

## SCHEDULE TWO TO CUSTOMER CONTRACT DOCUMENT

### STANDARD INSTALLATION CONDITIONS

#### BREAKDOWN HOT WATER REPLACEMENT

##### 1. Type of Installation

These Standard Installation Conditions apply where the Installation comprises the replacement of:

- (a) an existing gas external storage hot water unit with Origin Installer gas external storage unit in the same location, using existing valves;
- (b) an existing gas continuous flow external unit with Origin Installer continuous flow external unit in the same location using existing valves (must be of same megajoule size); or
- (c) an existing electric external storage hot water unit with Origin Installer electric external storage unit in the same location, using existing valves.
- (d) an existing electric external storage unit with a heatpump installed in the same location using existing valves.
- (e) an existing external electric hot water with a natural gas storage or continuous flow unit in the same location when gas is connected to the home.

##### 2. Pre-Installation Site Inspection

Origin (or its subcontracted installer) may conduct a pre-Installation site inspection at the Premises. If a pre-Installation site inspection is not undertaken prior to the day arranged for Installation, a pre-Installation site inspection will be undertaken on the day arranged for Installation.

##### 3. Time for Installation

Origin (or its subcontracted installer) will contact you to arrange a suitable time for Installation of the System (and for any pre-Installation site inspection undertaken prior to the time arranged for Installation). You must be present during the arranged time for the Installation (and during any pre-Installation site inspection).

##### 4. Installation Package

Subject to clause 6 of this Schedule, the Installation comprises the installation of the System at the Premises, in accordance with the manufacturers' guidelines, relevant Australian standards and laws, as described in these Standard Installation Conditions.

##### 5. Included Services and Items

Subject to clause 6 of this Schedule, the services and items included within the Installation are as follows:

- (a) the removal and disposal of Your existing external hot water system/tank;
- (b) the installation of the System in the same location as Your existing external system/tank;
- (c) the connection of a tempering valve where required or selected (set to supply water at 50°C)(**note:** continuous flow systems have a built in temperature control);the connection of Your existing hot and cold gas pipes and/or electrical cables to the System;
- (d) the electrical work necessary for the disconnection of Your existing system/tank and the installation of the System;(e) testing and commissioning of the System in accordance with clause 8 of this Schedule;
- (f) the provision of a plumbing compliance certificate and a certificate of electrical safety (or equivalent), in accordance with clause 9 of this Schedule, where required; and(g) cleaning up any mess created by Origin's subcontracted installer (including the removal of rubbish brought onto the Premises by the installer).

Where the System is an external electric storage hot water system, the Installation will also include:

- (a) reconnection of electrical connections;
- (b) filling the storage tank with water and purging air from the System; and
- (c) replacement of the concrete slab, where required.

Where the System is an external gas storage hot water system, the Installation will also include:

- (a) connecting the System to the existing gas line in the same external location as the existing system;
- (b) filling the storage tank with water and purging air from the System; and
- (c) replacement of the concrete slab, where required.

Where the System is an external gas continuous flow hot water system the Installation will also include:

- (a) the connection of the System to the existing gas line in the same external location (excludes gas line upgrade (if required)); and
- (b) the reconnection of power (excludes the installation of a new outdoor power point (if required)).

Where a heatpump is installed in an external location the installation will also include:

- (a) the connection of a heat pump to a pre-existing power supply on peak tariff only (Tariff 33 for QLD customers) – with an allowance of up to 3m electrical cable
- (b) fill heatpump with water and purge air from the system; and
- (c) replacement of the concrete slab, where required.

Where the existing electric or LPG system is being replaced by a natural gas hot water system in an external location the installation will also include:

- (a) the connection of the system to an existing gas line in the same external location, excludes gas line upgrade or extension (if required));
- (b) filling the storage tank with air and purging it from the system; and
- (c) replacement of the concrete slab, where required.

## **6. Excluded Services and items**

The Installation does not include the following services or items:

- (a) any work involved in relocating an internal unit to an external location;
- (b) the supply or installation of any new electricity power point, if required;
- (c) (if the installation is an Endurance system) any work necessary to ensure the existing gas supply is adequate;
- (d) any upgrade or extension required to any existing gas line;
- (e) any repair required to leaks in any existing gas line;
- (f) trenching and excavation work;
- (g) the installation of internal remote temperature controllers (which are available with Endurance continuous flow hot water units);
- (h) the relocation of electrical cable;
- (i) the installation of tempering valves;
- (j) the replacement of isolating water valves or gas cocks;
- (k) the replacement of duo valves
- (l) (if the Installation is an Endurance Continuous Flow system) the installation of a flue diverter;
- (m) installation on premises other than single-storey or double-storey residential premises;
- (n) installation on homes under construction;
- (o) the provision of special equipment where required to install the System (such as cranes, scaffolding, boom lifts or cherry pickers);
- (p) any work required to gain safe, convenient and unhindered access (such as the temporary removal of fencing or clearance of vegetation);

- (q) any other work required where safe, convenient and unhindered access for the Installation is not provided;
- (r) any work required to reinstate or make good any walls, plaster or other items that are altered or damaged during the Installation;
- (s) the removal of asbestos or the costs of an investigation to determine whether asbestos is present;
- (t) the supply or installation of any residual current device (required where the Premises' power circuits are not protected by a residual current device);
- (u) the rectification of any inadequate existing electrical supply or, where relevant, existing gas supply;
- (v) any other work that is required, prior to the Installation, to ensure that the Premises comply with any electrical or other standards required by law;
- (w) any other work, required prior to the Installation, to ensure that the Premises are suitable and safe for the Installation;
- (x) the provision of approvals, consents or permits from any person (including, but without limitation, any approval, consent or permit which You are required to obtain from any local council/planning authority, any strata corporation or body corporate, or the owner of the Premises, under clause 11 of this Schedule);
- (y) any work at remote locations (such as islands remote from the mainland);
- (z) any work that is not described, or necessarily implied, in clause 5.

Neither Origin nor its subcontracted installer will have any obligation to carry out any of the work that is excluded from the Installation (unless Origin (or its subcontracted installer) agrees to carry out that work).

## **7. Additional Services and/or items**

Prior to Installation of the System, Origin (or its subcontracted installer) will advise You of any additional services and/ or items that are not included in the Installation but which are required to complete the Installation. You will receive this advice during the pre-Installation site inspection or on the day of Installation.

When You are advised of the additional services and/or items that are not included in the Installation but which are required to complete the Installation, Origin (or its subcontracted installer) may give you a quote for the cost of those additional services and/or items. The attached schedule sets out standard or recommended charges for some additional services and/or items.

Once You have received the quote from Origin (or its subcontracted installer), You may elect to:

- (a) enter into an agreement with Origin's subcontracted installer for the supply of the additional services and/or items; or

- (b) arrange for another party to supply the additional services and/or items, prior to Installation; or
- (c) not proceed with the Installation.

If you elect to not proceed with the Installation, this Contract will terminate at that time and, in that event, Origin will provide you with a full refund by cheque.

The Installation will not proceed until the additional services and/or items are supplied. If necessary, this may require Origin's subcontracted installer to re-schedule the time for Installation with You.

If You would like Origin's subcontracted installer (or another person) to the supply of the additional services and/or items, You will need to enter into a separate contract with Origin's subcontracted installer (or the other person). Any contract You make is not a contract between You and Origin and does not vary Your contract with Origin.

## **8. Testing and Commissioning**

After installation of the System, Origin (or its subcontractor) will test and commission the System to confirm that the System has been installed in compliance with the manufacturer's specifications and is fully operational.

## **9. Plumbing Compliance Certificate and Certificate of Electrical Safety**

On satisfactory completion of the Installation, Origin (or its subcontractor) will provide a plumbing compliance certificate and a certificate of electrical safety (or equivalent), where required, which certifies that the System has been installed in accordance with the requirements of relevant Australian Standards and laws.

## **10. Compliance with Electrical Standards**

You must ensure that the Premises comply with electricity standards imposed by law prior to Installation.

If the Premises do not comply with electricity standards imposed by law, You must arrange (at Your cost) for a qualified electrician to rectify the fault(s). The type of works that an electrician may need to carry out may include, but is not limited to, the following:

- rectifying an inadequate existing electrical supply;
- installing a safety switch;
- upgrading a switchboard;
- upgrading of meter panel board;
- works to the meter box where the meter box is non-compliant.

## **11. Pre-Installation Approvals**

Prior to Installation, You are required to obtain all relevant approvals, consents, and permits from Your local council/planning authority and, if applicable, Your strata corporation or body corporate. If You do not own the Premises, You must also ensure that you get written permission from the owner. You must provide this authority to Origin as soon as possible, by posting it to:

Origin Solar Customer Administration  
GPO Box 186c

## 12. Access

You must ensure that Origin (or its subcontracted installer)(together with any vehicle and equipment) has safe, convenient and unhindered access for the purposes of undertaking the installation.

If You think that access may be an issue, please inform Origin (or its subcontracted installer) when You are contacted to arrange the Installation.

### SCHEDULE OF ADDITIONAL SERVICES AND/OR ITEMS

This document sets out standard or recommended charges for some additional services and/or items that are described in clause 6 of the Standard Installation Conditions.

The charges are standard or recommended charges commonly quoted by Origin's subcontracted installers. The charges were correct as at 18<sup>th</sup> April 2011, but are subject to alteration.

This document does not form part of Your Contract with Origin but is a separate document provided for information only.

Service Name	Service Item	Charge (including GST)
Gas Line Upgrade	Note: Excludes all excavation work if required	Gas Pipe 15mm - 16.50/m Gas Pipe 20mm - \$39.60/m Gas Pipe 25mm - \$49.50/m Gas Pipe 32mm - \$57.20/m Gas Pipe 40mm - \$69.30/m Gas Pipe 50mm - \$81.40/m
Repair leaks in existing gas lines if required	Note: The gas fitting line is tested prior to any commencement of work where a new gas hot water unit is being installed. The installation of the new unit cannot commence until the gas pipe is in correct working order without any leaks.	Quoted individually
Installation of internal remote temperature controllers (Available only for Endurance Continuous Flow Hot Water Units	Temperature controllers enable you to set a desired temperature under, above or equal to 50 degrees. Customers wanting this option must advise installer at time of booking. Installation may consist of: A main controller; or A main controller with an additional controller for the bathroom / ensuite	Quoted individually
Relocation of electrical cable (This is for the relocation of an electric hot water unit)	Call out fee and per metre fee applies. The minimum total charge for a relocation with the call out fee is \$175.00.	\$175.00 call out fee plus \$35.00 per metre of cable.

Electric to gas boosted hot water fuel conversion	All additional costs for change of fuel from electric to gas including parts and labour. Any excavation work that may be required.	Quoted individually.
Install standard tempering device	For standard storage units	\$150.00
Installation of an outdoor electrical power point	Call out fee and per metre fee applies. Where an outdoor power point is not currently installed and is required (eg for the installation of an Endurance Continuous Flow Hot Water System).	\$230.00 call out fee plus \$35 per metre of cable.
Valve replacement - Gas Storage / Continuous Flow Hot Water Systems	Replacement of: 1. Isolating water valve 2. Gas cock	\$200.00
Valve replacement - Electric Storage Hot Water Systems	Replacement of: 1. Duo valve	\$140.00
Endurance Flue Diverter (Optional)	Where an Endurance Continuous Flow is installed in a position that emissions are directed across a pathway, installation of a Flue Diverter will direct the emissions upward and away from the system.	\$120.00
Power Upgrade	Where a house's power circuits are not protected by a RCD Installation a RCD is required.	From \$200.00
Double Storey	Where a property is double storey additional costs may arise Including boom lift, cherry picker crane, scaffold etc.	From \$400.00
Remote locations	Any additional fees and charges associated with installations on islands remote from the mainland (eg barge or ferry costs) will be charged to the customer as an additional cost on the day of the installation.	Quoted Individually
Relocation of existing tank/system location	Additional costs for internal to external installations or relocation of existing tank location, including hot and cold water pipping.	Cold Pipe 15mm - \$16.50/m Hot Pipe 15mm - \$16.50/m
Relocation of existing tank/system location	Additional costs for internal to external installations or relocation of existing tank location, including electrical power supply cabling.	Electrical - \$16.50/m
Asbestos removal (where applicable)	Refer to your installer to see an accredited asbestos remover	From \$250.00
Asbestos precautions (where applicable)	Where the house was built pre-1990 extra safety precautions need to be made. This charge does not include the	\$110.00

	removal of asbestos.	
Cement Sheeting	Additional costs associated where a unit is removed from a recessed cavity and cement sheeting is used to cover the existing cavity.	From \$175.00