

# Electrical Embassy Air Conditioning Terms & Conditions

## Table of Contents

<b>GENERAL OBLIGATION – ACCEPTANCE OF TERMS .....</b>	<b>1</b>
<b>WARRANTY – MANUFACTURER DEFECTS .....</b>	<b>1</b>
<b>WARRANTY – INSTALLATION .....</b>	<b>1</b>
<b>INCLUSIONS.....</b>	<b>1</b>
<b>EXCLUSIONS.....</b>	<b>1</b>
<b>WATER PUMPS .....</b>	<b>1</b>
<b>OTHER CONSIDERATIONS.....</b>	<b>1</b>
<b>PAYMENT TERMS .....</b>	<b>1</b>
<b>SPECIFIC DISCLAIMERS.....</b>	<b>1</b>
<b>ACCESS .....</b>	<b>1</b>
<b>OWNER INSURANCE .....</b>	<b>1</b>
<b>GENERAL - OTHER.....</b>	<b>1</b>

### General obligation – Acceptance of Terms

Electrical Embassy (EE) agrees to provide the Customer with the advice, products and services, and the Customer agrees to pay Electrical Embassy the fees, in accordance with:

- The cover page, or <sup>SEP</sup>
- These or other Electrical Embassy terms and conditions, or <sup>SEP</sup>
- The service specific terms, or <sup>SEP</sup>
- Electrical Embassy quotes, estimates, schedules, forms, invoices, progress payments, claims, variations, specifications and other referenced <sup>SEP</sup> materials (if any). If there is an inconsistency between the documents, the document listed first prevails to the extent of the inconsistency.

### Warranty – Manufacturer Defects

The manufacturer of a new air conditioner unit may provide a five (5) year manufacturer's standard warranty (extended warranties available: If you would like to purchase this, please inform one of our sales consultants).

The manufacturer of new water pumps may provide a one (1) year manufacturer's replacement warranty. We are not responsible for manufacturer's defects or the warranties provided by those manufacturers and are entitled to charge for labour costs of work associated with a manufacturer's defect including call out fees. Notwithstanding the above, we have given careful consideration to all equipment recommendations we make.

### Warranty – Installation

We grant a one (1) year warranty for our installation work within the installation scope, extended to five (5) years if you engage us annually to service the installed air conditioning unit (does not include any refrigerant or refrigerant leaks after 12 months). We grant a three (3) month warranty on refrigerant gas in respect of re-gassing of old air conditioning units (Any equipment/installation failure requiring replacement of refrigerant will be warranted for three (3) months only).

### Inclusions

The following services are included in the contract price:

- Supply of chosen split-system air conditioning system (if required);
- Installation of pipe/ductwork and interconnecting electrical/control cabling between all equipment supplied by us Pty. Ltd. up to 2.5m (standard);
- Refrigerant pipe-work (all systems incorporate the latest refrigerant R410A, R32 etc.);
- Full commissioning;
- Electrical installation:
  - Independent hardwire over 4.4kW (up to 15m maximum) to the metre box including 20 amp circuit breaker.
  - Outdoor manual isolator switches (to safely turn off during maintenance).
  - Local air conditioning circuit within 10m of the outdoor unit can be used for single split systems up to 4.4KW. If this circuit does not have adequate power available and a RCD breaker then a separate circuit will have to be installed at the switchboard.
  - Any circuit which we cannot run through a ceiling cavity will have to be surface mounted on the wall or other suitable location, may vary depending on your situation and also additional costs may apply.
- Outdoor unit compressor can be installed in four ways: By default the installation method is on the clients concrete surface with anti vibration pads supplied by Electrical Embassy. Other installation methods are:
  - On a wall bracket (additional costs apply).
  - On poly slab additional costs apply).
  - On roof or roof bracket. (additional costs apply).

### Exclusions

The following services are excluded:

- We cannot control the colour of the unit, it is as supplier issued;
- Additional pipe-work (additional costs apply).
- Painting, re-decorating or general carpentry i.e. patching from removal of units, boxing in ductwork, plaster work and/or building structural work etc. (if required); (additional costs apply).
- Supply and/or installation of condensate pump/s where gravity drainage is not possible. (Additional costs apply).
- Switchboard upgrade (if required)(additional costs apply).
- Consumer mains upgrade/ three-phase power upgrade (if required) (additional costs apply).
- Core drilling or any other non-standard penetrations (additional costs apply).
- Any variations from the above and/or work not specified in this recommendation or quote (additional costs apply).

### Water Pumps

This is a drain water pump with a self automated floater. They are required when a gravity drain is not possible to install for the internal unit. Water pumps may vibrate and cause some noise during operation. When a water pump fails a water leak will occur below the split system internal unit. Water pumps require ongoing maintenance and filter cleaning.

### Other Considerations

Whilst all care is taken to provide the most accurate quote via email/phone, changes/additions/additional costs may apply according to your personal circumstances. This information may sometimes be not known until the day of installation or during installation. Any changes are discussed with you at the time of the installation. In minor cases the installation may have to be re-scheduled to the next available appointment. Our installers will always strive to arrive at the given time to avoid any inconvenience to you; however, they may at times be delayed due to previous appointments or by other unforeseen circumstances. If this becomes the case, we will inform you at the earliest time we can

### Payment Terms

The Deposit is due and payable upon acceptance and for confirmation of this quote, and before commencement of any work. Upon (or prior to, if required for promotional rebate deadlines) completion of the work, final payment is due and payable on the day of completion either by, cash, VISA/MasterCard. All invoices are emailed upon acceptance to a specified email address unless unavailable, in which case these are then mailed to an appropriate home/PO Box address. Default interest of 30% per annum will apply to late payments, accruing on daily balances of the amount outstanding; will be incurred on the remaining balance of the invoice if left unpaid after completion of work. Where commissioning of your equipment is delayed due to circumstances outside our control, up to 75% of the final payment will become due for payment upon practical completion. All materials and equipment provided by Electrical Embassy remain the property of Electrical Embassy until payment is received in full.

### Specific Disclaimers

We are not liable for asbestos dust, pollution or general asbestos-related damages caused by the movement of the material in the course of installation. We are not liable for unforeseen electrical issues resulting from existing or inadequate works within the building, which may arise when installing air conditioning. We are not liable for unforeseen electrical issues resulting from additional electrical loads and subsequent duty cycles with any works within the building, which may arise when installing air conditioning.

### Access

You must give us access to worksite in order to perform this contract. This includes light vehicle off street access with a minimum height of 2400mm or additional costs apply.

### Owner Insurance

If this contract includes alteration, addition to, or repair of an existing structure, then you must effect and maintain House and Contents Insurance upon usual and reasonable terms for the existing structure and its contents. Evidence of such insurances must be provided if requested.

### General - Other

You agree and confirm your prior consent to receiving electronic communications by way of facsimile or email pursuant to the Electronic Transactions Act (Queensland) 2001. If this contract is received by email, you may confirm your acceptance of the contract by return email agreeing to the terms and conditions.