

SCHEDULE TWO TO CUSTOMER CONTRACT DOCUMENT

STANDARD INSTALLATION CONDITIONS

REVERSE CYCLE SPLIT SYSTEM

1. Type of Installation

These Standard Installation Conditions apply where the Installation comprises the installation of a reverse cycle split system by an accredited ARCTick provider*.

**ARCTick identifies businesses and licensed individuals who are authorised under the Ozone Protection and Synthetic Greenhouse Gas Management Regulations 1995, to install, service and repair fridges, freezers and air conditioners in your home (see <http://www.lookforthetick.com.au/> for further information).*

2. Pre-Installation Site Inspection

Origin (or its subcontracted installer) will conduct a pre-Installation site inspection at the Premises to confirm that You have selected the most appropriate split system for the Premises and to determine whether Your preferred location for both the indoor and outdoor unit are deemed suitable by Origin (or its subcontracted installer).

The location of the indoor and outdoor unit must be deemed suitable by Origin (or its subcontracted installer). The outdoor unit cannot be higher than 2.4 metres, based on manufacturer's recommendations, and should be located as far as possible from neighbour's windows and outdoor units.

If your preferred location is deemed unsuitable, every effort will be made to find a location that is deemed suitable by Origin (or its subcontracted installer) and is acceptable to you.

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 delivery of the System (including both the indoor and outdoor unit);
- (b) positioning the outdoor unit on plastic feet;

- (c) the “back to back” connection of the indoor and outdoor unit with a distance of up to 4 metres (“back to back” is where the indoor and outdoor unit are backed against each other, on the same external wall);
- (d) the installation of the indoor and outdoor unit at a location deemed suitable by Origin (or its subcontracted installer);
- (e) installation of draining connection and materials, including external air conditioning duct capping;
- (f) electrical connection to an external electrical isolator (either 20A or 25A dedicated electrical supply) via a dedicated circuit within 20 metres (cable run distance) of the main switchboard
- (g) testing and commissioning of the System in accordance with clause 8 of this Schedule;
- (h) 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;
- (i) a demonstration on the operation of the split system; and
- (j) Cleaning up any mess created by Origin’s subcontracted installer (including the removal of rubbish brought onto the Premises by the installer).

6. Excluded Services and items

The Installation does not include the following services or items:

- (a) the installation of a System above ground level (such as upstairs in a double-storey house);
- (b) installation at any other location that is deemed unsuitable by Origin (or its subcontracted installer);
- (c) the removal of vegetation for placement of the outdoor unit;
- (d) the supply and installation of an alternative base (such as a plastic base plate) if a base with plastic feet is unsuitable;
- (e) any work required to prepare or repair the ground surface before plastic feet can be positioned;
- (f) the connection of indoor and outdoor units in excess of 4 metres in pipe length;
- (g) wall mounting bracket for an outdoor unit;
- (h) refrigerant top up for an outdoor unit (which is required when the outdoor unit is approximately 10 metres or more away from the indoor unit);
- (i) any electrical work in excess of 20 metres;
- (j) any electrical work required because a dedicated circuit cannot be fitted due to the current set-up of the switchboard;
- (k) any work necessary to ensure the existing electricity supply to the System's location is adequate (such as the installation of a safety switch or a switchboard upgrade or other alterations or upgrades to existing power supply and wiring);

- (l) the supply of Colorbond duct capping;
- (m) installation on premises other than single-storey or double-storey residential premises (installation on double-storey residential premises may incur additional costs);
- (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 (**RCD**) (required where the Premises' power circuits are not protected by a RCD);
- (u) 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;
- (v) any other work, required prior to the Installation, to ensure that the Premises are suitable and safe for the Installation;
- (w) 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);
- (x) any work at remote locations (such as islands remote from the mainland); and
- (y) 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; and
- 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
Melbourne VIC 3001

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 18th 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	Price (including GST)
Special Access Requirements - Including additional costs associated with double storey homes.	Includes boom lift, cherry picker crane, scaffold etc.	From \$400.00
Colorbond Duct Capping	Additional charges will apply if you require Colorbound duct capping. Pricing is based on a minimum length of 3 metres. Please speak directly with your installer about available colours. Note: Please allow an additional 2 weeks for ordering of Colorbond capping.	\$85 for 3 metre length, including installation.
Electrical Line Upgrade/ Safety Switch/Switchboard Upgrade	Additional charges may apply in the following situations: Additional electrical work beyond the 20 metres included within the standard package. The existing electrical supply is inadequate. If a safety switch is required. If a switchboard upgrade is required. Note: Excludes all excavation work if required. Alterations and/or upgrade to existing power supply and wiring.	Quoted Individually
Barge or Ferry Charges	For installations remote from the mainland.	Quoted Individually
Connection requirement in excess of included 4 meters	Connection between indoor and outdoor unit is greater than 4 metres (pipe run length from both connection points).	Quoted Individually
Additional refrigerant top up	If the outdoor unit requires refrigerant top-up, which applies when the outdoor unit is approximately 10 metre's away from the indoor unit.	Quoted Individually
Non back to back installations	Indoor and outdoor unit is not considered to be 'external wall, back to back'. Wall mounting for outdoor unit is required.	Quoted Individually

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 removal of asbestos.	\$110.00
Power upgrade	Where a house's power circuits are not protected by a Residual Current Device (RCD) installation of a RCD breaker or an RCD to protect the entire switchboard is required.	From \$200.00