

# SCHEDULE ONE TO CUSTOMER CONTRACT DOCUMENT

## STANDARD INSTALLATION CONDITIONS

### HOT WATER – RELOCATION (INTERNAL TO EXTERNAL)

#### 1. Type of Installation

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

- (a) an existing internal gas storage hot water unit with a gas external storage unit, using existing valves;
- (b) an existing gas internal instantaneous hot water unit with a continuous flow external unit using existing valves (must be of same megajoule size);
- (c) an existing internal electric storage hot water unit with an electric external storage unit, using existing valves;
- (d) an existing internal electric storage unit with a heatpump, using existing valves;
- (e) an existing internal electric gravity fed storage hot water unit with an external electric storage unit; or
- (f) an existing internal electric gravity fed storage hot water unit with an external heatpump.

#### 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, the services and items included within the Installation are as follows:

- (a) the removal and disposal of your existing internal hot water system/tank. Internal electric gravity fed systems will be drained, disconnected, isolated but not removed;
- (b) the installation of the System in a suitable new external location;



(c) the electrical work necessary for the disconnection of your existing system/tank and the installation of the System;

(d) testing and commissioning of the System in accordance with clause 8 of this Schedule;

(e) 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

(f) cleaning up any mess created by the Installation Subcontractor (including the removal of rubbish brought onto the Premises by the Installation Subcontractor).

5.2 Where the System is an external electric storage hot water system replacing an internal 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;

(c) new concrete slab;

(d) an allowance of up to 4 meters of hot and 4 meters of cold water lines; and

(e) a TPR drain where applicable.

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

(a) connecting the System to the existing gas line with an allowance of up to 5 meters of 25mm copper pipe in a new external location;

(b) filling the storage tank with water and purging air from the System;

(c) new concrete slab;

(d) an allowance of up to 4 meters of hot and 4 meters of cold water lines;

(e) removal of internal flue and fitting of a roof flashing with a popper vent cover. (No patch work to ceiling is included); and

(f) supply and installation of a gate valve, isolating valve and gas cock.

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

(a) the connection of the System to the existing gas line with an allowance of up to 5 meters of 25mm copper pipe in a new external location ;

(b) the reconnection of power (includes the installation of a new outdoor power point within 3 meters of new location of unit (if required));

(c) an allowance of up to 4 meters of hot and 4 meters of cold water lines;

(d) removal of internal flue and fitting of a roof flashing with a popper vent cover. (No patch work to ceiling is included); and

(e) supply and installation of a gate valve, isolating valve and gas cock.



5.5 Where the system is an external heatpump hot water system replacing an internal electric hot water system in an external location the installation will also include:

- (a) the connection of a heat pump to a pre-existing power supply (If a pre-existing power supply is not present an outdoor powerpoint will be installed within 3 meters of new location of unit) Queensland customers will be connected to peak tariff only (Tariff 33);
- (b) an allowance of up to 4 meters of hot and 4 meters of cold water lines;
- (c) fill heatpump with water and purge air from the system;
- (d) new concrete slab; and
- (e) supply and installation of a tempering valve.

5.6 Where the system is an external heatpump hot water system replacing an internal Gravity Fed electric hot water system in an external location the installation will also include:

- (a) the connection of a heat pump to a pre-existing power supply. (If a pre-existing power supply is not present an outdoor powerpoint will be installed within 3 meters of new location of unit);
- (b) an allowance of up to 4 meters of hot and 4 meters of cold water lines;
- (c) disconnection, drainage and isolation of Gravity Fed Unit;
- (d) fill heatpump with water and purge air from the system;
- (e) new concrete slab; and
- (f) supply and installation of a tempering valve.

5.7 Where the system is an external electric hot water system replacing an internal Gravity Fed electric hot water system in an external location the installation will also include:

- (a) the connection of a electric hot water system to a pre-existing power supply. (If a pre-existing power supply is not present a outdoor powerpoint will be installed within 3 meters of new location of unit);
- (b) an allowance of up to 4 meters of hot and 4 meters of cold water lines;
- (c) disconnection, drainage and isolation of Gravity Fed Unit;
- (d) fill heatpump with water and purge air from the system; and
- (e) new concrete slab.

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

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

- (a) (if the installation is for a Natural Gas System) any work necessary to ensure the existing gas supply is adequate;
- (b) any upgrade or extension required to any existing gas line beyond the outlined allowances;
- (c) any repair required to leaks in any existing gas line;
- (d) trenching and excavation work;



- (e) the installation of internal remote temperature controllers (which are available with Endurance continuous flow hot water units);
- (f) the relocation of electrical cable beyond the outlined allowances;
- (g) the installation of tempering valves for all products except Heatpumps;
- (h) the replacement of isolating water valves or gas cocks beyond outlined allowances;
- (i) (if the Installation is a Continuous Flow system) the installation of a flue diverter;
- (j) installation on premises other than single-storey or double-storey residential premises;
- (k) installation on homes under construction;
- (l) the provision of special equipment where required to install the System (such as cranes, scaffolding, boom lifts or cherry pickers);
- (m) any work required to gain safe, convenient and unhindered access (such as the temporary removal of fencing or clearance of vegetation);
- (n) any other work required where safe, convenient and unhindered access for the Installation is not provided;
- (o) any work required to reinstate or make good any walls, plaster or other items that are altered or damaged during the Installation;
- (p) the removal of asbestos or the costs of an investigation to determine whether asbestos is present;
- (q) the supply or installation of any residual current device (required where the Premises' power circuits are not protected by a residual current device);
- (r) the rectification of any inadequate existing electrical supply or, where relevant, existing gas supply;
- (s) 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;
- (t) any other work, required prior to the Installation, to ensure that the Premises are suitable and safe for the Installation;
- (u) 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);
- (v) any work at remote locations (such as islands remote from the mainland);
- (w) 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. Plumbing Compliance Certificate and Certificate of Electrical Safety**

9.1 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.

## **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. 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.