



22 Kaburua Road, Clarkson WA 6030



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**DEACAN**  
ELECTRICAL SERVICES

## Terms and Conditions

### 1. Introduction

All installations and maintenance conducted by Deacan Electrical Services Pty Ltd are in accordance with Australian Standards. If any installations have some irregularities, either to the item being installed or to the location, Deacan Electrical Services staff will contact the client to notify of any change required to complete the job. This may incur a variation to extra labour or change of materials.

### 2. For the installation of Residual Current Devices (RCD's) or Safety Switch's

- When a residual current device (RCD) is installed on an existing circuit, there is a possibility that the circuit may have an existing earth-neutral fault which would cause the new residual current device to activate which will cut power to that circuit. This indicates that the new RCD is doing its job and has indicated that a potential electrical danger is present. As we are required by electrical wiring rules to locate and eliminate this fault, the customer will be contacted and made aware of additional work required. Additional charges would then apply which are to be charged at a proportional hourly rate. To rectify the fault access to other rooms inside the property would be required at the time of installation. Some larger properties may have more than two circuits servicing light and power, in this instance a further RCD is required to protect each circuit.
- When installing residual current devices (RCDs), it is necessary to locate and identify the respective neutral cable corresponding to the active of the particular circuit(s) to which the residual current device is being installed otherwise this condition will cause the new residual current device to activate which in turn will cut power to that circuit. In some circumstances, extra time and labour may be required to locate and match the corresponding active and neutral conductors as previous wiring standards do not anticipate the installation of RCDs to the extent of today's requirements. This is not a common and is more likely to occur in multistorey buildings, though it can also be encountered in single storey buildings without ceiling access. The cabling technique adopted used multiple single insulated cables in conduits or cabling ducts rather than sheathed cables which retain the pairing of the conductors. In the unlikely event of this occurring, we will make all effort to contact the customer for authorising our installation of residual current devices, as additional charges would then apply and be charged at a proportional hourly rate. In some instances, access to other rooms/tenancies may be required at the time of installation to identify the cables.

### 3. Warranties and Services

The Competition and Consumer Act 2010 (Cth) protects our customers with goods and services provided by Deacan Electrical Services Pty Ltd. Deacan Electrical Services Pty Ltd only use quality materials with manufacturer's warranties/guarantees. Deacan Electrical Services Pty Ltd offer a lifetime warranty on all workmanship from the day the works are completed. Charges for labour are not covered by manufacturer's warranties/guarantees of products and are required to be paid for by the originator of any works and/or agent acting on the behalf of the owner of the property. Labour cost to investigate faulty products is charged at our schedule fees. Material purchases and warranty claims are managed by Deacan Electrical Services Pty Ltd on your behalf as this is the preferred system with suppliers. Should our customers not be satisfied with any aspect of our work please contact Deacan Electrical Services Pty Ltd. No warranty is provided for customer supplied materials.

### 4. Faulty Equipment or Unsafe Wiring

Pursuant to the "AS/NZS 3000:2018 WIRING RULES" we are not permitted to allow unsafe wiring or equipment to be connected or remain connected to an electrical installation or supply of electricity. Therefore, if faulty or unsafe wiring or equipment is discovered, we are legally obliged to repair or



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isolate the circuit or faulty equipment. As a result of this requirement, we may be required to perform additional work at your property above and beyond what was quoted for. By accepting our quote, you also authorise us to perform such additional work as we see necessary to ensure compliance with the "AS/NZS 3000:2018 WIRING RULES", and you agree to pay the cost of such works.

The client will be notified prior to extra work required.

## 5. Multi-storey Properties

Design and the necessity to work at heights may incur additional labour and the hire of scaffolding and/or elevated work equipment.

## 6. Roof Design

The design of the roof and the access area may require additional labour with the removal and replacement of tiles or sheeting. Metal framing roofs may incur extra costs due to access and ease of job.

## 7. Materials

Deacan Electrical Services only use quality made materials that are to Australian Standard. We can refuse to install any client supplied materials not of Australian standard. Any materials purchased over the price of \$500 may require a 50% deposit before purchase, for new clients.

## 8. Hours of Work

Standard working hours are between the hours of 0600 – 1700.

All quoted jobs are assumed to be completed during these standard business hours, unless stated otherwise. Work completed outside of these hours will be charged at a different rate.

## 9. Payment

This is a valid tax invoice in respect of the work performed and the materials supplied.

All invoices are in Australian dollars and are inclusive of GST.

Payment terms are determined per the client and the invoice due date is located at the bottom on the invoice. Overdue payments shall incur 15% interest per annum.

A \$10 administration fee will be included on top of the original invoice, per reminder email sent by Deacan Electrical Services seeking payment of an overdue account.

## 10. Retention of Ownership by Supplier

Ownership of the materials supplied by Deacan Electrical Services does not vest in the Client until the Client has performed all its obligations under this Agreement.

In the event that the Client obtains possession of the materials before ownership has passed to the Client, the Client shall hold any materials supplied as bailee for Deacan Electrical Services and shall surrender the materials to Deacan Electrical Services on demand.

If the Client fails to surrender the materials on demand, Deacan Electrical Services may enter the premises of the Clients premises or such premises where the materials may be found and retake possession, if necessary, by removing materials from the Client's Equipment.

Deacan Electrical Services shall not be responsible to the Client for any damage reasonably incurred, by Deacan Electrical Services removing parts or materials from the Client's Equipment.



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### 11. Acceptance Period

A period of 10 days starting at the date from Deacan Electrical Services completing the work and any additional work requested by the Client.

The client shall review the service or repair that is attributable to Deacan Electrical Services during the Acceptance Period. The client shall be deemed to have accepted the service or repair if at the end of the Acceptance Period:

The Client has not notified Deacan Electrical Services of any deficiencies: or

The Client has discovered deficiencies, but they have been remedied by Deacan Electrical Services.

Deacan Electrical Services will remedy any deficiencies at no cost to the Client within a reasonable time frame. Provided they are notified to Deacan Electrical Services during the Acceptance Period.

Any deficiencies that are deemed to be damages prior to hand over, will be charged at a cost to the Client, if they chose to have the damages repaired.

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