

WattStack website terms of use

Effective: 20 September 2026, **Version:** 1.0

These terms apply to wattstack.io and to all other WattStack websites you can read without signing in, including:

- Help knowledge base pages
- Public product documentation
- Public developer documentation (for example, API references)
- Machine-readable summaries we publish for search and AI services
- Files we offer for download.

In these terms we call all of them the website.

By using these pages you agree to these terms. If you do not agree, please do not use them.

These terms sit alongside any other agreement you have with us. Use of the WattStack App is governed by the WattStack App agreement, use of WattStack Control Room by your organisation's agreement with WattStack, and access to partner documentation by the partner's agreement with WattStack. If these terms conflict with a written agreement between us, or with the WattStack App agreement, that agreement prevails for whatever it covers. Our privacy policy explains how we handle personal data across all of these surfaces.

1. Who we are and how to contact us

WattStack Ltd is registered in England and Wales, company number 16968222. Our registered office is College House, 2nd Floor, 17 King Edwards Road, Ruislip, London HA4 7AE. For anything about these terms, including a formal notice, write to support@wattstack.io or to the registered office. We may give you notice by publishing it on the website.

2. What the website is for

The website describes WattStack's products and services for device manufacturers, flexibility providers, fleet operators and householders, and publishes documentation to help those audiences evaluate and integrate with them. Nothing on it is an offer capable of acceptance, professional advice, or a promise that a product, feature or standard is available to you on any particular terms. Commercial terms are agreed in writing.

The help pages are guidance on using the WattStack App and the devices connected to it. They do not replace the instructions of the device's manufacturer or installer, which prevail on anything that affects safety.

3. Documentation and developer content

Public documentation, including API references and integration guides, is published to help you evaluate WattStack, to support partners who hold an agreement with us, and to support App account holders whose tier includes API or integration access. Reading the documentation does not by itself grant access to any WattStack API, sandbox or platform. Access comes from one of two places: a written agreement with us, for partners; or the WattStack App agreement, for use of the API with your own account and devices where your tier includes it. Code samples in the documentation may be used for whichever of those applies to you, on its terms. Some documentation is available only to partners we have given sign-in access to; those pages are provided under the partner's agreement with us, and these terms apply to your use of the pages themselves. Documentation may describe features that are planned, in preview or subject to change, and we may change or withdraw any page without notice.

4. Our content and how you may use it

The content of the website, including text, images, diagrams, documentation, code samples and branding, belongs to WattStack Ltd or its licensors and is protected by copyright, trade mark and other laws of the United Kingdom and elsewhere.

You may view, download and print pages for your own evaluation of WattStack, and quote short extracts with attribution to wattstack.io. You may not republish, sell or commercially exploit any content, remove any notice of ownership, or present our content as your own.

5. Search engines, AI services and automated access

We want the website to be discoverable and understandable, including by AI answer engines. Our robots file names the automated agents we welcome and the pages they may fetch, and we publish plain-text summaries of the site for language-model agents. An agent we welcome may fetch, index, summarise and quote the public pages, and use them to build and improve its service. Where an agent presents our content, it must attribute it to wattstack.io. That licence covers the public pages only. It does not extend to documentation behind a sign-in, to republishing pages or documentation wholesale, or to any use that misrepresents what WattStack offers. We may withdraw it for any agent by changing the robots file, with effect for fetching from that point. Any other text or data mining, scraping or bulk copying needs our written permission. Automated access must respect the robots file and must not affect the availability of the site.

6. Trade marks and brand assets

The WattStack logo, which carries the WattStack name, is a registered trade mark of WattStack Ltd in the United Kingdom (UK00004332948). The WattStack name and our product names, including WattStack Edge, WattStack App, WattStack Control Room, WattStack Flex and Powered by WattStack, are also our trade marks, whether or not registered. You may use the name to refer to us accurately. Press may use the brand assets we publish on the website, in the form we publish them and without modification, to refer to WattStack. A partner may use the Powered by WattStack mark for a product where its agreement with us allows it. We may ask you to stop using any brand asset and you must do so promptly. Any other use, and any use that suggests endorsement or a relationship that does not exist, needs our written permission.

7. Feedback and things you send us

If you send us an enquiry, a suggestion or feedback through the website, you give us the right to use it, including in our products and documentation, without any obligation to you and without payment. Do not send us anything you regard as confidential; the contact form is not a confidential channel, and an agreement between us is the place for confidential material. Personal data you send is handled under our privacy policy.

8. Acceptable use

You must not use the website in a way that damages or interferes with it, attempt to gain unauthorised access to any part of it or to systems connected to it, introduce malicious code, overload it, or use it to send unsolicited messages. Doing so may be an offence under the Computer Misuse Act 1990, and we report offences to the authorities. If you find a vulnerability in the website, tell us at support@wattstack.io and give us a reasonable time to fix it before you disclose it. If you do that, do not access, change or take data that is not yours, and do not affect the site's availability, we will not bring a claim against you or refer the matter to the authorities. This is not permission to test systems we do not operate, and it does not cover the App, Control Room or any partner site.

9. Links and third-party services

The website links to sites we do not control, including standards bodies, regulators, partners and app stores. Links are for information and are not an endorsement; we are not responsible for those sites' content or for how they handle your data. Our privacy policy explains the services behind the contact form and our visitor analytics. You may link to our pages in a way that is fair and legal and does not suggest an association or endorsement we have not given, and we may withdraw that permission.

10. Availability and accuracy

We aim to keep the website available and its content accurate, and we correct errors when we find them. We do not promise that the site will be uninterrupted, error-free or free of harmful code, or that any content is complete or current. We may suspend, restrict or withdraw the website or any part of it, or block any user, without notice. Product specifications, supported devices, standards status and pricing are subject to change and are confirmed only in a written agreement.

11. Liability

Nothing in these terms limits or excludes liability for death or personal injury caused by negligence, for fraud, or for anything else that cannot be excluded by law.

Subject to that, if you are a business user we exclude all liability for loss or damage arising from your use of, or inability to use, the website or its content, including loss of profit, business or data, and any indirect or consequential loss. Where liability cannot be excluded, it is limited to £100. If you are a consumer, we are responsible for foreseeable loss caused by our failing to use reasonable care and skill, and nothing in these terms affects your statutory rights. We are not responsible to a consumer for business losses.

12. Changes to these terms

We may change these terms by publishing a new version here with a new effective date. Your continued use of the website after that date means you accept the new version.

13. General

These terms, and the privacy policy where it applies, are the whole agreement between us about your use of the website, subject to any agreement that prevails under the introduction. If any part of them is found to be unenforceable, the rest still applies. Nobody other than you and WattStack Ltd has rights under these terms, and the Contracts (Rights of Third Parties) Act 1999 does not apply to them. We may transfer our rights under these terms to anyone who takes over the website or our business; you may not transfer yours.

14. Governing law

These terms are governed by the law of England and Wales. Disputes are subject to the exclusive jurisdiction of the courts of England and Wales, except that a consumer resident in Scotland or Northern Ireland may bring proceedings in their home courts.