the Client, agree to the above terms.