

# SCHEDULE ONE TO CUSTOMER CONTRACT DOCUMENT

## STANDARD INSTALLATION CONDITIONS

### DUCTED REVERSE CYCLE AIR CONDITIONING

#### 1. Type of Installation

1.1 These Standard Installation Conditions apply where the Installation comprises the installation of a Ducted Reverse Cycle Air Conditioning system in a residential property, based on an approximate ceiling height of 2.4 metres and having insulation rated R2.5 or equivalent in the roof.

#### 2. Pre-Installation Site Inspection

2.1 The Installation Subcontractor 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

3.1 Origin (or the Installation Subcontractor) 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

4.1 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

5.1 Subject to clause 6 of this Schedule, where the System is for a new installation (ie it is not replacing an existing ducted reverse cycle system), the services and items included within the Installation are as follows:

- (a) the installation of the System including internal refrigeration unit, outside compressor, high level filtered return air grille and outlets to the rooms you have selected;
- (b) provision of up to 6 metres of "return air";
- (c) quality Metalflex Ductwork and parts;
- (d) suitable colorbond capping on any exposed pipe work;
- (e) the supply of up to 15m of refrigerant pipe and up to 15m of electrical cable;
- (f) the installation of a new controller for the model you have selected (unless you request us to not install a new controller);
- (g) the provision of all compliance certificates, in accordance with clause 9 of this Schedule, where required;



- (h) testing and commissioning the System in accordance with clause 8 of this Schedule;
- (i) the provision of instruction on the basic operation of the system (in accordance with clause 10 of this schedule);  
and
- (j) cleaning up any mess created by the Installation Subcontractor (including the removal of rubbish brought onto the Premises by the Installation Subcontractor).

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

6.1 The Installation does not include the following services or items:

- (a) the removal of any existing systems or ductwork;
- (b) upgrading of your electrical switchboard if required;
- (c) the installation of additional zone motors other than the number included as part of your purchase package;
- (d) Installation on premises other than single-storey homes;
- (e) the supply or installation of any insulation (where the premises do not have sufficient insulation, a different type of system, or an additional point may be better for the premises);
- (f) the supply or installation of window shading (where the premises do not have adequate window shading, a different type of system, or an additional point, may be better for the premises);
- (g) the supply or installation of floor coverings (where the premises do not have adequate floor covering, a different type of system, or an additional point, may be better for the premises);
- (h) the provision of special equipment where required to install the System (such as cranes, scaffolding, boom lifts or cherry pickers);
- (i) any work required to gain safe, convenient and unhindered access (such as the temporary removal of fencing or clearance of vegetation);
- (j) any other work required where safe, convenient and unhindered access for the Installation is not provided;
- (k) the removal of asbestos or the costs of an investigation to determine whether asbestos is present;
- (l) the supply or installation of any residual current device (RCD) (required where the Premises' power circuits are not protected by a RCD);
- (m) the rectification of any inadequate existing electrical supply;
- (n) installation on homes under construction;
- (o) installation on any Premises other than a residential property;
- (p) 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;
- (q) the repair or reinstatement of decorative or lathe plaster (whilst Origin or the Installation Subcontractor will consult with you before beginning any work, and will take reasonable care during the work, you agree that Origin (and the Installation Subcontractor) are not responsible for the appearance of decorative or lathe plaster once the Installation is complete);



(r) any other work, required prior to the Installation, to ensure that the Premises are suitable and safe for the Installation;

(s) 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);

(t) provision of a suitable base to sit the outside compressor on where no such base is available;

(u) mounting brackets for external compressors;

(v) any additional return air grille;

(w) any booster heating elements;

(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 the Installation Subcontractor will have any obligation to carry out any of the work that is excluded from the Installation (unless Origin (or the Installation Subcontractor) agrees that the Installation Subcontractor will carry out that work).

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

7.1 Prior to Installation of the System, Origin (or the Installation Subcontractor) 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.

7.2 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 the Installation Subcontractor) may give you a quote for the cost of those additional services and/or items.

7.3 Once you have received the quote from Origin (or the Installation Subcontractor), you may elect to: (a) enter into an agreement with the Installation Subcontractor 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.

7.4 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.

7.5 The Installation will not proceed until the additional services and/or items are supplied. If necessary, this may require the Installation Subcontractor to re-schedule the time for Installation with you.

7.6 If you would like the Installation Subcontractor (or another person) to the supply of the additional services and/or items, you will need to enter into a separate contract with the Installation Subcontractor (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**

8.1 After installation of the System, Origin (or the Installation 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. Compliance Certificates**

9.1 On satisfactory completion of the Installation, Origin (or the Installation Subcontractor) will provide all necessary compliance certificates 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**

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

10.2 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**

11.1 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.

11.2 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**

12.1 You must ensure that Origin and the Installation Subcontractor (together with any vehicle and equipment) have safe, convenient and unhindered access for the purposes of undertaking the installation.

12.2 If you think that access may be an issue, please inform Origin (or the Installation Subcontractor) when you are contacted to arrange the Installation.