
Trading Terms and Conditions

DC Smoke Alarms (QLD) Pty Ltd (ABN: 68 643 265 632) – Trading Terms and Conditions

Introduction to DC Smoke Alarms and Our Services

DC Smoke Alarms (QLD) Pty Ltd (DC Smoke) provides safety, inspection, compliance, and maintenance services across Queensland (QLD), New South Wales (NSW), Victoria (VIC), and the Australian Capital Territory (ACT).

Our services include, but are not limited to:

- Smoke alarm installation, testing, servicing, and compliance certification
- Safety switch inspection and compliance
- Corded blind inspection and compliance checks
- Gas compliance inspections and make safe repairs
- Electrical safety checks and rectification
- Water efficiency inspections and certification
- Pool Safety Inspections
- Minimum Housing Standards inspections (Qld)

By engaging DC Smoke for services (the “Services”), you (the “Client” or “Property Owner”) acknowledge and agree to these Terms and Conditions (“Terms”), which govern the delivery, payment, and responsibilities associated with our Services.

- DC Smoke prioritizes transparency and clarity in all client communications.
- Compliance work is performed strictly in accordance with legislative requirements and manufacturer standards, ensuring safety and audit readiness.

Provision of Services

- Services are provided in accordance with all applicable state-based legislation and industry safety standards.
- Not all services are available in every state; availability may depend on local regulations, compliance requirements, or site conditions.
- Service-specific details, including inclusions, exclusions, and warranty terms, are outlined in the relevant sections of this document or in accompanying Service Terms.

Agreement and Additional Terms

- By engaging DC Smoke, you agree to these Terms and any additional service-specific terms provided in writing (“Service Terms”).
- If any part of these Terms conflicts with the Service Terms, the Service Terms take precedence for that particular service.
- These Terms may be updated periodically. Updated versions will be published on our website. Continued engagement constitutes acceptance of any revisions.

Quote Validity

- All quotes are valid for 30 days from the date of issue unless otherwise specified.
- Promotional pricing will expire as per the date outlined in the promotional material and as per quote expiry.

Client Responsibilities

Clients are responsible for:

- Providing accurate, complete, and up-to-date property, tenancy, and access details.
- Ensuring safe and unobstructed access to the property for inspections, servicing, or installations.
- Promptly reporting faults, hazards, or compliance concerns.
- Maintaining ongoing compliance between inspections, including following maintenance recommendations.

Note: Failure to meet these responsibilities may result in additional charges, service delays, or suspension of services.

Pricing and Payment

- Service fees are outlined in the corresponding proposal, agreement, or service terms.
- Pricing may vary by state requirements, site conditions, or client agreements, and may be subject to periodic adjustments.
- All invoices are payable by the due date in full, without set-off or deduction.
- Late payments may result in administrative fees, interest charges, or service suspension until the account is settled.

Property Access

- Clients or agents must provide safe, unimpeded access to properties, including keys or access codes as needed.
- Restricted or denied access may result in call-out charges and potential compliance delays.
- Unsafe access conditions will result in work being rescheduled until risks are mitigated.

Suspension or Termination of Services

Services may be suspended or terminated if:

- Accounts remain unpaid after the invoice due date.
- Site conditions prevent safe performance of work.
- The client refuses to action rectifications or ignores professional recommendations.
- Access protocols are not met.

Following suspension or termination:

- The property will be designated as a non-enrolled property.
- All outstanding fees become immediately payable.
- DC Smoke will have no responsibility for ongoing compliance status.

Fees and Call-Out Rates

Actual fees for each service are detailed within the relevant service section and may vary based on the type of service, property location, scope of work, and specific requirements.

- Business Hours Attendance
 - Standard call-out fees apply during normal business hours (8:00 AM – 5:00 PM), unless the service is included within a subscription plan.
 - The rate applied will depend on the specific service provided.
- After-Hours Attendance
 - Call-outs after business hours, including weekends and public holidays, will incur a higher rate.
 - These rates vary according to the service type and are not fixed across all services.
- Material and Installation Costs

- Any required materials or components will be billed separately at market rates applicable at the time of service, unless otherwise covered under a service agreement or subscription.
- Regional or Hard-to-Access Locations
 - Additional travel or handling surcharges may apply for properties located in remote, regional, or restricted-access areas.
- Fee Adjustments
 - Rates are subject to change in line with CPI increases, industry cost variations, or market conditions.
 - Where practical, notification of any fee adjustments will be provided in advance.

Cancellation Policy

- Minimum of 30 days' written notice is required to cancel services or subscriptions.
- Invoices due during this notice period remain payable.
- Refunds are not issued after the billing cycle has commenced unless:
 - The cancellation request is submitted before the due date, and
 - No service or attendance has occurred during that period.

Restrictions and Exclusions

The following are outside standard scope unless agreed in writing:

- Asbestos related works, identification, removal, or remediation.
- Specialist works requiring licensed trades beyond DC Smoke's scope.
- Non-owner appliances or tenant-supplied equipment.
- Consequential losses arising from delays, limited access, or third-party interference.

Disclaimer

DC Smoke Alarms provides smoke alarm compliance services as well as a range of property safety and compliance inspections, including:

- Smoke alarm inspections, installations, and servicing
- Safety switch inspection & compliance
- Corded blind inspection & compliance checks
- Gas compliance inspections and make safe repairs
- Electrical safety checks and rectification
- Water efficiency inspections and certification
- Pool safety inspections
- Minimum housing standards inspections

DC Smoke Alarms is not responsible or liable for any issues, faults, or defects related to existing smoke alarms, safety switches, corded blinds, gas fittings, electrical systems, water fixtures, pools, or other structures and systems that were installed, modified, or serviced by third parties prior to our attendance.

This includes, but is not limited to:

- Incorrectly wired alarms, safety switches, or non-compliant interconnection setups.
- Damaged, deteriorated, or unsafe wiring, plumbing, gas lines, or fittings within walls, ceiling spaces, or other inaccessible areas.

- Hidden faults or latent defects in electrical, gas, water, or pool systems that are not visible or detectable during standard inspection or servicing.
- Failures, hazards, or non-compliance arising from prior unsafe or unlicensed installations, repairs, or modifications.

While DC Smoke Alarms will carry out inspections and testing in accordance with current legislation and Australian Standards, our service does not include invasive checks of concealed wiring, plumbing, gas lines, or other systems (e.g., within ceiling cavities, walls, or underground). Any such faults may remain undetected during the course of routine servicing or inspection.

If these issues are identified during works or later become evident, they will be documented, and rectification works will be quoted separately. **Compliance certification is valid only at the time of issuance and reflects the condition of the property at the time of inspection. DC Smoke Alarms is not responsible for any changes, alterations, damage, or tampering made by occupants, property owners, or third parties after our checks have been completed.**

All such issues are considered the responsibility of the property owner or the original installer of the alarms, wiring, plumbing, gas, water systems, blinds, pools, or associated fixtures.

To the fullest extent permitted by law:

- DC Smoke's liability is limited to the value of services provided or the applicable product warranty.
- DC Smoke accepts no liability for consequential or indirect losses, including lost revenue or data.
- Liability is reduced proportionally if the client contributes to the loss or fails to follow recommendations.
- Compliance advice provided by DC Smoke is for guidance only and does not constitute legal advice. Clients are advised to seek independent legal counsel for tenancy compliance or legislative interpretation.

Warranties

DC Smoke Alarms adheres to the warranty conditions and guidelines provided by the product manufacturer for all products supplied and installed by DC Smoke Alarms.

- Products Installed by DC Smoke
 - Warranty coverage applies strictly to products supplied and installed by DC Smoke Alarms.
 - Warranty periods and coverage vary by product type and follow manufacturer specifications, including requirements for maintenance and proper usage.
 - Warranty claims are subject to manufacturer testing and verification, with results accepted as final and binding by both the client and DC Smoke Alarms.
 - Warranty will not apply if the product is found to be wilfully damaged, tampered with, or interfered with by occupant, contractors, or third parties
- Products Installed by Other Providers
 - Products not installed by DC Smoke Alarms are not covered under warranty by DC Smoke.
 - These products will continue to be serviced and inspected in line with compliance requirements, but repair or replacement costs will be the responsibility of the property owner or agent.

- Where issues are identified in non-DC-installed products and no valid warranty coverage exists, DC Smoke Alarms will provide a detailed quote for replacement. Replacement work will only proceed with client approval.
- **Servicing and Replacement Conditions**
 - Products or components found to be non-functional, unsafe, or non-compliant during inspection will be assessed for warranty eligibility.
 - Products installed by DC and if a valid manufacturer warranty applies, the product will be repaired or replaced in accordance with the warranty terms.
 - If no warranty applies, a quote for repair or replacement will be provided, and work will be carried out only after client approval.
 - Upgrades or additional work requested outside the scope of the standard service or subscription service will be treated as additional works and billed accordingly.
- **Client Acknowledgement**
 - By engaging DC Smoke Alarms, clients acknowledge that:
 - Warranty coverage is specific to each product and strictly adheres to manufacturer guidelines.
 - Maintenance and inspection schedules must be followed to retain warranty eligibility.
 - Non-DC-installed products will be serviced for compliance purposes but without any warranty coverage from DC Smoke Alarms.
 - Replacement or upgrade recommendations will be communicated in writing, with no works undertaken without prior approval.

Risk and Ownership

- **Transfer of Risk**

Risk associated with all equipment, materials, or components supplied and/or installed by DC Smoke Alarms transfers to the client immediately upon installation or delivery. This includes, but is not limited to, the risk of loss, theft, damage, misuse, or deterioration of the equipment after installation.
- **Retention of Ownership**

Ownership of any equipment, materials, or components supplied and/or installed by DC Smoke Alarms remains with DC Smoke until:

 - All invoices have been paid in full, and
 - The client has met all contractual and payment obligations under these Terms and any related agreements.
- **Default and Recovery Rights**

In the event of non-payment or breach of agreement by the client:

 - DC Smoke Alarms reserves the right to enter the premises (with reasonable notice and in accordance with the law) to reclaim any equipment or materials for which payment has not been received.
 - Any removal or reclamation of equipment will not release the client from liability for outstanding balances, costs incurred for recovery, or any associated administrative or legal fees.
- **Client Responsibilities Post-Installation**
 - The client is responsible for maintaining all installed equipment in a safe, secure, and operable condition after installation.
 - Any damage, interference, or tampering by third parties (including tenants, contractors, or other providers) will not void the client's responsibility for payment or, where applicable, may void warranty coverage.

- **Resale Rights**
If recovered equipment is resold to recover outstanding balances, DC Smoke Alarms will apply any net proceeds (after recovery costs) as a credit against the unpaid account balance. The client remains liable for any shortfall.
- **Insurance Requirement**
Clients are encouraged to maintain appropriate insurance coverage for all installed equipment to mitigate risks associated with damage, theft, or loss after installation.

Governing Law and Assignment

- These Terms are governed by the laws of the state or territory where the serviced property is located.
- DC Smoke may assign rights or subcontract obligations without client consent.
- Clients may only assign rights or obligations with written consent.

Legal Advice Disclaimer

Compliance advice provided by DC Smoke is for guidance only and does not constitute legal advice. Clients are advised to seek independent legal counsel for tenancy compliance or legislative interpretation.

Service Terms and Conditions

Smoke Alarm Services

This section outlines the terms and conditions for all smoke alarm-related services provided by DC Smoke Alarms across Queensland (QLD), New South Wales (NSW), Victoria (VIC), and the Australian Capital Territory (ACT). It explains the scope of services, inclusions, exclusions, warranty coverage, maintenance responsibilities, and key operational details.

Service Offering

Our smoke alarm services include:

- Annual or periodic inspections and testing of all smoke alarms to ensure compliance with current state legislation.
- Compliance inspections and upgrades to meet state-specific regulations, including:
 - QLD: Fire and Emergency Services Act 1990, Building Fire Safety Regulation 2008.
 - NSW: Environmental Planning and Assessment Regulation 2000, Residential Tenancies Act 2010.
 - VIC: Building Act 1993, Residential Tenancies Amendment Regulations 2021.
 - ACT: Building (General) Regulation 2008.
- Installation of additional alarms, if required, to achieve legislative compliance (additional charges apply).
- Issuance of Compliance Certificates, where required, following inspections or upgrades.
- Professional recommendations for rectification where non-compliance, damage, or risks are identified.

Inclusions

Our standard smoke alarm service covers:

- Full annual service and functionality testing of all installed alarms, during business hours.
- Cleaning and maintenance of alarms during the scheduled inspection to maintain reliability.
- Minor resetting or adjustments where required.

- Detailed compliance reporting outlining alarms tested, any defects found, and recommended actions for rectification.
- Ongoing legislative updates and compliance recommendations to support proactive management of your properties.

Exclusions

The following are not included:

- Replacement of alarms that have been damaged, tampered with, or interfered with by occupant, contractors, or third parties.
- Replacement of alarms damaged during nuisance or false alarms, including situations where an occupant has attempted to remove or disable the alarm during activation or cleaning.
- Major repairs or full replacements that are not covered under the client's service plan.
- Attendance at the property where safe, lawful, or unobstructed access is not provided.
- Patching, painting, or any cosmetic works required after the installation, relocation or removal of alarms.

Warranty

- All alarms installed by DC Smoke Alarms include warranty coverage in line with the manufacturer's terms and conditions.
- Any warranty claim will undergo full manufacturer testing and verification. Both DC Smoke Alarms and the client agree to accept the manufacturer's findings as final and binding.

Warranty coverage does not extend to:

- Wilful damage, tampering, or unauthorized removal of alarms by occupants, contractors, or third parties.
- Nuisance tripping or false activations caused by environmental factors such as steam, cooking smoke, dust, or high humidity.
- Damage resulting from power surges, outages, fusion, or electrical interference.
- Faults caused by debris, insects, rodents, or other external contaminants.
- Lack of proper cleaning, servicing, or maintenance of alarms and their immediate surroundings.
- Battery depletion outside of scheduled services, except for 10-year sealed lithium units, which are covered under their manufacturer warranty period.

Non-DC Installed Alarms:

- Servicing and maintenance will still be provided for alarms installed by other providers where it is safe and practical to do so.
- However, warranty coverage will not apply to these devices. Where replacement is required, a detailed quote will be provided prior to any work, unless a pre-approved replacement arrangement is already in place.

Battery Management

- 10-Year Sealed Lithium Alarms: Battery faults are covered in line with the manufacturer's warranty during the applicable warranty period.
- 9V Backup Battery Alarms: Battery replacement is the responsibility of the occupant or property manager, unless otherwise specified within an active service plan.
- Other Battery Types: All other battery types, including those in non-standard or specialty alarms, are not covered under service plans. Replacements for these batteries will be charged separately.

- Performance Disclaimer: Battery performance can vary due to environmental conditions, fluctuations in electrical supply, or frequent activations. Battery changes required outside of scheduled inspection intervals are not covered under warranty or standard service provisions.

Maintenance Requirements

To maintain compliance and validate any warranty:

- Alarms must be serviced at agreed intervals — typically annually or more frequently if required in line with state requirements.
- Property managers or owners must promptly notify DC Smoke of any changes — such as renovations, relocations, or damage — that may affect compliance or alarm performance.
- Failure to follow maintenance recommendations may void warranty coverage.

Alarm Removal

- If an alarm has been removed and damaged by an occupant, replacement will be required, and associated costs will be charged to the property owner.
- If an alarm has been removed but can be safely reinstated without requiring repairs, the visit will incur a standard call-out fee, and the case will not be considered a warranty claim.

Call-Outs and Attendance and Payment of Non-Warranty Claims

- Responsibility for costs associated with non-warranty claims rests with the property owner, who is considered to be “in control” of the electrical installation under the relevant legislation.
- Minimum call-out fees:
 - Business Hours (8:00 AM – 5:00 PM): \$110 (Inc GST)
 - After-Hours, Weekends, and Public Holidays: \$289 (Inc GST)
- Materials and parts will be charged in addition to minimum call-out fees and at current market rates, subject to adjustments tied to CPI or industry cost changes.
- Travel surcharges may apply for properties in regional or hard-to-access locations and will be communicated prior to attendance.

Alarm Types and Installation

- DC Smoke will typically install the brand and model specified in your quote.
- In the event of supply shortages or supply chain delays, equivalent alarms of comparable quality and performance may be installed.
- Alarms have a 10-year manufacturer expiry from the date of manufacture. Due to import timelines and supplier availability, alarms installed may have between 9 and 10 years of usable life remaining from the installation date.

Additional Alarms

The number of smoke alarms required for a property is determined based on the information available to DC Smoke Alarms at the time of quoting — such as site visits, floor plans, online data, or details provided by property managers or other third parties.

If, during attendance, it is identified that additional alarms are required to achieve compliance under current legislation, DC Smoke Alarms is legally obligated to install these alarms in order to issue a valid Compliance Certificate. Any additional alarms installed will be treated as a variation and charged on a per-alarm basis, as these costs are not included in the original quote.

Additional alarms may be required in situations such as:

- Walls or partitions not identified in the provided documentation that create barriers between living spaces and hallways.
- Rooms currently being used as bedrooms or sleeping areas, including sunrooms, studies, or media rooms.
- Spaces that are highly likely to be used as sleeping areas in the future.

Alarms Not Required for Compliance

- During upgrades, existing alarms not required for compliance may be disconnected to avoid unnecessary servicing or nuisance activations.
- Alarm removal may leave small ceiling holes; where practical, a speaker vent will be installed. Cosmetic patching or painting remains the responsibility of the property owner.

Non-Compliance and Relocation

- Alarms located in non-compliant positions, such as dead air spaces or too close to fans or lights, will be relocated to compliant positions to allow certification.
- Alarm relocation may leave small holes in the ceiling; a speaker vent will be provided where practical, but patching and painting remain the property owner's responsibility.

High Nuisance Areas

- In properties where compliance requires installation in high nuisance areas (e.g., near kitchens or bathrooms), alarms may be repositioned to more suitable locations while maintaining legislative compliance.
- Existing alarms in nuisance-prone areas may not currently trigger issues but could activate all interconnected alarms after system upgrades.
- Should nuisance activations occur post-installation, relocation and any patching or painting required will be billed separately unless otherwise agreed.

Patching and Painting

- Due to variations in installation history, base size, or prior paintwork, minor patching or paint flaking may occur during service or relocation.
- DC Smoke will provide a speaker vent cover for such holes when possible, but all patching and painting remain the owner's responsibility.

Safety Switch (RCD) Services

This section applies to the inspection, testing, installation, and maintenance of safety switches (Residual Current Devices – RCDs) across Queensland (QLD), New South Wales (NSW), Victoria (VIC), and the Australian Capital Territory (ACT). All works are carried out in accordance with current state-based legislation, Australian Standards (AS/NZS 3000), and industry best practices.

Service Offering

- Once off or annual inspections to confirm safety switch compliance in accordance with relevant state legislation in line with service or service plan.
- Functional testing of safety switches where safe and practical to perform.
- Visual inspections in cases where functional testing cannot be safely performed.
- Clear compliance reporting and recommendations for repairs or replacement if required.

- Installation or replacement of safety switches by licensed electricians, including certification upon completion.

Inclusions

The standard Safety Switch Service includes:

- Scheduled inspections of all safety switches at the property.
- Compliance reporting that records the status of each switch tested or visually inspected.
- Standard business-hours call-outs for properties covered under an active subscription or service plan.
- Installation of compliant RCDs if required (materials billed separately unless covered under an existing plan).

Exclusions

The following are not included unless specifically quoted and approved:

- Timed-response or advanced trip-time testing.
- Repairs or replacements resulting from power surges, storm damage, or tampering.
- Works involving switchboards that contain asbestos unless clearance documentation is provided.
- Emergency or after-hours attendance unless included under a premium plan or arranged in advance.

Visual Inspection

If a full functional test cannot be safely performed, such as:

- No power supply at the property;
- Occupants working from home and unable to accommodate power interruption; or
- Other safety or operational constraints identified by the technician — then a visual inspection will be conducted.

This visual inspection includes:

- Verification that an RCD is present and appears properly installed.
- Checks for signs of damage, wear, or visible hazards.
- Documentation of the inspection outcome in the compliance report, clearly noting that a push test was not completed rather visual inspection.

Access

- Property owners, agents, or occupants must ensure safe and unobstructed access to the switchboard for inspection and testing.
- If the switchboard is locked or otherwise inaccessible (e.g., padlocks installed by occupants or Energex/utility provider locks), technicians will not proceed with testing.
- A return visit will be required once access is arranged, and additional call-out charges will apply.
- Travel surcharges may also apply for remote, regional, or hard-to-access properties and will be communicated prior to attendance.

Warranty

- Safety switches installed by DC Smoke Alarms are covered under the manufacturer's warranty and product guidelines.
- Warranty coverage applies only to defects in materials or workmanship.
- Warranty does not cover:

- Devices that have been tampered with, misused, or altered by occupants, contractors, or other third parties.
- Damage from surges, flooding, pests, or other environmental conditions.
- Faults resulting from a lack of servicing or maintenance.
- All warranty claims will undergo manufacturer testing, with the manufacturer's findings considered final and binding.

Call-Outs and Attendance

- Responsibility for all costs associated with non-warranty claims rests with the property owner, who is deemed to be "in control" of the electrical installation under the relevant legislation.
- Minimum call-out fees:
 - Business Hours (8:00 AM – 5:00 PM): \$110 (Inc GST)
 - After-Hours, Weekends, and Public Holidays: \$289 (Inc GST)
- Materials, parts, and installation costs are billed in addition to call-out fees, at current market rates and subject to adjustments for CPI or industry changes.
- Travel surcharges may apply for regional, remote, or hard-to-access areas and will be communicated prior to attendance.

Disclaimer

DC Smoke Alarms provides RCD inspection, testing, and reporting services only.

- We do not provide switchboard upgrades, rewiring, or unrelated electrical advisory services.
- Any recommendations for switchboard upgrades or other electrical works will require engagement of a licensed electrical contractor outside the scope of our service.

Corded Blinds Compliance Services

This section applies to the inspection and compliance of corded internal window coverings in properties across QLD, NSW, VIC, and ACT. This service is offered as an add-on to scheduled smoke alarm compliance checks and is not available as a standalone service.

Service Offering

- Full inspection of all corded internal window coverings to verify compliance with safety standards and relevant state regulations, including:
 - Trade Practices (Consumer Product Safety Standard – Corded Internal Window Coverings) Regulations 2010.
 - Competition and Consumer (Corded Internal Window Coverings) Safety Standard 2014.
- Adjustment and securing of cords to meet required safety heights and tension.
- Installation or replacement of cleats, cord guides, and safety labels where they are missing, damaged, or non-compliant.
- Recommendations for further works where safety compliance cannot be fully achieved during the scheduled visit.

Inclusions

This service includes:

- A full compliance inspection of all internal corded window coverings on the property.
- Adjustment or shortening of standard beaded chain cords to meet minimum safety height and tension requirements.

- Installation of safety cleats, cord guides, and warning labels where required to ensure compliance.
- Issuance of a compliance report detailing the compliance status, actions taken, and any risks or areas requiring specialist intervention.
- Installation of up to five (5) attachments (e.g., cleats, guides, or labels) within the scope of the add-on service or active service plans. Any additional installations will be charged at \$10 per attachment.

Exclusions

The following items and circumstances are not included unless separately quoted and approved:

- Replacement of roller mechanisms or internal cord components.
- Modifications for non-standard or specialty fittings that require custom parts or specialist tools.
- Installation of guides or cleats where the surface is unsuitable for drilling or fixing (e.g., glass, tiles, or fragile finishes). In such cases, cords may be temporarily tied off at a compliant height, and the client will be advised to engage a licensed specialist at their own cost.
- Patching, painting, or other cosmetic repairs following installation, adjustment, or removal of safety components. Surface marks, drill holes, or minor finish variations remain the responsibility of the property owner.
- Installation of more than five (5) attachments during a single service visit. Any additional attachments beyond this limit will be charged at \$10 per attachment, unless otherwise specified in a service plan or quoted in advance.
- Call-outs for repair or rectification works not covered under a service plan or warranty.

Warranty

- All components supplied and installed by DC Smoke Alarms are covered under the manufacturer's warranty for the specific product installed, in accordance with the manufacturer's terms and conditions.
- Warranty coverage applies only to components installed by DC Smoke Alarms and does not extend to:
 - Damage caused by environmental factors, misuse, tampering, or interference by occupants, contractors, or third parties.
- All warranty claims are subject to inspection and, where required, manufacturer validation, with the manufacturer's decision considered final and binding.

Maintenance Requirements

To ensure continued compliance and safety, the property owner, manager, or tenant is responsible for:

- Ensuring cleats, guides, and labels remain in place and undisturbed between inspections.
- Promptly reporting any faults, damage, or tampering to DC Smoke.
- Allowing scheduled maintenance or inspections to proceed to retain compliance and any applicable warranty coverage.

Patching and Painting

- Installation or adjustment of cleats, guides, or other safety attachments may result in minor marks, holes, or surface inconsistencies due to the nature of the fittings.
- DC Smoke will not undertake cosmetic repairs, repainting, or patching as part of this service.

- The property owner is responsible for arranging any cosmetic patching or painting if required after installations, adjustments, or removals.

Additional Attachments

- The base service includes installation of up to five (5) attachments per property visit under a service plan or add-on package.
- Any additional attachments beyond the included five (5) will be charged at \$10 per attachment.
- Quotes will be provided for properties that require extensive hardware installation to meet compliance.

Gas Safety & Compliance Services

This section applies exclusively to the inspection, testing, servicing, installation, and maintenance of gas appliances, pipework, and associated fittings across Victoria. All works are completed in compliance with the Gas Safety Act 1997 (VIC), Residential Tenancies Regulations 2021, relevant Australian Standards (including AS/NZS 5601), and current industry best practices.

Service Offering

- **Biennial Gas Safety Inspections:** Comprehensive inspections conducted every two years, in line with Victorian legislative requirements for rental properties.
- **Appliance Testing and Inspection:** Testing and assessment of all fixed, owner-supplied gas appliances to confirm safe and compliant operation.
- **Leak Detection and Pipework Safety Testing:** Detailed testing of pipework, fittings, and connections to identify and mitigate safety hazards.
- **Ventilation and Compliance Verification:** Assessment of ventilation in all relevant internal and external spaces to ensure compliance with safety and manufacturer standards.
- **Documentation and Advisory Reporting:** Issuance of compliance certificates, detailed inspection reports, and professional recommendations to assist owners and agents with maintaining ongoing safety and legal compliance.

Inclusions

For properties enrolled in the Gas Safety & Compliance Service, the following is included:

- Full compliance inspection and functional testing of all accessible, owner-supplied gas appliances, in accordance with current legislation and Australian Standards.
- Detailed condition and safety reporting, outlining operational status, compliance notes, and any identified risks or required actions.
- Minor make-safe adjustments during inspections, such as pilot relighting, tightening of fittings, or other basic adjustments to ensure immediate safety.
- Business-hours call-outs for urgent safety concerns at no additional charge for properties covered under an active service plan.
- Comprehensive record-keeping and documentation, ensuring accurate records for audits, compliance reviews, and legislative reporting requirements.

Exclusions

The following items and circumstances are not included unless quoted separately and approved in advance:

- Appliances supplied or owned by tenants, or portable, non-fixed equipment.

- Major repairs, deep servicing, or full replacements of faulty appliances beyond minor adjustments.
- Specialist works, such as:
 - Asbestos works, identification, testing, or removal.
 - Complex pipe replacements or relocations.
 - Servicing of commercial, non-standard, or industrial gas appliances.
- Attendance or servicing where safe and reasonable access to the property or equipment is not provided.
- Emergency or after-hours call-outs unless covered under a service plan or separately agreed to in writing.

Access

- Owners, agents, or tenants must provide safe, unobstructed, and lawful access to all gas appliances, pipework, and meters.
- If a switchboard, gas meter, or appliance is locked, restricted, or inaccessible (e.g., padlocks, restricted key systems, or Energex padlocks), the inspection will be recorded as incomplete.
- A return attendance fee will apply to re-attend once access has been arranged.
- Where unsafe conditions prevent the service from being performed, the inspection will be paused, and written notification will be provided to the client.

Pre-Existing Issues Disclaimer

- DC Smoke Alarms is not responsible for any pre-existing faults, incorrect installations, wiring or pipework issues, or damage caused by previous contractors, owners, or third parties.
- Issues in inaccessible areas, such as ceiling spaces, wall cavities, or enclosed ducts, may not be identifiable during a standard inspection.
- Rectification of such faults remains the responsibility of the property owner or the original installer.

Maintenance Responsibilities

- Owners and property managers are responsible for ongoing maintenance of gas systems between scheduled inspections, including:
 - Keeping appliance areas clear and accessible.
 - Promptly reporting any faults or hazards.
 - Ensuring tenants do not tamper with, obstruct, or modify gas appliances or fittings.

Warranty

- All parts and appliances supplied and installed by DC Smoke Alarms are covered under the manufacturer's warranty, in line with the individual product's terms and conditions.
- Warranty coverage applies only to manufacturing defects and workmanship on products installed by DC Smoke Alarms.
- Warranty does not cover:
 - Damage from misuse, negligence, tampering, or unauthorized modifications.
 - Environmental damage, such as flooding, electrical surges, or vermin.

- Issues arising from a lack of regular servicing or failure to follow recommendations provided in compliance reports.
- Products not installed by DC Smoke Alarms are not covered by DC warranty terms, though service and maintenance will still be provided upon request.
- Where no warranty coverage is available, DC Smoke Alarms will provide a quote for replacement or repair prior to commencing any additional work unless otherwise agreed in writing.

Call Outs and Attendance

- Responsibility for all costs associated with non-warranty claims rests with the property owner.
- Minimum call-out fees:
 - Business Hours (8:00 AM – 5:00 PM): \$110 (Inc GST)
 - After-Hours, Weekends, and Public Holidays: \$289 (Inc GST)
- Materials and parts are billed at current market rates, with adjustments applied in line with CPI, industry cost movements, or supplier changes.
- Travel surcharges apply for regional, remote, or hard-to-access properties, and these will be communicated before attendance.

Scope and Limitations

- The service is strictly limited to the inspection, testing, and reporting of gas appliances, pipework, and fittings as specified under Victorian legislation, Residential Tenancies Regulations 2021, and Australian Standards (including AS/NZS 5601).
- DC Smoke Alarms does not perform invasive or destructive inspections or dismantling of appliances beyond what is required for safety and compliance checks, unless separately quoted and approved.
- The service does not include upgrading, redesigning, or relocating non-compliant or outdated installations unless these works are specifically requested, quoted, and approved in writing.
- Compliance certificates reflect the status of the appliances and installations at the time of attendance only and do not guarantee future performance, ongoing safety, or compliance if maintenance is not performed or if system conditions change.

Liability Disclaimer

- DC Smoke Alarms' liability is limited to the value of the service provided or the applicable product warranty.
- No liability is accepted for:
 - Future faults or failures not detectable during inspection.
 - Consequential or indirect losses, including property damage or income loss, arising from delayed maintenance or failure to action recommendations.
 - Faults or hazards in areas not accessible during inspection, including concealed pipework or fittings.

Electrical Safety & Compliance Services

This section applies exclusively to the inspection, testing, servicing, installation, and maintenance of electrical systems, switchboards, and fixed appliances across Victoria. All services are carried out in compliance with the Electricity Safety Act 1998 (VIC), Residential Tenancies Regulations 2021, applicable Australian Standards (including AS/NZS 3000 Wiring Rules), and current industry best practices.

Service Offering

- Biennial Electrical Safety Inspections: Comprehensive inspections every two years, as required under Victorian rental property legislation.
- Testing of Fixed Electrical Appliances: Safety and performance testing of fixed, owner-supplied electrical appliances, including ovens, hot plates, range hoods, air-conditioning units, and hot water systems.
- Switchboard and RCD Verification: Inspection of switchboards and safety devices (RCDs) to ensure compliance, safe operation, and correct labelling.
- Documentation and Reporting: Issuance of electrical safety compliance certificates and detailed inspection reports for audit, compliance, and record-keeping purposes.

Inclusions

For properties enrolled in the Electrical Safety & Compliance Service, the following are included:

- Full electrical safety inspection and functional testing of all accessible fixed appliances and associated wiring.
- Issuance of detailed compliance reports and, where applicable, certificates confirming inspection outcomes and compliance status.
- Replacement or installation of standard switchboard items where on a service plan, including:
 - Standard light switches (1–4 gang)
 - Architrave switches (1–2 gang)
 - Standard 10A switch mechanisms
 - Single and double power points
 - RCD 40A safety switches
 - 10–32A circuit breakers
 - Combination breaker/RCD units

Exclusions

The following are not included unless specifically quoted and approved prior to commencement:

- Complex rewiring, major switchboard upgrades, or non-standard installations.
- Work in areas requiring asbestos handling or removal, unless certified clearance documentation is provided prior to attendance.
- Service, testing, or maintenance of non-standard or portable electrical appliances (e.g., tenant-owned devices).
- Attendance where access is restricted or unsafe, including but not limited to roof cavities, subfloors, or areas blocked by heavy fixtures or cabinetry.

Warranty

- All electrical parts and components supplied and installed by DC Smoke Alarms are covered under the manufacturer's warranty, as specified by the individual product's terms.

- Warranty coverage applies strictly to manufacturing defects or workmanship related to DC-installed components.
- Warranty does not cover:
 - Damage caused by misuse, negligence, tampering, or third-party interference.
 - Environmental damage such as power surges, flooding, or storm-related issues.
 - Issues arising from failure to follow maintenance recommendations or from lack of routine servicing.
- Products not supplied or installed by DC Smoke Alarms are not covered under warranty, though servicing will still be provided upon request.
- Where warranty coverage is not applicable, a quote for replacement or repair will be provided before any further work is carried out.

Call-Outs

- Standard call-out rates apply for attendances during normal business hours (8:00 AM – 5:00 PM).
- After-hours, weekend, and public holiday call-outs are billed at a higher rate, reflective of the nature of the service provided.
- Travel and handling surcharges may apply for properties located in regional or hard-to-access areas.
- Materials and installation costs are billed at current market rates unless covered under a subscription plan or specific agreement.

Water Efficiency Add-On Service

This service applies to the inspection, testing, and verification of water efficiency in residential and commercial properties, conducted as an add-on to a scheduled Smoke Alarm Safety & Compliance Service. It is designed to assist property owners and managers in meeting water efficiency standards as required under relevant state and territory legislation, regulations, and tenancy agreements, including but not limited to:

- VIC: Residential Tenancies Regulations 2021
- QLD: Residential Tenancies and Rooming Accommodation Act 2008
- NSW: Residential Tenancies Act 2010 and associated regulations
- ACT: Residential Tenancies Act 1997 and related compliance frameworks

This service cannot be performed as a standalone visit and must be completed during a scheduled smoke alarm compliance appointment. If the smoke alarm service is cancelled, the water efficiency service will also be cancelled.

Service Offering

- One-time water efficiency assessment carried out during a scheduled smoke alarm service visit.
- Inspection and testing of all accessible taps, fixtures, and fittings against state-specific water efficiency standards and tenancy requirements.
- Detailed advisory notes and recommendations for the rectification of any leaks, inefficient fixtures, or non-compliant fittings identified during the inspection.
- Optional issuance of a Water Efficiency Compliance Certificate to confirm compliance for tenancy agreements, agency records, and audit purposes.

Inclusions

The Water Efficiency Add-On Service includes:

- Leak detection and basic efficiency testing of relevant water outlets as per legislative standards.
- Clear documentation outlining the compliance status of each outlet inspected.
- Issuance of a compliance certificate, where applicable, for agency, tenant, or audit records.

Exclusions

The following are not included unless separately quoted and approved:

- Repairs, replacements, or rectification of non-compliant taps, fittings, or plumbing systems.
- Attendance outside the scheduled smoke alarm inspection appointment.
- Testing or efficiency verification of non-standard fixtures such as:
 - Laundry taps
 - Outdoor garden taps
 - Specialty taps (e.g., washing machine, dishwasher connections, or advanced irrigation systems).

Pool Compliance Service

This service applies exclusively to the inspection and compliance verification of swimming pools within Queensland (QLD). It is provided in accordance with relevant state legislation and regulatory frameworks, including but not limited to:

- QLD: *Building Act 1975*
- QLD: *Building Regulation 2021*
- QLD: *Queensland Development Code MP3.4 – Swimming Pool Barriers*

DC Smoke Alarms provides compliance inspections only. Rectification works, repairs, or modifications required to meet compliance standards are not included within this service.

This service can be performed as a standalone appointment or as an add-on to a scheduled Smoke Alarm Safety & Compliance Service.

Service Offering

- One-time pool compliance inspection in line with QLD state legislation and safety standards.
- Verification of fencing, gates, latches, and barrier height and spacing in accordance with the Queensland Development Code.
- Assessment of required safety signage and CPR charts for compliance.
- Issuance of a Pool Safety Compliance Certificate (Form 23) where the property meets all applicable requirements.
- Advisory notes outlining any non-compliance issues identified during the inspection.

Inclusions

The Pool Compliance Service includes:

- Visual and physical inspection of pool or spa barriers, gates, and surrounding enclosures.
- Assessment of mandatory safety signage and CPR signage placement.
- Documentation of inspection results with photographs for record-keeping and audit purposes.
- Issuance of a Pool Safety Compliance Certificate (Form 23) where the pool is deemed compliant.
- Completion of extra works at cost whilst on site include – Signage, minor adjustments to gate latch and hinges.

Exclusions

The following are not included unless separately quoted and approved with a licensed pool safety contractor:

- Any rectification works or repairs to fencing, gates, latches, barriers.
- Installation, modification, or replacement of non-compliant pool safety equipment.
- Inspections outside of Queensland jurisdiction.
- Certification where the property fails to meet legislative compliance standards — a reinspection will be required once issues have been rectified by a licensed contractor.

Minimum Housing Standards Compliance Service

This service applies to the inspection and verification of Minimum Housing Standards (MHS) for residential rental properties within Queensland (QLD). It is designed to assist property managers and owners in meeting the requirements set out under:

- QLD: *Residential Tenancies and Rooming Accommodation Act 2008*
- QLD: *Residential Tenancies and Rooming Accommodation Regulation 2009*
- QLD: *Minimum Housing Standards effective 1 September 2023*

DC Smoke Alarms provides inspection and compliance reporting only. Any repairs, replacements, or rectification works required to meet standards are not included in this service.

This service can be conducted as a standalone inspection or as an add-on to a scheduled Smoke Alarm Safety & Compliance Service.

Service Offering

- Onsite inspection of the property to assess compliance with Queensland's Minimum Housing Standards.
- Verification of requirements such as:
 - Weatherproofing and structural integrity.
 - Functionality and security of windows and doors.
 - Adequate plumbing, water supply, and bathroom facilities.
 - Functioning kitchen and laundry facilities, where applicable.
 - Electrical safety and adequate lighting.
 - Window coverings in rooms that tenants have a reasonable expectation of privacy.
- Detailed compliance report outlining findings and recommendations.
- Advisory notes to assist with scheduling or quoting required rectification works by licensed contractors.

Inclusions

The Minimum Housing Standards Compliance Service includes:

- Visual and functional inspection of key areas specified under Queensland regulations.
- Documentation of findings with supporting photos where necessary.
- Written report summarizing compliance status and any identified issues.

Exclusions

The following are not included unless separately quoted and approved:

- Repairs, replacements, or maintenance required to rectify non-compliance.

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- Testing or servicing of electrical or plumbing systems beyond visual verification.
 - Inspections outside Queensland jurisdiction.
 - Certification or sign-off once rectification works are completed by other contractors (a reinspection service may be booked separately).