

## **Runge Group - Split System Air Conditioning Installation Terms and Conditions**

### **Definitions**

"Back2Back" Single storey is deemed to be an installation with a 3 meter run between the indoor unit and the compressor (Lowset home or building). Any further distances are at an additional cost. \$40 per meter for Ducting, Copper, Electrical.

"Two storey" is deemed to be an installation with a 5 meter run between the indoor unit and the compressor (Highset home or building) priced at \$100 + the initial installation on the standard split systems above. Any further distances are at an additional cost. \$40 per meter for Ducting, Copper, Electrical

"Up and Over" Pipe work installed through the ceiling cavity where a standard installation (back 2 back) is not possible, this is priced at \$100 + the initial installation on the standard split systems above and \$40p/m for the in ceiling pipe distances for Copper, Electrical. A water pump may also be required if the indoor unit cannot drain through an external wall e.g. installed on an internal wall of the home.

### **Quote Terms**

The quote is subject to Runge Group Terms and Conditions of Trade.

The quote is effective for thirty (30) days from the date received and thereafter may require review.

You can accept the quote by confirming acceptance by email.

By accepting the quote you agree to Runge Group's terms and conditions.

We cannot take responsibility for any damage or performance related problems caused by ingress of any foreign matter or person, animal or plant or part thereof, vandalism, accident, flood, fire, lightning strike, negligence or any other external source or act of God.

In the event of heavy rain etc. installations may have to be re-scheduled due to safety regulations or structural constraints. If this is the case, we will inform you on the day (or prior if possible) and an alternative installation time/date will be arranged.

Our split-system units are installed and measured to the standard of the installation technician present to comply with industry installation and warranty standards. If, for any reason, you would like the unit installed at a non-standard height/position, please have someone present on the day to discuss/oversee and sign-off on the work, all prices are clearly stated on our website for installation.

Runge Group can take no responsibility of asbestos dust, pollution or general asbestos-related damages caused by the movement of the material.

Runge Group cannot be held responsible for unforeseen electrical issues existing within the building which may arise when installing air conditioning.

### **Warranty**

The manufacturer of a new air conditioner unit may provide a five (5) year manufacturer's standard 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.

We grant a one (1) year warranty for our installation work within the installation scope, extended to five (5) years if you engage our licensed technician to annually service the installed air conditioning unit (does not include any refrigerant or refrigerant leaks after 3 months).

We grant a three (3) month warranty on refrigerant gas in respect of regassing 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:

- a) Supply of chosen split-system air conditioning system (if required);
- b) Installation of pipe/ductwork and interconnecting electrical/control cabling between all equipment. Up to 3 meters (standard);
- c) Refrigerant pipe-work (all systems incorporate the latest refrigerant R410A, R34 etc.) Up to 3 meters (standard);
- d) Full commissioning;
- e) Electrical installation:
  - i. Independent hardwire over 5kW (up to 20m maximum) to the metre box including breaker and isolator switch.
  - ii. Outdoor manual isolator switches (to safely turn off during maintenance).
  - iii. Local air conditioning circuit within 2m of the outdoor unit can be used for single split systems up to 5KW. If this circuit does not have adequate power available then a separate circuit will have to be installed at the switchboard. (Prices start from \$125 including GST)
  - iv. Any circuit which we cannot run through a ceiling cavity will have to be surface mounted on the wall, may vary depending on your situation and also additional costs may apply.
- f) Outdoor unit compressor can be installed in five ways:
  - i. Directly on the concrete area
  - ii. On a wall bracket
  - iii. On feet (Prices start from \$25 including GST)

- iv. On a concrete slab
- v. On roof or roof bracket (Prices start from \$185 including GST)

### **Exclusions**

- a) The following exclusions apply:
- b) We cannot control the colour of the unit, it is as supplier issued.
- c) Additional pipe-work (over 3m \$40/p metre via walls in ducting, \$100 plus \$40 p/metre via ceilings thereafter)
- d) Painting, re-decorating or general carpentry i.e. patching from removal of units, boxing in ductwork, plaster work and/or building structural work etc.
- e) Installation of condensate pump/s where gravity drainage is not possible. (Prices start at \$350 including GST)
- f) Penetrations through structures containing asbestos - have to be checked for asbestos; client to have hole/s cut (if required)
- g) Access to routine maintenance and service (standard services start at \$149 including GST), recommended annually to maintain optimal functioning of your unit and also to extend workmanship warranty)
- h) Core drilling or any other non-standard penetrations. (Prices starting at \$100 including GST per hole)
- i) Any variations from the above and/or work not specified as outlined in our quote
- j) Water Pumps (starting from \$350 including GST)
- k) Electrical work not expressly specified in 'Inclusions'
- l) Consumer mains upgrade/three-phase power upgrade (if required)
- m) Switchboard upgrade (if required).

### **Other Considerations**

Whilst all care is taken to provide the most accurate quote via email/phone, minor changes/additions according to your personal circumstances may sometimes be involved on the day. Any changes are discussed with you at the time of the installation, and there are no obligations to accept these. 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.

When walking through ceilings it is not our responsibility to repair any damage to ceilings from gyprock fixing screws or gyprock joins pushing through the set due to modern truss roofs flexing; we will take all care in trying to avoiding this eventuality.

In some circumstances planning approval may be required prior to installation of any air conditioning units. It is the client's responsibility to determine whether this is the case and to obtain any necessary approvals that may be required.

If in the event a warranty call is placed and it is found that the equipment is operating normally or malfunctioning due to misuse, damage or negligence by the client (or the clients agent) or the equipment has not been properly maintained by a licensed air conditioning company in accordance with the manufacturer's recommendations, the client will pay the cost of the service call together with labour and material costs.

Proof of purchase for warranty service work shall rest with the Customer. Warranty is not transferable and is available only to original purchaser.

Warranty calls shall only be available between normal working hours. Warranty is not a service, and does not include routine maintenance service including filter cleaning, rectification of faults arising from power failure, misuse of equipment, operator error, renew fuses, airflow adjustment and releveling of equipment etc. These items are chargeable to the customer.

Outdoor units on concrete slabs or paths are not bolted down to eliminate the chance of vibration.

Outdoor units may condensate whilst operation in heating mode.

You must give us clear access to the worksite in order to perform this contract. Any delays associated with no providing clear access may be chargeable out at an hourly rate of \$120/hr including GST.

Upon acceptance of our quote it then becomes a contract – meaning the client accepts the terms and conditions listed on Runge Group's website.

### **Payment Terms**

A deposit (amounting to the cost of your air conditioner/s) is due and payable upon acceptance. A 10% restocking fee will apply for a cancelation of a job. Upon (or prior to, if desired) completion of the work, final payment is due and payable on the day of completion either by cheque, cash or direct deposit (all banking details are found within your invoice). \*Please note: All invoices are emailed upon acceptance to a specified email address. A 5% overdue fee (compounding every 7 days) 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 the control of Runge Group, up to 75% of the final payment will become due for payment upon practical completion. All materials and equipment provided remain the property of Runge Group until payment is received in full.