

## **Runge Group - Ducted Air Conditioning Installation Terms and Conditions**

### **Quote Terms**

- This quote is effective for thirty (30) days from the date received and thereafter may require review.
- You can accept the quote by confirming acceptance via 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.
- 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.
- If the building is in frame stage at the time of installation, we cannot take responsibility for any damage or performance related problems incurred to the system- and/or any materials supplied by Runge Group by building/renovation processes undertaken between stages of installations (retro-fit to final stage). Please note if any damages are incurred these may involve additional costs to repair.
- 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.
- 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 and an alternative installation time/date will be arranged.
- This quote assumes adequate space will be provided for all ducting and fittings.
- Acceptance of quote is confirmed via email with a 50% deposit.
- On retro-fit which is for building a home at frame stage, after the retro-fit is completed an additional 25% is to be paid. Final 25% to be paid on completion.
- On completion stage the unit is to be finished, commissioned with test run. This includes a demonstration to the client who must be present on site.
- Balance to be paid on completion same day.
- For existing homes which is usually a one to two day job a 50% deposit is required on acceptance of the quote and the balance is to be paid within completion of the installation same day.

### **Warranty**

- Five (5) year manufacturers standard warranty on air conditioning machine (Warranty by manufacturer)

- One (1) year warranty on workmanship, extended to five (5) years with annual servicing of the installed air conditioning unit by our licensed *Runge Group air conditioning technicians* (Standard service \$250 including GST) within the air conditioning scope of installation. (Does not include any refrigerant or refrigerant leaks after 3 months).
- Ten (10) year warranty on flexible ducting (Warranty by manufacture)
- Three (3) months on refrigerant gas leaks
- Five (5) year warranty on zone control system and zone motors. (Warranty by manufacture) Parts only.
- Five (5) year warranty on replacement zone control systems (including zone motors and wall controller) on parts only. Labour and call-out will be charged at \$150 + \$120 per hour after the first hour to replace these parts (if software or error codes arise.)
- Labour charged by Runge Group if requested to replace parts and any other issues if not a installation problem.
- 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.

## **Standard Inclusions**

- Supply of chosen ducted air conditioning system
- Installation of pipe-work and all interconnecting electrical and control cabling between all equipment supplied by Runge Group (up to 20m)
- All ductwork and coverings
- Refrigerant pipe-work (all systems incorporate the latest refrigerant R410a & R32)
- Standard round diffusers (unless otherwise specified)
- Indoor unit will sit on vibration mounts on a working platform
- Supply and installation of standard return air grille(s) (unless otherwise specified)
- Full commissioning
- Precast concrete slab for outdoor unit (As long as the ground is level and at the correct height)
- Electrical power circuit to chosen ducted air conditioning system (unless otherwise specified)
- Installation of interconnecting wiring
- Single phase isolator for ducted system (20 Amp-40 Amp) (if required)

## **Exclusions**

- Coloured duct-cover other than supplier issued (cream coloured duct-cover standard)
- Hanging the indoor unit from the framework
- Additional electrical/pipe-work over 20m \$25/per metre (*Extra pipe work and electrical over standard installs in duct is \$55.00 per meter. Extra pipe work and electrical over standard installs exposed i.e., saddled under floor or through ceiling cavity \$25.00 per meter.*)

- 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)
- We cannot control the colour of the unit, it is as supplier issued.
- Installation of condensate pump/s where gravity drainage is not possible
- Penetrations through structures containing asbestos - ceiling to be checked for asbestos; client to have hole cut for outlets (if required)
- Access to routine maintenance and service (standard service \$250 including GST, recommended annually to maintain optimal functioning of your unit and also to extend workmanship warranty each year up to 5 years)
- Internal insulation within ceiling space (please contact our office for a quote on insulation and ventilation)
- To gain access through roof to install ducted air conditioning, tiles and tin roof may be removed. Tile tie downs are not re-installed. Sarking also has to be cut under the tile roof or tin. This is not re-installed unless a whole new piece is lapped over under the timber battens. This has to be requested if client wished this to be done at a charge of materials and labour, quoted on site at the time of installation.
- Core drilling or any other non-standard penetrations
- Any variations from the above and/or work not specified in this recommendation.
- Ceiling nails may pop plaster which screws up and holds the ceiling sheets, they may not be properly screwed up to the roof trusses hard and when the installers are walking around above in the ceiling cavity sometimes causes the ceiling to crack or pop the plaster. We cannot be responsible for this when installing the ducted system. We always take as much care as possible to eliminate this happening.
- When installing ducted air conditioning in two storey homes it is not our responsibility to cut any timber work through the floor joist to enable us to run ducting. This is the responsibility of the builder which also includes framing of droppers, sheeting, plaster work and painting.
- Any variations from the above and/or work not specified as outlined in our quote
- Consumer mains upgrade / three-phase power upgrade (if required)
- Switchboard upgrade (if required)
- Adequate power if not already in place

## **Other Considerations**

*This quotation and the related system KW capacities are based on the following assumptions:*

- Ceiling insulation with a minimum R2.5 rating together with ceiling ventilation is/will be installed. Good roof insulation is very important for refrigerated air conditioning as it helps maintain ideal energy output of the system. Please note: Lack of insulation may cause the outlets to 'sweat', damaging the ceiling during extremely hot weather conditions – Runge Group therefore cannot be held liable for repairs if such damage should occur. We would highly recommend roof ventilation as this reduces the equipment sweating in the roof space area and dripping on the ceiling, which may cause damage. If there is no roof ventilation 9 times out of 10 this will cause high humidity and sweating of the equipment.

- All glass should be concealed with drapes/blinds or tinted, as heat produced from direct sunlight may cause an increase in the temperature of the area, which may in turn increase energy expenditure of the ducted system.
- Unless otherwise requested or specified, bathrooms, laundry, garages and toilets are not included in air-conditioned spaces.
- Good roof ventilation to reduce and remove hot air from ceiling cavity, reducing the heat load on the machine and ducting.
- A minimum of 2-3 outlets should be on with fan speed on low up to a 14kw to help reduce air noise which will be noticeable. If you try to close more outlets and only have 1 on at a time this will increase the air volume, so if you only have 1 outlet on the noise level will become higher because you are forcing more air through 1 outlet, this is not recommended. Any system over 14kw to a 25kw should have a minimum of 3-4 outlets on at a time. In both cases above reducing to only one outlet will cause incorrect temperature readings and will affect how the unit performs.
- Indoor noise from the return grilles, outlets or machine may have a low to medium noise level depending on situation which we cannot take responsibility for. We always try to design the system to help reduce noise levels which really inside the house is the same noise level as a ceiling fan.
- Outdoor A/C unit are much quieter than older system however they still do make noise and this also depends on the size of the unit. We cannot take responsibility for this, consideration of location should be taken into account. The most suitable location will always be chosen to best suit noise at the same time this cannot always be possible.

## Notes

- 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 50% deposit is due and payable upon acceptance of the quote. 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.