

# SCHEDULE ONE TO CUSTOMER CONTRACT DOCUMENT

## **HOT WATER INSTALLATION SCOPE OF WORKS**

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## 1.0 Important Information

Critical to this Scope of Works document is that Origin and its contractors are not to conduct any type of working at height. If a job requires this, then the contractor is to walk from site and is not to conduct any works.

The plumbing company "contractor" is only to conduct work that they are licensed and insured to complete.

If any electrical work outside of the work that a restricted plumber's license can facilitate is required, a fully licensed and accredited electrician needs to be engaged to complete the works.

## 1.1 Pre-Installation Site Inspection

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.

### 1.2 Time for Installation

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).

## 1.3 Installation Package

The Installation comprises the installation of the System at the Premises, in accordance with the manufacturers' quidelines, relevant Australian standards and laws, as described in these Standard Installation Conditions.

#### 1.4 Additional Services and/or items

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.

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.

Once you have received the quote from Origin (or the Installation Subcontractor), you may elect to:

- enter into an agreement with the Installation Subcontractor for the supply of the additional services and/or items; or
- arrange for another party to supply the additional services and/or items, prior to Installation; or
- 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 the Installation Subcontractor to re-schedule the time for Installation with you.



If you would like the Installation Subcontractor (or another person) to supply 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.

## 1.5 Testing and Commissioning

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.

## 1.6 Plumbing Compliance Certificate and Certificate of Electrical Safety

On satisfactory completion of the Installation, Origin (or the Installation 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.

## 1.7 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 metre panel board;
- works to the metre box where the metre box is non-compliant.

### 1.8 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

#### 1.9 Access

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.

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



## 2.0 Gas Continuous Flow

## 2.1 Like for Like Replacement:

## 2.1.1 Gas Continuous External replacing Gas Continuous External Hot Water Unit

- Isolation of Gas/Water supply lines
- Disconnection of old unit (Water/Gas)
  - o Unit is removed from property
- Fit new unit to suitable external wall
- Install new pipe work to the new unit. (alter & extend Gas/Hot/Cold lines)
  - o This may involve cutting into pipe with a hack saw/pipe cutter
  - o Oxy/Acetylene braising may be required
  - o Kinko nut / crimping / flaring of joints may be required
  - o Pipe bending may be required
- Commissioning of the new unit
  - o Purge gas line to remove air
  - o Test new unit is fully operation
  - o Explain standard operating procedures with customer

- Removal of old unit from site
- Installation & commissioning of new unit
- Relevant continuous flow valve kit
- Compliance paperwork (COC, IR, REBATES, etc)



## 2.2 Gas Continuous External replacing:

#### 2.2.1 Instantaneous External Hot Water Unit

- Isolation of Gas/Water supply lines
- Disconnection of old unit (Water/Gas)
  - o Unit is removed from property
- Fit new unit to suitable external wall
- Install new pipe work to the new unit. (alter & extend Gas/Hot/Cold lines)
  - o This may involve cutting into pipe with a hack saw/pipe cutter
  - o Oxy/Acetylene braising may be required
  - o Kinko nut / crimping / flaring of joints may be required
  - o Pipe bending may be required
- Commissioning of the new unit
  - o Purge gas line to remove air
  - o Test new unit is fully operational
  - o Explain standard operating procedures with customer
- Electrical
  - o Install standard weatherproof external power point
  - o Electrical lines will be isolated during this work
  - o All new electrical work will be conducted by a fully qualified/licensed & insured electrician to Australian standards
  - o Electrical power point tested

- Removal of old unit from site
- Installation & commissioning of new unit
- Relevant continuous flow valve kit
- Compliance paperwork (COC, IR, REBATES, etc)



### 2.2.2 Gas Storage External Hot Water Unit

- Isolation of Gas/Water supply lines
- Disconnection of old unit (Water/Gas)
  - o Drainage of old unit
  - o Unit is removed from property
- Fit new unit to suitable external wall
- Fit Cover panel if required to cover cavity in wall. (Priced as extra. Done with cement/galv sheeting and screws)
- Install new pipe work to the new unit. (Alter & extend Gas/Hot/Cold lines)
  - o This may involve cutting into pipe with a hack saw/pipe cutter
  - o Oxy/Acetylene braising may be required
  - o Kinko nut / crimping / flaring of joints may be required
  - o Pipe bending may be required
- Install standard weatherproof external power point
  - o Electrical lines will be isolated during this work
  - o All new electrical work will be conducted by a fully qualified/licensed & insured electrician to Australian standards
  - o Electrical power point tested
- Commissioning of the new unit
  - o Purge gas line to remove air
  - o Test new unit is fully operational
  - o Explain standard operating procedures with customer

- Removal of old unit from site
- Installation & commissioning of new unit
- Up to 2m of pipe (Hot, Cold)
- Up to 6m of 20mm pipe (Gas) or equivalent
- Relevant continuous flow valve kit
- Standard weatherproof external power point
- Compliance Paperwork (COC, IR, REBATES, etc)



#### 2.2.3 Electric External Hot Water Unit

- Isolation of Gas/Electrical/Water supply lines
- Disconnection of old unit (Water/Electrical)
  - o Drainage of old unit
  - o Unit is removed from property
- Fit new unit to suitable external wall
- Install new pipe work to the new unit. (alter & extend Gas/Hot/Cold lines)
  - o This may involve cutting into pipe with a hack saw/pipe cutter
  - o Oxy/Acetylene braising may be required
  - o Kinko nut / crimping / flaring of joints may be required
  - o Pipe bending may be required
- Install standard weatherproof external power point
  - o Electrical lines will be isolated during this work
  - o All new electrical work will be conducted by a fully qualified/licensed & insured electrician to Australian standards
  - o Electrical power point tested
- Commissioning of the new unit
  - o Purge gas line to remove air
  - o Test new unit is fully operational
  - o Explain standard operating procedures with customer

- Removal of old unit from site
- Installation & commissioning of new unit
- Up to 2m of 15mm pipe (Hot, Cold)
- Up to 6m of 20mm pipe (Gas)
- Relevant continuous flow valve kit
- Electrical work required for disconnection of existing unit
- Standard weatherproof external power point
- Compliance paperwork (COC, IR, REBATES, etc)



### 2.2.4 Gas Storage Internal Hot Water Unit

- Isolation of Gas/Water supply lines
- Disconnection of old unit (Water/Gas)
  - o Drainage of old unit
  - o Unit is removed from property
  - Removal of existing flue
    (Conditions apply. Extra costs may be involved to seal ceiling/roof penetration)
- Fit new unit to suitable external wall
- Install new pipe work to the new unit. (alter & extend Gas/Hot/Cold lines)
  - o This may involve cutting into pipe with a hack saw/pipe cutter
  - o Oxy/Acetylene braising may be required
  - o Kinko nut / crimping / flaring of joints may be required
  - o Pipe bending may be required
- Install standard weatherproof external power point
  - o All new electrical work will be conducted by a fully qualified/licensed & insured electrician to Australian standards
  - o Electrical power point tested
- Commissioning of the new unit
  - o Purge gas line to remove air
  - o Test new unit is fully operational
  - o Explain standard operating procedures with customer

- Removal of old unit from site
- Removal of flue, where flue is not a suspected hazardous material eg. asbestos
- Installation & commissioning of new unit
- Up to 4m of 15mm pipe (Hot &/or Cold)
- Up to 4m of 20mm pipe (Hot &/or Cold)
- Up to 6m of 20mm pipe (Gas) or equivalent
- Relevant continuous flow valve kit
- Standard weatherproof external power point
- Compliance paperwork (COC, IR, REBATES, etc)



### 2.2.5 Electric Internal or Gravity Fed

- Isolation of Gas/Electrical/Water supply lines
- Disconnection of old unit (Water/Electrical)
  - o Drainage of old unit
  - o Gravity Fed Unit is left in ceiling cavity (drained and disconnected)
- Fit new unit to suitable external wall
- Install new pipe work to the new unit. (alter & extend Gas/Hot/Cold lines)
  - o This may involve cutting into pipe with a hack saw/pipe cutter
  - o Oxy/Acetylene braising may be required
  - o Kinko nut / crimping / flaring of joints may be required
  - o Pipe bending may be required
- Install standard weatherproof external power point
  - o Electrical lines will be isolated during this work
  - o All new electrical work will be conducted by a fully qualified/licensed & insured electrician to Australian standards
  - o Electrical power point tested
- Commissioning of the new unit
  - o Purge gas line to remove air
  - o Test new unit is fully operational
  - o Explain standard operating procedures with customer

- Removal of old unit from site (Except gravity fed)
- Installation & commissioning of new unit
- Up to 4m of 15mm pipe (Hot &/or Cold)
- Up to 4m of 20mm pipe (Hot &/or Cold)
- Up to 6m of 20mm pipe (Gas) or equivalent
- Relevant continuous flow valve kit
- Standard weatherproof external power point
- Electrical work required for disconnection of existing unit
- Compliance paperwork (COC, IR, REBATES, etc)



## 3.0 Gas Storage

## 3.1 Like for Like Replacement:

### 3.1.1 Gas Storage External replacing Gas Storage External Hot Water Unit

- Isolation of Gas/Water supply lines
- Disconnection of old unit (Water/Gas)
  - o Drainage of old unit
  - o Unit is removed from property
- Fit new unit to suitable external wall
- Fit Cover panel if required to cover cavity in wall. (Priced as extra. Done with cement/galv sheeting and screws)
- Install new pipework to the new unit. (alter & extend Gas/Hot/Cold lines)
  - o This may involve cutting into pipe with a hack saw/pipe cutter
  - o Oxy/Acetylene braising may be required
  - o Kinko nut / crimping / flaring of joints may be required
  - o Pipe bending may be required
- Commissioning of the new unit
  - o Purge gas line to remove air
  - o Test new unit is fully operational
  - o Explain standard operating procedures with customer

- Removal of old unit from site
- Installation & commissioning of new unit
- Up to 2m of 15mm pipe (Hot, Cold, Gas) or equivalent
- Cold Water Expansion Valve (SA & QLD only)
- Tempering Valve (NSW & QLD only)
- Compliance Paperwork (COC, IR, REBATES, etc)



## 3.2 Gas Storage External replacing:

#### 3.2.1 Electric External Hot Water Unit

- Isolation of Gas/Electrical/Water supply lines
- Disconnection of old unit (Water/Electrical)
  - o Drainage of old unit
  - o Unit is removed from property
- Fit new unit to suitable external wall
- Supply and Install concrete slab if required
  - o Manual lifting of concrete slab
  - o Levelling of base
- Install new pipe work to the new unit. (alter & extend Gas/Hot/Cold lines)
  - o This may involve cutting into pipe with a hack saw/pipe cutter
  - o Oxy/Acetylene braising may be required
  - o Kinko nut / crimping / flaring of joints may be required
  - o Pipe bending may be required
- Commissioning of the new unit
  - o Purge gas line to remove air
  - o Test new unit is fully operational
  - o Explain standard operating procedures with customer

- Removal of old unit from site
- Installation & commissioning of new unit
- Up to 2m of pipe (Hot, Cold, Gas)
- Up to 6m of 20mm pipe (Gas) or equivalent
- Gas Isolation Valve
- Cold Water Expansion Valve (SA & QLD only)
- Tempering Valve (NSW, QLD & Vic only)
- Electrical work required for disconnection of existing unit
- Compliance paperwork (COC, IR, REBATES, etc)



## 3.2.2 Gas Storage Internal Hot Water Unit

- Isolation of Gas/Water supply lines
- Disconnection of old unit (Water/Gas)
  - o Drainage of old unit
  - o Unit is removed from property
  - o Removal of existing flue (Conditions apply. Extra costs may be involved to seal ceiling/roof penetration)
- Fit new unit to suitable external wall
- Supply and Install concrete slab if required
  - o Manual lifting of concrete slab
  - Levelling of base
- Install new pipe work to the new unit. (alter & extend Gas/Hot/Cold lines)
  - o This may involve cutting into pipe with a hack saw/pipe cutter
  - o Oxy/Acetylene braising may be required
  - o Kinko nut / crimping / flaring of joints may be required
  - o Pipe bending may be required
- Commissioning of the new unit
  - o Purge gas line to remove air
  - o Test new unit is fully operational
  - o Explain standard operating procedures with customer

- Removal of old unit from site
- Removal of flue where flue is not a suspected hazardous material eg. asbestos
- Installation & commissioning of new unit
- Up to 4m of 15mm pipe (Hot &/or Cold)
- Up to 4m of 20mm pipe (Hot &/or Cold)
- Duo Valve
- Gas Isolation Valve
- Up to 6m of 20mm pipe (Gas) or equivalent
- Tempering Valve (NSW, QLD & Vic only)
- Cold Water Expansion Valve (SA & QLD only)
- Suitable Concrete Slab
- Compliance Paperwork (COC, IR, REBATES, etc)



### 3.2.3 Electric Internal or Gravity Fed

- Isolation of Gas/Electrical/Water supply lines
- Disconnection of old unit (Water/Electrical)
  - o Drainage of old unit
  - o Gravity Fed Unit is left in ceiling cavity (drained and disconnected)
- Fit new unit to suitable external wall
- Install new pipe work to the new unit. (alter & extend Gas/Hot/Cold lines)
  - o This may involve cutting into pipe with a hack saw/pipe cutter
  - o Oxy/Acetylene braising may be required
  - o Kinko nut / crimping / flaring of joints may be required
  - o Pipe bending may be required
- Commissioning of the new unit
  - o Purge gas line to remove air
  - o Test new unit is fully operational
  - o Explain standard operating procedures with customer

- Removal of old unit from site
- Installation & commissioning of new unit
- Up to 4m of 15mm pipe (Hot &/or Cold)
- Up to 4m of 20mm pipe (Hot &/or Cold)
- Duo Valve
- Gas Isolation Valve
- Up to 6m of 20mm pipe (Gas) or equivalent
- Tempering Valve (NSW, QLD & Vic only)
- Cold Water Expansion Valve (SA & QLD only)
- Suitable Concrete Slab
- Electrical work required for disconnection of existing unit
- Compliance Paperwork (COC, IR, REBATES, etc)



## 3.2.4 Instantaneous/Continuous External Hot Water Unit

- Isolation of Gas/Water supply lines
- Disconnection of old unit (Water/Gas)
  - o Unit is removed from property
- Fit new unit to suitable external wall
- Supply and Install concrete slab (if required)
  - o Manual lifting of concrete slab
  - o Levelling of base
- Install new pipework to the new unit. (alter & extend Gas/Hot/Cold lines)
  - o This may involve cutting into pipe with a hack saw/pipe cutter
  - o Oxy/Acetylene braising may be required
  - o Kinko nut / crimping / flaring of joints may be required
  - o Pipe bending may be required
- Commissioning of the new unit
  - o Purge gas line to remove air
  - o Test new unit is fully operational
  - o Explain standard operating procedures with customer

- Removal of old unit from site
- Installation & commissioning of new unit
- Up to 2m of 15mm pipe (Hot, Cold)
- Up to 2m of 15mm pipe (Gas) or equivalent
- Duo Valve
- Gas Isolation Valve
- Cold Water Expansion Valve (SA & QLD only)
- Tempering Valve (Vic, NSW & QLD only)
- Compliance Paperwork (COC, IR, REBATES, etc)



#### 3.2.5 Instantaneous/Continuous Internal Hot Water Unit

- Isolation of Gas/Water supply lines
- Disconnection of old unit (Water/Gas)
  - o Unit is removed from property
  - Removal of existing flue
    (Conditions apply. Extra costs may be involved to seal ceiling/roof penetration)
- Fit new unit to suitable external wall
- Supply and Install concrete slab (if required)
  - o Manual lifting of concrete slab
  - Levelling of base
- Install new pipework to the new unit. (alter & extend Gas/Hot/Cold lines)
  - o This may involve cutting into pipe with a hack saw/pipe cutter
  - o Oxy/Acetylene braising may be required
  - o Kinko nut / crimping / flaring of joints may be required
  - o Pipe bending may be required
- Commissioning of the new unit
  - o Purge gas line to remove air
  - o Test new unit is fully operational
  - o Explain standard operating procedures with customer

- Removal of old unit from site
- Removal of flue where flue is not a suspected hazardous material eq. asbestos
- Installation & commissioning of new unit
- Up to 4m of 15mm pipe (Hot, Cold)
- Up to 4m of 20mm pipe (Hot, Cold)
- Up to 6m of 20mm pipe (Gas) or equivalent
- Duo Valve
- Gas Isolation Valve
- Cold Water Expansion Valve (SA & QLD only)
- Tempering Valve (Vic, NSW & QLD only)
- Compliance Paperwork (COC, IR, REBATES, etc)



## 4.0 Electric Storage

## 4.1 Like for Like Replacement:

4.1.1 Electric Storage replacing Electric Storage – Same Location, Internal or External

- Isolation of Electrical/Water supply lines
- Disconnection of old unit (Water/Electrical)
  - o Drainage of old unit
  - o Unit is removed from property
- Fit new unit in same location
- Install new pipe work to the new unit. (alter & extend Hot/Cold lines)
  - o This may involve cutting into pipe with a hack saw/pipe cutter
  - o Oxy/Acetylene braising may be required
  - o Kinko nut / crimping / flaring of joints may be required
  - o Pipe bending may be required
- Commissioning of the new unit
  - o Test new unit is fully operational
  - o Explain standard operating procedures with customer

- Removal of old unit from site
- Installation & commissioning of new unit
- Up to 2m of 15mm pipe (Hot &/or Cold)
- Tempering Valve (NSW, QLD only)
- Cold Water Expansion Valve (SA & QLD only)
- Compliance Paperwork (COC, IR, REBATES, etc)



## 4.2 Electric Storage External replacing:

### 4.2.1 Electric Internal or Gravity Fed

- Isolation of Electrical/Water supply lines
- Disconnection of old unit (Water/Electrical)
  - o Storage Drainage & removal of old unit
  - o Gravity Unit is left in ceiling cavity (drained and disconnected)
- Fit new unit in suitable external location
- Supply and Install concrete slab if required
  - o Manual lifting of concrete slab
  - o Levelling of base
- Install new pipe work to the new unit. (alter & extend Hot/Cold lines)
  - o This may involve cutting into pipe with a hack saw/pipe cutter
  - o Oxy/Acetylene braising may be required
  - o Kinko nut / crimping / flaring of joints may be required
  - o Pipe bending may be required
- Install new electrical line to unit by fully accredited and licensed electrician
  - o This may involve electrician running a new electrical supply line from switchboard to new unit
- Commissioning of the new unit
  - o Purge water line to remove air
  - o Test new unit is fully operational
  - o Explain standard operating procedures with customer

- Drainage of old unit
- Installation & commissioning of new unit
- Up to 4m of 15mm pipe (Hot &/or Cold)
- Up to 4m of 20mm pipe (Hot &/or Cold)
- Duo Valve
- Tempering Valve (NSW, QLD & Vic only)
- Cold Water Expansion Valve (SA & QLD only)
- Suitable Concrete Slab
- Electrical work required for relocation of new unit
- Compliance Paperwork (COC, IR, REBATES, etc)



## 5.0 Excluded Services and items

The Installation does not include the following services or items:

- (if the installation is Natural Gas system) any work necessary to ensure the existing gas supply is adequate;
- any upgrade or extension required to any existing gas line beyond outlined allowances;
- any repair required to leaks in any existing gas line;
- trenching and excavation work;
- the installation of internal remote temperature controllers (which are available with Endurance continuous flow hot water units);
- the relocation of electrical cable beyond outlined allowances;
- the installation of tempering valves for all products
- the replacement of isolating water valves or gas cocks beyond outlined allowances;
- the replacement of duo valves beyond allowances;
- (if the Installation is a Continuous Flow system) the installation of a flue diverter;
- any patch work required to the ceiling or wall if a flue has been removed;
- installation on premises other than single-storey or double-storey residential premises (additional costs may apply for installation on double-storey residential premises);
- installation on homes under construction:
- the provision of special equipment where required to install the System (such as cranes, scaffolding, boom lifts or cherry pickers);
- any work required to gain safe, convenient and unhindered access (such as the temporary removal of fencing or clearance of vegetation);
- any other work required where safe, convenient and unhindered access for the Installation is not provided;
- any work required to reinstate or make good any walls, plaster or other items that are altered or damaged during the Installation;
- the removal of asbestos or the costs of an investigation to determine whether asbestos is present;
- the supply or installation of any residual current device (required where the Premises' power circuits are not protected by a residual current device);
- the rectification of any inadequate existing electrical supply or, where relevant, existing gas supply;
- 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;
- any other work, required prior to the Installation, to ensure that the Premises are suitable and safe for the Installation:
- 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).
- any work at remote locations (such as islands remote from the mainland);
- any work that is not described, or necessarily implied, in these Scope of Works

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).