

Calor Home Energy Offer 2026 - Free Boiler or LPG Supply Promotion (“the Promotion”)

Terms and Conditions of:

Calor Teoranta of Longmile Road, Dublin 12, trading as Calor Gas, Calor Ireland, and Calor Kosangas;

and

Calor Gas Northern Ireland Limited of Airport Road West, Sydenham, Belfast, BT3 9EE, United Kingdom, trading as Calor Gas, Calor Ireland and Calor Kosangas; together (“Calor”):

1. New Domestic Customer
 - 1.1. The Promotion is only available to new domestic and/or self-build domestic Calor customers resident in Republic of Ireland or Northern Ireland (“the “Customer”) who sign up for a new Gas Supply Agreement (the “Supply Agreement”) for a fixed term of 24 months at the same time as this promotion.
 - 1.2. The term “Domestic Customer” means the customer named as a party to the new Gas Supply Agreement with Calor. “Gas” means commercial propane, commercial butane or any other liquefied petroleum gas supplied to the Customer by or on behalf of Calor only.
 - 1.3. This promotion is not available to existing domestic customers, new or existing commercial customers, metered customers or change of ownership customers.
2. The Promotion
 - 2.1. Where a customer satisfies the requirements contained in Clause 1 and they wish to avail of the Promotion in respect of their principal private residence and where Calor LPG will be the primary heating source at such principal private residence, the Customers qualifies to avail of either the option outlined in clause 2.1.1 or the option outlined in clause 2.1.2:
 - 2.1.1. Free Boiler Option– Calor will provide one boiler (and flue) with a maximum RRP of €1500/£1450 to each eligible Customer, up to a maximum output of 25 kW (Bosch combi or equivalent model) (“the Boiler”) subject to the following:

2.1.1.1. The size and type of boiler supplied will depend on the specific requirements of the customer's property. The required boiler size will be confirmed following a site assessment carried out by a third-party Registered Gas Installer (RGI) and a Calor representative.

2.1.1.2. The customer may choose one boiler from a make and model subject to availability and suitability as outlined by Calor. Please note: All boilers and flues will be sent directly to the Customer home and not to a third party registered gas installer.

2.1.1.3. Calor reserves the right to choose which boiler model will be installed at the Customer's principal private residence and may, at its sole discretion, substitute any or all of the boiler models listed above with another boiler model.

2.1.1.4. Any additional items required for the installation (including, but not limited to, magna filters, flashings, or special flues) shall be the sole responsibility of the Customer to source and purchase.

2.1.1.5. If, following the site assessment, the Customer is advised that their property requires a boiler with an output greater than 25 kW, Calor will not supply the boiler. In such circumstances, the Customer must source and purchase a suitable boiler and flue directly from a third-party RGI or boiler supplier. Where a larger boiler is required and therefore not supplied by Calor, the customer shall be entitled to the LPG Supply Option detailed at 2.1.2 below.

2.1.2. LPG Supply Option - A Customer who does not wish to avail of the Free Boiler Option or requires a boiler with a capacity exceeding the boilers on offer, may opt to receive 1200 litres of free LPG. In such circumstances the Customer must source and purchase a suitable boiler and flue directly from a third-party RGI or boiler supplier.

3. Eligibility

3.1. Eligibility for the Promotion is conditional upon the Customer paying all Calor invoices by Direct Debit. The Customer must maintain an active Direct Debit mandate for the full 24-month contract term. If the Customer cancels, removes, or otherwise fails to maintain a valid Direct Debit at any point during the 24-month term, and does not reinstate it within 14 days of Calor notifying

the Customer of the issue, the Customer will no longer be eligible for the Promotion.

- 3.2. The Customer's eligibility for the Promotion is conditional upon their annual consumption of Calor LPG exceeding 1 tonne. Calor will review the Customer's LPG usage 12 months after the date of the Customer's first fill of LPG. If, following this review, the Customer's LPG usage is found to be below 1 tonne, the Customer will no longer be eligible for the Promotion and may become liable for the pro-rata repayment of the Promotion benefit, in accordance with these Promotion Terms.
 - 3.3. The Promotion is only available to the owner of the property.
 - 3.4. If, at any time during the fixed term of the Supply Agreement, the Customer ceases to meet the Eligibility Criteria set out in these Terms and Conditions, the Customer shall become liable to Calor for the pro-rata value of the Boiler or LPG Supply (as described in clauses 2.1.1 and 2.1.2) and provided under this Promotion. The Customer shall pay this amount to Calor on demand. The pro-rata amount will be calculated by Calor as: full boiler value minus depreciation of 1/24 per month of the 24-month contract term completed, and such calculation shall be final and binding. The amount due by the Customer may not be offset against any, standing charges, installation costs, delivery charges or any other charges associated with joining Calor.
 - 3.5. Customers who remain eligible for the Promotion and who comply with all payment obligations under the Supply Agreement will receive a 12-month fixed price on the unit price of LPG commencing on the Commencement Date (as defined in the Supply Agreement). The fixed price⁴⁴⁴⁴⁴ applies only to the LPG unit rate charged by Calor and does not apply to standing charges, delivery charges, carbon taxes, government-imposed levies, VAT, or any other regulated or pass-through charges, all of which may change during the 12-month period. Calor reserves the right to amend prices where required by law or regulation.
4. Term
 - 4.1. The Promotion is valid from 1 April 2026 to 31 December 2026 inclusive (the "Term"). The Promotion is subject to availability and may be amended or withdrawn by Calor at any time.
 - 4.2. Customers wishing to avail of the Boiler described in clause 2.1.1 must ensure that all relevant installation works are completed on or before 31 December 2026.

4.3. All customers will be required to pay a minimum upfront tank delivery charge of €250/£250. Where the Customer elects to spread the additional installation pack charges through the Easipay Plan, such charges may be spread over a maximum of 12 months and cannot be extended to the 24-month contract period. Customers can receive up to a 10% discount by paying the installation pack and delivery charges upfront at the start of the contract.

5. Installation

5.1. Only persons who have successfully completed the appropriate RGII gas installer (ROI) or Gas Safe Register (NI) courses may carry out work on gas installations.

5.2. The Customer hereby covenants and agrees with Calor that their domestic gas installation is installed by:

5.2.1. ROI Customers: a fully competent and Registered Gas Installer of Ireland ("RGII") approved installer; or

5.2.2. NI Customers: a fully competent and Registered Gas Safe Approved Installer.

5.3. The installation must be installed and certified to conform to the requirements of Building Standard 813:2014 Domestic Gas Installations (Edition 3) (+A1:2017) or I.S. EN 1949, as appropriate, current Building Regulations and the relevant appliance manufacturer's installation and use instructions.

5.4. The Customer is responsible for ensuring that they maintain their boiler in accordance with the boiler manufacturer's instructions.

6. Liability

6.1. The Customer acknowledges and agrees that Calor shall not be responsible for the transportation and/or installation of the Boiler or the flue. The Customer further agrees that the Calor shall have no liability whatsoever arising from or in connection with the delivery, transportation or installation, including any delays, defects, or damages resulting from such delivery, transportation or installation.

6.2. Calor cannot be held responsible for the quality of the Boiler or the flue, or any warranty given by the manufacturer of a boiler. Calor cannot be held responsible for the installation of the Boiler and connected appliances by the RGII approved installer/ Registered Gas Safe Approved Installer.

- 6.3. For the avoidance of doubt, Calor does not accept responsibility or liability for gas leaks, the adequacy of the fixed air supply, the effectiveness of any flue, the appropriateness of any appliance location, or gas pollution, save to the extent caused or contributed to by the negligence of Calor or its agents.
 - 6.4. Upon delivery of the Boiler and flue, risk and title to the Boiler and flue shall pass to the Customer. The Boiler and flue shall transfer to the Customer in the condition and at the location in which it is found on the date of the transfer.
 - 6.5. The Customer hereby fully and effectively indemnifies and agrees to hold the Calor harmless fully and without limitation in all respects in relation to the delivery, transportation and installation of the Boiler and flue, and its future use of Boiler and flue at the Customer Premises. Nothing in these Terms excludes or limits Calor's liability where such exclusion or limitation is prohibited by law.
7. Data Protection
 - 7.1. Calor is committed to protecting the personal data of its customers and ensuring your privacy. To the extent that Calor collects personal data from the Customer in the course of performing its obligations under the Promotion and/or to administer the Customer's account and to provide our services and products, Calor will only process such personal data in accordance with its obligations:
 - 7.1.1. in the Republic of Ireland under the Data Protection Acts 1988 to 2018 and the General Data Protection Regulation (Regulation (EU) 2016/679) ("GDPR"); and
 - 7.1.2. in Northern Ireland under the UK Data Protection Act 2018, the UK General Data Protection Regulation ("UKGDPR") and any legislation in Northern Ireland to implement the UKGDPR.
 - 7.2. The purposes for which Calor may process personal data include: setting up, monitoring and managing the Promotion, its Confirmation and Acceptance, all installations, finance, obtaining credit references, obtaining, maintaining and exchanging information on meter points, with Registered Gas Installers, reporting to statutory authorities and regulators, billing, call data management and, depending on your written preferences, direct marketing purposes as notified by you.
 - 7.3. Calor will retain your personal data only for as long as necessary to fulfil the purposes for which it was collected, or as required by applicable laws and regulations.

- 7.4. Calor implements appropriate technical and organisational measures to protect your personal data from unauthorised access, loss, misuse, alteration, or disclosure.
- 7.5. To facilitate the Promotion, Calor may engage agents and third-party service providers who will process your personal data on its behalf. These processors will only act under Calor's instructions and are required to implement adequate technical, organisational and security measures to protect your data. You have the right to access, rectify, and erase your personal data held by Calor. You may also have the right to restrict or object to the processing of your personal data and to data portability. To exercise these rights contact us at privacy@calorgas.ie, by calling 1850 812 450, or by writing to us at: Data Protection, Calor Teoranta, Long Mile Road, Dublin 12. For further information see <https://www.calorgas.ie/privacy>
8. Miscellaneous
 - 8.1. The Customer acknowledges and agrees that this Promotion forms part of, and is conditional upon, the Customer entering into the Supply Agreement. The terms and conditions of the Supply Agreement shall apply in full to the Customer's participation in this Promotion. In the event of any conflict or inconsistency between these Promotion Terms and Conditions and the Supply Agreement, the terms of the Supply Agreement shall prevail, except in respect of matters expressly dealt with in these Promotion Terms and Conditions.
 - 8.2. Applications to qualify for and avail of the Promotion will be subject to inspection, verification and acceptance by Calor personnel and, in some cases, agents subject to a data processing agreement with Calor.
 - 8.3. The Promotion is non-transferable and cannot be refunded or exchanged. There is no monetary cash value offered.
 - 8.4. The Promotion is subject to availability and may be withdrawn or changed by Calor at any time and without notice.
 - 8.5. The Promotion is not available in conjunction with any other promotion except when expressly approved by Calor.
 - 8.6. Minimum usage terms may apply.
 - 8.7. Only persons aged 18 and over can apply for the Promotion.

- 8.8. These Terms and Conditions, the Promotion, and any dispute or claim arising out of or in connection with them (including any non-contractual disputes or claims) shall be governed by and construed in accordance with the laws of Ireland. The courts of Ireland shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these Terms and Conditions.