XSol Trial Terms and Conditions

Please read these terms carefully. By submitting an application, accepting a place, downloading, accessing or using XSol App for the Trial, you confirm that you have authority to accept these terms for the participating business and agree that the business and its authorised users will comply with them.

1. Parties and definitions

1.1 “App” means the existing XSol for Trades boiler diagnostic application made available for the Trial. “Authorised User” means an eligible individual employed or engaged by the Participant and approved to use the App. “Trial” means the controlled, free and time-limited winter trial described in these terms and the Trial communications. “Trial Data” means registration data, account and authentication records, usage and telemetry data, feedback, survey responses and support records relating to the Trial.

2. Nature and purpose of the Trial

2.1 The Trial is a controlled evidence-gathering exercise to gather real-time feedback and help fully understand additional features required ahead of full launch. It is not a commercial launch, a production service, a paid subscription, a guarantee of future availability or a commitment to develop the App during the trial.

2.2 The Trial is intended to test market interest, usage, onboarding experience and obtain feedback on the app, support demand, product and content gaps, and views on value and future pricing.

2.3 Participation is free. No payment is due for access during the Trial. Any future paid service would be optional and subject to separate commercial terms accepted at that time.

3. Eligibility, selection and authority

3.1 The Trial is open only to selected UK businesses and engineers involved in gas boiler servicing and breakdown repair. We may require evidence of current Gas Safe registration or other information reasonably needed to assess eligibility.

3.2 Applying does not guarantee a place. Places are limited and may be allocated in cohorts. We may accept, reject, defer or place an applicant on a reserve list at our discretion.

3.3 The person accepting these terms confirms that they are at least 18, are acting wholly or mainly for business purposes, and have authority to bind the Participant and arrange compliance by its Authorised Users.

3.4 The Participant must ensure that account, business and eligibility information remains accurate and must promptly tell us if eligibility changes.

4. Trial period and access

4.1 The Trial is expected to run from Nov 2026 to March 2027, unless extended or ended earlier. We may vary cohort dates, pause access, close recruitment, suspend the Trial or end it at any time.

4.2 Access is personal to the approved Participant and Authorised Users. Accounts, credentials, download links or access tokens must not be shared, transferred or made available to any other person or business.

4.3 We may control the number of users, devices, businesses or active accounts. We may require re-authentication or reinstallation and may withdraw access when the Trial ends.

4.4 Participation creates no right to continued access, future releases, a production service, preferential pricing, compensation or reimbursement.

5. Licence and permitted use

5.1 Subject to these terms, we grant the Participant a limited, revocable, non-exclusive, non-transferable, non-sublicensable licence for its Authorised Users to use the App during the Trial solely for internal business evaluation and support when diagnosing boilers in the course of competent professional work.

5.2 The Participant must not, and must not allow anyone else to:

- copy, reproduce, republish, sell, rent, license, distribute, disclose or commercially exploit the App or its content;

- reverse engineer, decompile, disassemble, scrape, extract, benchmark for publication, discover source code or bypass technical controls, except where applicable law does not permit that restriction;
- build or assist a competing product using the App, its structure, content, models, screenshots, outputs or Trial Data;
- upload or enter customer-identifiable information, special category data, payment-card data or other data not requested for the Trial;
- use the App unlawfully, unsafely, fraudulently, outside the Participant's trade, or in a way that may damage systems, data, reputation or other users;
- make public demonstrations, recordings, screenshots, marketing claims or media statements about the App without written permission.

6. Professional responsibility and safety

6.1 The App is a diagnostic support tool only. It does not replace professional competence, training, manufacturer instructions, safety checks, legal or regulatory obligations, or the exercise of independent engineering judgement.

6.2 The Participant and each Authorised User remain responsible for all diagnosis, decisions, testing, workmanship, parts selection, repairs, servicing, certification, customer advice and compliance with applicable legislation, industry standards and Gas Safe requirements.

6.3 Users must verify App information against the appliance, manufacturer documentation and safe working practices. The App must not be treated as the sole basis for a safety-critical decision.

6.4 If information appears missing, inaccurate, unsafe or inconsistent, the user must stop relying on that information, follow normal safe diagnostic procedures and report the issue through the Trial feedback route.

7. App supplied as-is and no development commitment

7.1 The App is supplied in its current trial form and may contain errors, crashes, missing content, unsupported boiler models, incomplete fault codes or other limitations. Additional boiler models and diagnostics information will be added to the App ahead of full launch in 2027, and feedback can be provided (but not acted on during the trial) around features or boiler content.

7.2 During the Trial, we do not commit to fix bugs, add features, change functionality, redesign the user interface, or add, remove or edit boiler models, fault codes, technical content or diagnostic flows.

7.3 Feedback and issues will be recorded and may inform the backlog for a future productionised product. We do not promise that any issue or suggestion will be investigated, prioritised or implemented.

7.4 We may consider an exceptional change where reasonably required to protect users, data, systems or Trial integrity, but are not obliged to do so.

8. Availability, devices and support

8.1 The App may be changed, interrupted, degraded or unavailable without notice. No service level, uptime, response-time, recovery-time or business-continuity commitment applies.

8.2 The Participant is responsible for compatible devices, connectivity, operating systems, device security updates and all costs of using the App.

8.3 Trial support is limited to reasonable assistance with registration, account access, downloading, installation, reinstallation and re-access. It does not include diagnostic advice, device repair, bug fixing, content correction, application development, telephony support or a guaranteed response time.

8.4 Guidance for support requests will be shared as part of onboarding and registration. We may ask for information reasonably needed to understand the issue. Requests and outcomes may be logged as Trial evidence.

9. Participant commitments and feedback

9.1 The Participant agrees to make reasonable efforts to use the App during relevant service and breakdown work and to provide honest, constructive feedback.

9.2 We may invite Authorised Users or business representatives to complete short surveys, interviews, feedback sessions or end-of-Trial research.

9.3 Feedback may include feedback on product value, ease of use, onboarding, repeat usage, missing content, bugs, support needs, willingness to pay for a full product in future and pricing preferences.

9.4 You grant us and our group companies a perpetual, irrevocable, worldwide, royalty-free right to use, analyse, combine, reproduce and adapt feedback and suggestions for product, service, research and commercial planning purposes. This does not transfer ownership of your pre-existing intellectual property.

10. Monitoring, telemetry and analytics

10.1 To operate and evaluate the Trial, we may collect authentication activity, registration and activation status, App navigation, diagnostic journeys, interaction events, feature usage, error and crash data, support records, and limited session replay or similar interaction telemetry.

10.2 This information may be used to administer access, maintain security, diagnose reported issues, understand use and drop-off, assess the value of pages and journeys, improve onboarding, evaluate the Trial and plan future products and services.

10.3 Telemetry is not intended to measure individual employee performance. The Participant must provide any workforce transparency or notices required for its Authorised Users and must not use Trial reporting unlawfully.

10.4 The Participant must not attempt to disable, interfere with or falsify telemetry or Trial reporting.

11. Personal data and privacy

11.1 Registration and operation may involve names, business contact details, account credentials, authentication records, App-use information, feedback and support communications. The Participant must not enter customer names, addresses, job details or other customer-identifiable information into the App or Trial feedback unless expressly instructed otherwise.

11.2 Current Trial planning provides for directly identifiable participant data, including full names and business email addresses, to be deleted or anonymised six months after the Trial concludes, unless a longer period is required by law, agreed with the individual, or justified for a documented legitimate business purpose.

11.3 De-identified or aggregated analytics and feedback may be retained while there is a legitimate business need to analyse Trial outcomes and develop the product, provided it is no longer attributable to an identifiable individual.

11.4 Trial data may be processed using Microsoft, AWS and Datadog services.

12. Service communications and marketing

12.1 We may send operational communications necessary to administer the application, selection, onboarding, access, surveys, interviews, support, Trial changes and closure. These are Trial service communications, not a commitment to future supply.

12.2 Any optional marketing about future XSol products, paid services or unrelated offers must be handled under the separate preference or lawful basis stated at registration. Acceptance of these terms must not be treated as marketing consent.

12.3 You may change marketing preferences or object to direct marketing using the method stated in the privacy notice or relevant communication. Opting out of marketing will not prevent essential Trial service communications while you remain a participant.

13. Confidentiality and publicity

13.1 Non-public information about the App, Trial, technology, architecture, diagnostic content, roadmap, pricing research, business plans and Trial results is confidential.

13.2 The Participant must protect confidential information using at least reasonable care and may disclose it only to Authorised Users who need it for the Trial and are bound by confidentiality obligations.

13.3 Confidentiality does not apply to information that is lawfully public, already known without restriction, independently developed or lawfully obtained from a third party.

13.4 Neither party may use the other's name, logos or trade marks in publicity without prior written approval, except that we may identify the Participant internally for Trial administration and governance.

14. Intellectual property

14.1 All rights in the App, diagnostic content, boiler models, decision trees, images, software, data structures, branding, documentation, telemetry design and related materials belong to us, our group companies or licensors. No ownership transfers to the Participant.

14.2 The Participant retains ownership of its pre-existing materials and business information. The Participant warrants that it has the right to provide any materials or feedback submitted during the Trial.

14.3 No implied licence is granted. Any use after the Trial requires separate written permission or new terms.

15. Security and incidents

15.1 The Participant must keep credentials and devices secure, use available device protections, restrict access to Authorised Users and promptly remove access where a user leaves or no longer needs it.

15.2 The Participant must promptly report suspected unauthorised access, credential compromise, security vulnerabilities, personal-data incidents or misuse to lee.clunie@britishgas.co.uk.

15.3 The Participant must not conduct penetration testing, vulnerability scanning or security research against the App or related services without prior written approval.

15.4 We may suspend access immediately where we reasonably suspect misuse, risk to users or systems, a security incident, breach of these terms or a requirement from Legal, Privacy, Security or another governance authority.

16. Suspension, withdrawal and termination

16.1 Either party may end participation at any time by written notice. The Participant may leave the Trial by contacting lee.clunie@britishgas.co.uk

16.2 We may suspend or terminate access immediately for breach, ineligibility, inactivity, misuse, security or privacy risk, operational constraints, Trial-capacity limits, product defects, governance concerns or where continuation is not in our interests.

16.3 On suspension, withdrawal, termination or expiry, the Participant must stop using the App, remove it where requested, stop sharing any access route and return or destroy confidential materials where reasonably required.

16.4 Clauses intended to continue, including confidentiality, intellectual property, feedback rights, liability, data handling and governing law, survive the end of participation.

17. Warranties and disclaimers

17.1 To the fullest extent permitted by law, the App and Trial are provided "as is" and "as available". We do not warrant that the App will be accurate, complete, current, secure, uninterrupted, error-free, suitable for any particular appliance or purpose, or that it will produce a correct diagnosis or improve commercial outcomes.

17.2 We do not warrant that any boiler, manufacturer, model, fault code, diagnostic journey, image, part or technical scenario is included or correct.

17.3 Nothing in these terms excludes obligations that cannot lawfully be excluded.

18. Liability

18.1 Nothing in these terms limits or excludes liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot lawfully be limited or excluded.

18.2 Subject to clause 18.1 and to the fullest extent permitted by law, we are not liable for loss of profit, revenue, business, contracts, opportunity, goodwill, anticipated savings, data, use, production, customer claims or any indirect or consequential loss arising from the Trial or App.

18.3 The Participant is responsible for losses arising from its or its Authorised Users' diagnosis, workmanship, regulatory non-compliance, unsafe practices, misuse, unauthorised sharing, customer-data entry or breach of these terms.

19. Changes to the Trial or these terms

19.1 We may change the Trial, eligibility, cohort arrangements, functionality, support boundaries, dates or these terms where reasonably necessary for legal, regulatory, security, privacy, technical, operational or learning purposes.

19.2 Material changes will be communicated through an appropriate Trial channel. Continued use after the notified effective date constitutes acceptance where lawful. If the Participant does not accept a material change, it must stop using the App and withdraw.

20. General

20.1 The Participant may not assign, transfer or subcontract its rights or obligations without our written consent. We may transfer these terms to another Centrica group company by notice where this does not materially reduce the Participant's rights.

20.2 These terms, the applicable privacy notice and any written acceptance communication form the agreement for the Trial and replace earlier statements about participation, except for fraud or fraudulent misrepresentation.

20.3 If a provision is invalid or unenforceable, it will be treated as modified to the minimum extent necessary and the remainder will continue.

20.4 A delay in enforcing a right is not a waiver. No third party has a right to enforce these terms under the Contracts (Rights of Third Parties) Act 1999.

20.5 Notices must be sent to lee.clunie@britishgas.co.uk and, for the Participant, to the business email supplied at registration.

21. Governing law and disputes

21.1 These terms and any non-contractual obligations are governed by the laws of England and Wales.

21.2 The courts of England and Wales have exclusive jurisdiction. The parties should first try in good faith to resolve any dispute through their nominated Trial contacts.

21.3 Subject to clause 21.2, the courts of England and Wales shall have exclusive jurisdiction to resolve any dispute arising out of or in connection with these Terms or the Trial.