



Unwind AI and Data Pty Ltd

info@unwindai.com.au

ACN: 665 521 237

ABN: 78 665 521 237

11 Gooseberry Rd, 3336 Aintree

Unwind Data & AI Pty Ltd

Consumer Contract – Victorian Energy Upgrades Program

Unwind Data & AI Pty Ltd

ABN: 78 665 521 237

VEU Accredited Person: AA003264

Address: 11 Gooseberry Rd, Aintree VIC 3336

Phone: 0481 357 950

Email: info@unwindai.com.au

1. Parties

This contract is between:

- Supplier (the Applicant): Unwind Data & AI Pty Ltd (“we”, “us”, “our”)
- Consumer: _____, _____,
_____ VIC _____, Ph: _____

2. Prescribed Activity

The prescribed activity under the Victorian Energy Upgrades (VEU) Program is:

- ☐ Installation of high efficiency air conditioning
- ☐ Installation of electric hot water system
- ☐ Home Energy Rating Assessment

(Select the relevant activity and specify model/serial numbers where applicable.)

3. Consumer Rights & Obligations

- Participation in the VEU program is voluntary.
 - The consumer must provide accurate information to support eligibility.
 - The consumer has the right to cancel the contract in accordance with Australian Consumer Law.
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4. Supplier Rights & Obligations

- We will provide clear and accurate information about the VEU program and the prescribed activity.
- Only licensed and accredited contractors will undertake the work.
- We will provide evidence of licences, insurance, and compliance upon request.

5. Terms & Conditions

- Work will be carried out at: _____, _____ VIC _____.
- Estimated installation date: _____.
- Costs to the consumer: total cost \$____ incl. GST; VEU benefit \$____ provided as a price reduction; amount payable by the consumer \$____ incl. GST.
- Assignment of VEECs: The consumer assigns all rights to VEECs generated under this activity to Unwind Data & AI Pty Ltd.

6. Statement of Rights

The consumer has the right to:

- Receive a statement of rights under the VEU program prior to the activity.
- Access a transparent complaints and dispute resolution process.

7. Complaints & Dispute Resolution

Complaints can be made by contacting us at info@unwindai.com.au.

If unresolved, complaints may be referred to the Essential Services Commission.

8. Privacy & Data Handling

We collect and hold personal information about you (including your name, contact details, installation address, and details of the products installed) for the purpose of

delivering the prescribed activity, creating and assigning Victorian Energy Efficiency Certificates (VEECs), and meeting our obligations under the Victorian Energy Efficiency Target Act 2007.

- Your information will be disclosed to the Essential Services Commission (ESC) for the purpose of creating certificates and for verification, audit and program monitoring, and may be disclosed to the accredited installers and sub-contractors engaged to carry out the activity.
- We handle personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles, and we retain records for at least six (6) years as required by the VEU program.
- You may request access to, or correction of, your personal information, or make a privacy enquiry, by contacting us at info@unwindai.com.au.

9. Consumer Consent & Acknowledgement

By signing below, and prior to any work commencing, I (the consumer) confirm that:

- I consent to Unwind Data & AI Pty Ltd and its accredited installers undertaking the prescribed activity at my premises.
- I have been informed of the details of the upgrade, including any essential services that may be affected, and the identity and contact details of the accredited provider and the installer carrying out the work.
- My participation in the VEU program is voluntary, and I am assigning my rights to create VEECs for this activity to Unwind Data & AI Pty Ltd in exchange for the benefit described in this contract.

I acknowledge that I have received and had the opportunity to review the following documents, which are attached to this contract:

- ☒ Unwind Data & AI Consumer Code of Conduct Handout (what to expect from us under the VEU Code of Conduct)
- ☒ VEU Space Heating and Cooling Consumer Fact Sheet - 'Choosing the right size reverse cycle air conditioner'



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☒ Consumer rights under the Victorian Energy Upgrades program (VEET Scheme Consumer Fact Sheet)

☒ This contract, including the Privacy & Data Handling statement above

Consumer consent - Name: _____

Signature: _____ Date: _____

10. Signatures

Consumer

Name: _____

Signature: _____

Date: _____

Supplier – Unwind Data & AI Pty Ltd

Director, Unwind AI and Data Pty Ltd

Signature: _____

Date: _____

Unwind Data & AI Pty Ltd confirms that a copy of the Consumer Code of Conduct, along with the official ESC VEU Code of Conduct document, will be provided to every consumer prior to job creation.

Consumer Code of Conduct

Our Commitment to You

Unwind Data & AI Pty Ltd is an accredited participant in the **Victorian Energy Upgrades (VEU) program**.

We follow the **Essential Services Commission (ESC) VEU Code of Conduct**, which protects your rights as a consumer and ensures you receive honest, fair, and high-quality service.

You will also receive a copy of the **official VEU Code of Conduct** published by the ESC. We encourage you to read it carefully before any installation or upgrade begins.

1. Your Rights and Protections

We are committed to ensuring that:

- You are treated with **respect, honesty, and fairness** at all times.
- You receive **clear information** about the product, installation, and eligibility.
- You are **not pressured or misled** into agreeing to an upgrade.
- You can **say no, change your mind, or cancel** before the work begins.
- Your **personal information** is handled securely and only used for the purpose of the upgrade.

2. Before the Upgrade

Before we begin, you will receive:

- A copy of the **ESC's VEU Code of Conduct and other Fact Sheets**.
- A **privacy statement** explaining how we handle your data.
- **Product and activity information**, including what's being installed and why.

- This consumer consent form (pre-install pack), which must be signed before we start.

We'll always clearly identify who we are and confirm that we're working under the VEU program.

3. During the Upgrade

Our installers and contractors will:

- Show **identification** on arrival.
 - Complete the work **professionally and safely**.
 - Treat your home or business with **care and respect**.
 - Answer your questions clearly and honestly.
-

4. After the Upgrade

You will receive:

- A **record of works** confirming what was done.
 - Information about any warranties or aftercare support.
 - A **confirmation call or email** to ensure you're satisfied with the installation.
-

5. Feedback and Complaints

We value your feedback and take complaints seriously.

If you have any concerns or wish to lodge a complaint, please contact us directly:

 info@unwindai.com.au

 **0481 357 950**



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If you're not satisfied with our response, you may also contact the **Essential Services Commission** through their website:

www.esc.vic.gov.au/victorian-energy-upgrades

Our Promise

We follow the Victorian Energy Upgrades Code of Conduct to ensure every customer:

- ✓ Is informed
- ✓ Is respected
- ✓ Is protected

Choosing the right size reverse cycle air conditioner

Think carefully about what your household needs from a new reverse cycle air conditioning system. Every household is unique, and this impacts what size is appropriate.



The guidance below has been developed to assist you in selecting the right size reverse cycle air conditioner to heat and cool your home.

A system that is too small may not be able to properly heat or cool your home

A system that is too large will cost more to buy and may cost more to run

The Victorian Energy Upgrades (VEU) program offers incentives for households to upgrade to reverse cycle air conditioners that can heat and cool. Only products meeting VEU program requirements can be installed. We recommend discussing sizing with your installer.

If the system you intend to install is smaller than the size recommended in this fact sheet, you may not experience the heating and cooling you want.

Types of reverse cycle air conditioners available

- **Single-Split** – one outdoor unit connected to one indoor unit, suitable for a single room or open plan area.
- **Multi-split** – one outdoor unit connected to multiple indoor units, suitable for multiple rooms or whole-of-home.
- **Ducted** – one central outdoor unit connected to multiple indoor rooms through ducts and vents, suitable for whole-of-home.

There is a range of systems eligible under the VEU program. Not all products are of the same quality or suitability for all households.

Remember to do your research on products and warranties as they vary between manufacturers.

Important considerations before choosing your new system

Before investing in a new system, consider the efficiency of your home. An efficient home will be easier and cheaper to heat and cool.

- Are there draughts in your home?
- Do you have standard or high ceilings?
- Are your roof, walls, and floors insulated?
- Does your room have many single glazed windows?
- How much sun or shade does your room receive?
- How is your home constructed? E.g., brick or weatherboard?

All these factors impact the amount of heating and cooling your house may need.

Which rooms need heating and cooling?

When considering a new reverse cycle air conditioner, discuss the rooms you want heated and cooled with your installer.

Ask yourself the following questions:

- What rooms do you heat or cool the most?
- What are the hottest and coldest rooms in your home?

We recommend your new system covers primary living spaces such as living rooms, lounges and open plan living areas. Also consider what rooms are covered by your existing heating or cooling.

Recommended size for your reverse cycle air conditioner

Disclaimer: Sizing any heating and cooling system should account for several factors and not only the room size in square meters. We recommend that sizing and installation is always conducted by a fully qualified technician.

The 'size' of a reverse cycle air conditioner refers to its heating and cooling output. Products list size in kilowatts (kW). An important factor to consider when sizing your new system is the size of the space you want to heat or cool.

The table below provides a guide to the system size you may need for a particular room size.

RECOMMENDED SIZE FOR SINGLE-SPLIT OR MULTI-SPLIT AIR CONDITIONING

Room size	Example room	Recommended heating output
Small (up to 20m ²)	Bedroom, study	2.5 to 3 kW
Medium (21-40m ²)	Bedroom with ensuite, small lounge	3 to 5 kW
Large (41-60m ²)	Lounge, large kitchen	5 to 8 kW
Very large (More than 60m ²)	Open plan areas, large lounges	+8 kW

Recommended size for ducted systems

Ducted systems offer an effective way to heat and cool your entire home, however, they can be more expensive to install and run.

If you choose a ducted system, the right size can depend on several factors and should be discussed with your installer.

We recommend providing 1.1 to 1.4kW of heating output for every 10m² of your home covered by a ducted system, depending on the individual characteristics of your home.

Zoning – We recommend zones for your ducted system. Zones allow more control over which areas of your home to heat and cool.

Ducting – Speak to your installer to ensure your new ducting is appropriately insulated and correctly sized for your heating and cooling needs.

Other considerations

Product star rating

- Reverse cycle air conditioners are star rated for both heating and cooling. The more stars a product has, the less energy it uses.
- A higher star rating for heating is the goal as Victorians typically use more energy for heating.

Noise and system placement

- Speak to your installer about noise and system placement.
- Consider the impact of noise from the indoor and outdoor components on your household and neighbours.
- Outdoor components require good air circulation to work efficiently.

Climate

- Speak to your installer about models and sizes best suited to your location.
- The amount of energy you need to heat and cool your house depends on your local climate.

Solar

- All VEU reverse cycle air conditioners are electric and can make use of electricity generated from a solar PV system.

More information about heating and cooling upgrades, sizing, and other upgrades on offer under the VEU program are available on our website:

<https://www.energy.vic.gov.au/for-households/victorian-energy-upgrades-for-households/heating-and-cooling>

If you have a complaint, please call (03) 9032 1310 or email veu@esc.vic.gov.au

Consumer rights under the Victorian Energy Upgrades program

Save on your energy costs and help save the environment

With the Victorian Energy Upgrades (VEU) program, you can access discounted energy-efficient products and save on your energy bills.

The VEU program is a voluntary Victorian Government initiative that provides incentives for Victorians to make energy-efficient improvements to their homes and businesses. This helps cut power bills and reduce greenhouse gas emissions.

Under the VEU Code of Conduct, those conducting marketing activities for the VEU program must offer consumers a copy of this factsheet which sets out their consumer rights under the program. This factsheet is also referred to as the Victorian Energy Efficiency Target (VEET) scheme factsheet under the VEU Code of Conduct.

Eligibility

Every Victorian household and business can take part in the program and access discounted energy-efficient products and services.

Your participation is voluntary.

Save on your energy bills through the VEU

	Households	Businesses
Current savings per year	Depending on the upgrade/s, the average household can save between \$120 and \$1,100 a year on energy costs.	Depending on the size of your business and the upgrade/s, you can save between \$500 and \$74,000 a year.

To find an available product or accredited provider

Go to www.victorianenergyupgrades.vic.gov.au
Call the VEU helpdesk on (03) 9032 1310

Deaf, hearing or speech impaired?
Please contact the National Relay Service on 133 677 or www.relayservice.gov.au

Your rights under the VEU program

The VEU program has a Code of Conduct setting out minimum standards of behaviour aimed at protecting consumers. This applies to everyone involved in delivering or marketing upgrades.

Banning telemarketing and doorknocking

Unsolicited telemarketing under the VEU program is banned from 1 May 2024, and doorknocking is banned from 1 August 2024.

Under the bans, phone calls and doorknocking are not allowed to market or promote upgrades unless you provide prior consent. Calls are allowed for other purposes, including to notify a consumer of a product recall or fault, or to book an appointment for an upgrade.

If you receive a phone call or visit without your consent after the bans come into effect, please report this to the Essential Services Commission via phone at (03) 9032 1310 or by email at veu@esc.vic.gov.au.

Please note as much detail as you can, such as the name of the business, the time and date of the call and what was being marketed.

Marketing activities

A person or business who contacts you about the VEU program must:

- not call you on the phone or visit you at your house without prior consent
- not use high-pressure tactics to sell or market products or services
- only market/sell upgrades to you if you are over 18 years and able to understand the information provided
- explain that the program is voluntary and you do not have to take part
- tell you the name of the business they work for
- for in-person marketing, always wear an identification card that includes a photo, their full name, contact details, ABN, and main contractor details



- provide accurate information about the goods or services being provided, including the suitability for their purpose
- comply with spam laws if sending marketing emails or SMS, including getting consent, making it easy to unsubscribe and identifying the provider or business in the message
- not say things that are false or deceptive – for example, they cannot say they work for the Victorian Government or the Essential Services Commission, or that the Victorian Government provides private contact information (such as phone numbers) for marketing purposes.

Contracts

A person or business who offers you a contract for an activity under the VEU program must:

- only enter into a contract with someone who is 18 years or older
- make sure they tell you about any work to be done and you understand this before the work is started
- give you information about your rights and obligations under VEU program, as well as the upgrade they are offering and a contract. The contract should detail the product/service, a quote and any additional fees, decommissioning procedures, and cooling-off periods
- tell you who is installing the upgrade if you choose to go ahead with a product or service
- provide a phone number for you to contact the person or company installing the upgrade.

Undertaking work

A person or business who starts work on an activity under the VEU program at your house or business must:

- only start work once you have given your consent
- only start work if they have notified you about the details of the job. This might include the time and date, product/service to be installed, and

information of the person undertaking the activity, such as their accredited provider and contact details

- leave the premises if no person who is 18 years of age or older is present
- once the job has been completed, give you their contact details so you can contact them if required
- give you dispute resolution information and any instructions and warranty information for product/services installed.

Want to talk to us about the VEU program?

- Please contact the Essential Services Commission by calling (03) 9032 1310 or emailing veu@esc.vic.gov.au for your queries and VEU-related complaints, including banned telemarketing and doorknocking practices.
- If you have other general questions relating to the VEU program, please contact the Department of Energy, Environment and Climate Action VEU program team at energy.upgrades@deeca.vic.gov.au.
- Where else to go for assistance with your rights as a consumer? Please contact **Consumer Affairs Victoria**. Visit www.consumer.vic.gov.au/contact-us or call **131 450**.

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