

# SCHEDULE ONE TO CUSTOMER CONTRACT DOCUMENT

## STANDARD INSTALLATION CONDITIONS

### REVERSE CYCLE SPLIT SYSTEM

#### 1. Type of Installation

1.1 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

2.1 The Installation Subcontractor 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 the Installation Subcontractor).

2.2 The location of the indoor and outdoor unit must be deemed suitable by Origin (or the Installation Subcontractor). 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.

2.3 If your preferred location is deemed unsuitable, every effort will be made to find a location that is deemed suitable by Origin (or the Installation Subcontractor) and is acceptable to you.

#### 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 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 the Installation Subcontractor);
- (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 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 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 the Installation Subcontractor);
- (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 Colourbond 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 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 supply 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; and
- 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.