



VEU Installer Workflow

What we need from installers at every stage of a job — from quoting to compliance submission — to keep jobs running smoothly and VEEC-compliant.

1 Quoting

Please provide The Rebate Group with (at a minimum):

- Property address
- Installation type: non-ducted, ducted, or multihead
- System being decommissioned (select one)
 - Electric room heater ($\pm$ refrigerative A/C)
 - Central electric resistance / slab heater ($\pm$ refrigerative A/C)
 - Reverse cycle A/C — ducted or non-ducted
 - Gas heater only — ducted or non-ducted ($\pm$ refrigerative A/C)
 - No decommissioning
- Brand and model number of unit(s) being installed

2 Once the job is confirmed

Please provide The Rebate Group with:

- Installation date and start time
- Owner's name, phone, and email — use the landlord's details for rentals
- Names and phone numbers of installers onsite
- Customer invoice, showing deposit paid (send once received if outstanding)
- Method of lead generation (i.e. online ad, website, etc.)

3 Installation day — onsite checklist

On arrival

- ☐ Speak with Emilee before starting any work, including decommissioning
- ☐ Have the owner complete the [consent form](#)
- ☐ Get the customer's VEEC declaration signed in Bridge Select ("BS")
- ☐ Photograph in BS the existing system / ductwork
- ☐ Check with Emilee that the photos are acceptable before decommissioning

After decommissioning

- ☐ Photograph in BS the decommissioned system / ductwork, gas capping, and compliance plates
- ☐ Photograph in BS the empty space once the unit is moved, to show it's been removed
- ☐ Get customer and installer signatures in Bridge Select
- ☐ Check with Emilee that the photos are acceptable

After installation

- ☐ Photograph in BS the installed product(s), close-up and wide shot, and the compliance plates
- ☐ Complete installer sign off in BS
- ☐ Check with Emilee that the photos are acceptable

Before leaving site

- ☐ Photograph in BS the old unit loaded onto the truck
- ☐ Photograph in BS the front of the house, with the address number visible
- ☐ Speak with Emilee to confirm all photos and signatures are done and the job is complete

At disposal

- ☐ Photograph the receipt and send it to Emilee
- ☐ Photograph in BS the unit being disposed of

4 Post installation

Please provide The Rebate Group with:

- Customer invoice, showing amount paid to date
- Gas compliance certificate
- Plumbing compliance certificate
- Electrical compliance certificate
- Recycling / waste receipt

NOTE

For multi-day jobs, photograph the front of the house before leaving site **each day** — not just on the final day.