

# System Installation/Labour Rates Terms and Conditions.



## Normal Contracts

Call out - Metro (1hr travel)	<b>\$99 + GST</b>
Labour Rate - Hourly	<b>\$99 + GST</b>
Travel - Outside Metro - Hourly	<b>\$99 + GST</b>
Standard Metro Install	<b>\$440 + GST</b>

6 Monthly Servicing and Maintenance	<b>\$350 +GST</b>
-------------------------------------	-------------------

A standard metro install covers up to 1hr call out travel from the GPO, up to 3.5hrs on site labour, and any further commissioning and training required. Additional charges may apply for extra fittings, technician vehicle parking, joinery unit alterations (if required) and extra time due to area not prepared correctly for installation. TUW exclude any registered specialist trade work outside of the scope of work inclusive of but not limited to electrical, plumbing, demolition, ACM management and concrete cutting/ sawing.

TUW standard terms and conditions of trade apply to the above.

## Scheduled Service

Scheduled servicing and maintenance is the periodic and preventative maintenance of TUW systems. TUW customers can opt in (or out) to have periodic scheduled servicing and maintenance included in the purchase of their system. TUW scheduled servicing and maintenance includes a complete assessment of the system.

All scheduled servicing and maintenance agreements involve; two (2) site visits a year, by an TUW approved technician, and the cost covers parts (under warranty) and labour. The MINIMUM Schedule Maintenance Contract is two (2) years.

## Do & Charges

### Labour Rate for Normal Hours

\$99 + GST per hour, charged in increments of fifteen minutes (15) per hour, after the first hour. Time commences after the labour time included in the minimum charge(s) has elapsed. Minimum charge period of two (2) hours. This includes call out / travel and first hour.

### Normal Hours

Normal service hours are 07:30 – 16:30, Monday to Friday. Technicians may work between 06:00 and 18:00pm Mon – Fri at the normal hourly rate, if it is mutually agreed by the customer and technician because of access to the site or interference with the customer's business. (The work must be known well in advance, the technician has come to an agreement with the customer, has obtained approval from their supervisor, and will adjust their Normal Hours accordingly.)

### Labour Rate outside Normal Hours

1 x the normal hourly rate, charged in increments fifteen minutes (15) per hour, after the first three (3) hours, and then two (2) x the normally hourly rate thereafter and public holidays. Minimum charge period four (4) hours. This includes call out / travel and first 3 hours.

### Warranty

Service work is covered for 90 days. Parts are covered under the terms provided by the customers supplier and only if installed by an TUW approved technician.

For more information about installation and rates, please contact [enquiries@theudderway.com](mailto:enquiries@theudderway.com)

**Eliminating single-use plastics globally.**

TUW PRO-022 - System Installation, Training & Breakdown Rates rev1.0