

Like for Like Installation in Same Location

Electric storage, gas storage or continuous flow

These terms and conditions apply to all installations where the product being replaced and the new product being installed are of the same type, with no change to the location or the energy supply of the unit. This includes the following;

- Electric storage replacing electric storage of the same element size in the same location
- External gas storage replacing external gas storage in same location
- External Gas Continuous Flow replacing external gas continuous flow in same location using existing external powerpoint (GPO)



As part of the *Standard Scope of Works*, the following installation items will be included in this install;

- Disconnection of old hot water system and installation of new system (in same external location)
- Installer Certificate of Compliance costs (in relevant states)
- Rubbish removal (not including old tank removal)

'System install' includes the commissioning of the unit. The system will be filled to ensure water can be drawn from the unit.

Some states have regulatory requirements that one or more Compliance Certificates be completed by the licensed plumber when completing a hot water installation. Any fees associated with the registration or lodgement of these certificates, are covered as part of the standard installation rate and will not incur extra charges.

Any other additional items will attract additional charges as noted in these terms and conditions and/or quoted on site by the licensed installing plumber.

Specifically excluded items

The following items are not included in the standard installation price and would result in additional charges if required or requested.

- Removal of old tank/system from site (unless purchased as additional extra).
- If old tank removal is purchased, disconnection and removal of old solar panels or roof mounted solar systems are not included. Any additional work to do so will be investigated on the day of install, and extra charges advised by the installing plumber.
- Installation of a new concrete slab or tray (for internal systems)
- Installation of any new valves not included with the product or in the *Standard Scope of Works* noted above.
- Electricity tariff change overs e.g. changing from day rate to off peak tariff
- Installation of an RCD (Residual Current Device) if required
- The relocation of the new system
- Additional pipe work or electrical cable
- The upgrade of existing gas lines, or installation of new gas line
- Any services that would require a fully licensed electrician to attend site including but not limited to their call out fee, installation of a powerpoint, upgrade/change to existing electrical connections or conversion to system with different number of elements than existing system.
- Any works required to the existing infrastructure in order to ensure the installation is fully compliant with Local, State and Federal regulations
- Installation of any accessories
- Additional labour or equipment required due to the difficult access to site and/or site conditions
- Asbestos precautions (presence of asbestos may prevent an install from proceeding altogether)

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Installation Process

Following payment for the system and install you will be sent a welcome email with a copy of these terms and conditions. A job will be lodged within the installation scheduling system. An installer is assigned and a confirmed install date will be locked in with you. At this point a confirmation email with date and installer details is sent to the registered email address. The install will be completed on the agreed date. It is a requirement that you or a nominated proxy are on site during the install, so that required paperwork can be signed and any additional payment can be made to the installer should extras be required (see 'Additional Charges' section). Following the completion of the install you will be sent an after sales survey link so that you can provide feedback on the service should you wish.

This installation type is generally completed within 48 hours however should you **not** need immediate installation, a later date can be organised. Bunnings is an authorised retailer of Dux Hot Water products; all Installation services associated with the sale of a Dux hot water system are provided directly by Dux Manufacturing Limited.

Additional Charges

The most common extras and their standard pricing are noted below, however please be aware that other costs may be incurred based on your individual installation requirements.

The installer will provide you a form (Bunnings Installation Requirements and Extras) that will show any extras you have pre-purchased through Bunnings. Not all extras can be pre-purchased, as the installing plumber must attend site before the exact requirements can be determined. Those that can be pre-purchased through Bunnings are noted below (*). These will be completed on the day by the installer. Any extras not pre-purchased but required as per installer recommendations, will also be noted on the form and payable to the installer on the day. In this case, the installer will explain the reasons for the requirement/s before proceeding.

Description of additional item	Price incl GST
Remove old tank from site*	\$66.00
Duo Valve*	\$66.00
Pressure Limiting Valve*	\$99.00
Cold Water Expansion Valve*	\$99.00
Tempering Valve	\$165.00
Continuous Flow Valve Kit*	\$99.00
Gas Valve (gas storage heaters)*	\$33.00
Installation of new concrete slab or tray*	\$66.00
Electrical Cable extension charged at a per metre rate	\$16.50/m
Powerpoint install (external)	\$253.00
Cold Water Pipe charged at a per metre rate	\$16.50/m
Hot Water Pipe charged at a per metre rate	\$16.50/m
Gas Pipe (15 mm) charged at a per metre rate	\$16.50/m
Gas Pipe (20 mm) charged at a per metre rate	\$39.60/m
Gas Pipe (25 mm) charged at a per metre rate	\$49.50/m
Gas Pipe (32 mm) charged at a per metre rate	\$57.20/m
Gas Pipe (40 mm) charged at a per metre rate	\$69.30/m
Gas Pipe (50 mm) charged at a per metre rate	\$81.40/m
Installation of an Electrical Safety Switch (RCD) - mandatory, if not already installed for certain product types	\$198.00
Asbestos precautions (presence of asbestos may prevent an install from proceeding altogether)	Price on Application
<i>Examples of other extras are; gas meter upgrades, travel costs (regional installs), excavation work, asbestos precautions (please note that an install could be rejected if the installer believes there is any asbestos risk to their staff), safety rails for roof work, additional labour or equipment required due to non-standard requirements. Any extras not in the table above will be quoted on application at a price determined by the installing plumber.</i>	

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Quotes

All quotes are provided by Bunnings and subject to the Bunnings quote terms and conditions.

A Bunnings quotation/estimate is valid only if the full quantity is ordered within 30 days. Bunnings will not be liable for any loss or claim by the customer in the event that Dux Manufacturing Limited is unable to supply and install the goods required, or for any other delay in supplying or installing the goods.

Pre-install Regulatory Requirements

Some installations will require a pre-approval, permit or authorisation number from a governing body or body corporate. Although Bunnings may assist in certain circumstances, the onus for obtaining all approvals falls on the purchaser. Installs that cannot proceed due to failure to obtain any required permits/approvals may incur additional charges if the installer attends site but cannot complete the install. This will be at the discretion of the installing plumber.

Compliance

All DuxConnect installers are required to complete works in accordance with Australian Standards and other local, state and federal regulations, standards and legislation. Should any installs require additional charges in order to ensure this compliance, you will be advised as per the additional charges process noted above. In the event that additional services or items are required to ensure compliance, you will be notified of any additional cost by the installing plumber once on site. If these charges are refused, the installing plumber is required to leave the site without completing any works. Each site is different and any extras required for compliance will be confirmed once the installing plumber has attended and inspected the site.

Cancellations

Should you wish to cancel your installation you must notify either the Bunnings Hot Water team (1300 654 911) or the DuxConnect Installation scheduling team (1300 389 669) immediately. Should the installing plumber have attended site prior to cancellation, you may be subject to a call out charge of \$120 incl GST, payable directly to the installing plumber and at their sole discretion. Following notification of a cancellation, Bunnings will organise a refund for the full amount noted on the Bunnings tax invoice for the initial supply and install purchase.