

Standard Terms & Conditions – Termite Treatment (AS 3660.2)

1. Purpose of Treatment

The termite treatment is designed to **manage termite risk** and reduce the likelihood of concealed termite entry. Treatments are applied in accordance with AS 3660.2 principles and product label requirements. No treatment can guarantee complete protection from termite attack.

2. Scope of Work

The treatment may include:

- Chemical soil treatments
- Replenishment of existing systems
- Termite baiting programs
- Colony control
- Installation or enhancement of a termite management system

The exact scope is detailed in the Treatment Proposal.

3. Limitations of Treatment

Termite management systems **reduce but do not eliminate risk**. Limitations include:

- Inaccessible areas preventing full application
- Construction methods that restrict treated zone continuity
- Soil conditions, moisture, drainage, or structural defects
- Landscaping or environmental factors that compromise treated zones

Full protection may not be possible without significant building modifications.

4. Client Responsibilities

The client must:

- Provide safe access to all required areas
- Advise of known termite history or previous treatments
- Ensure treated zones are not disturbed after application
- Maintain drainage, ventilation, and site conditions to support treatment effectiveness
- Follow all recommendations provided in the inspection or treatment report

Failure to follow recommendations may reduce treatment effectiveness.

5. Chemical Application Requirements

All termiticides used are APVMA-registered and applied according to:

- Product label instructions
- AS 3660.2 requirements
- Manufacturer specifications

Typical application rates may include:

- 5 L/m² horizontal
- 100 L/m³ vertical
- Rodding spacing not exceeding 150mm
- Soil loosening to 80mm where required

These may vary depending on site conditions.

6. Drilling, Cutting & Access Works

Where slab or concrete access is required:

- Drilling or cutting may be performed
- All holes will be sealed on completion
- Continuous treatment beneath all slab types cannot be guaranteed

No liability is accepted for damage to concealed services (power, gas, water, etc.). The client must provide accurate service plans where available.

7. Colony Control Treatments

Where active termites are located:

- Colony control may be performed using APVMA-registered products
- Treated areas must remain undisturbed for 7–28 days
- Additional treatments may be required if activity persists

Colony control **does not** provide structural protection unless combined with a termite management system.

8. Termite Baiting Programs

Baiting is a long-term management strategy. Key conditions:

- Stations must remain undisturbed
- Control depends on termites locating and feeding on bait
- Timeframes may range from weeks to months
- Ongoing monitoring is required

Baiting does **not** provide immediate protection.

9. Existing Termite Management Systems

Where a system was installed by another provider:

- Northern Rock Pest Control accepts no responsibility for system failure
- If the system does not distribute chemical correctly, additional work may be required at the client's cost
- Enhancements, repairs, or alternative systems may be recommended

Third-party systems are not warranted.

10. Conducive Conditions

Treatment effectiveness may be reduced by:

- Moisture issues or poor drainage
- Timber-in-ground contact
- Landscaping changes
- Soil disturbance
- Covering slab edges or vents
- Structural defects or construction limitations

These conditions must be rectified to maintain protection.

11. Inspection Requirements

AS 3660 recommends:

- Annual termite inspections at minimum
- More frequent inspections (3–6 monthly) in high-risk areas such as Northern Australia

Inspections are essential to maintain treatment effectiveness and detect new activity.

12. Free Service Period (Where Applicable)

A Free Service Period applies only where:

- Northern Rock Pest Control installed the chemical termite management system
- A certificate of treatment has been issued
- Inspections and maintenance are completed within required timeframes

Coverage includes reinstatement of treated zone function only. It does **not** cover structural damage, contents, or consequential loss.

13. No Guarantee / Risk Statement

No termite treatment can guarantee complete protection. All treatments are **risk management measures only**. Termites may still enter through:

- Untreated areas
- Concealed pathways
- Structural defects
- Areas inaccessible at the time of treatment

Chemical efficacy reduces over time and reapplication may be required.

14. Liability & Consumer Rights

To the fullest extent permitted by law, liability is limited to:

- Re-supply of services, or
- Refund of the treatment fee

No liability is accepted for:

- Indirect or consequential loss
- Structural damage
- Loss of property value
- Termite entry after treatment

Consumer rights under the Australian Consumer Law remain unaffected.

15. Client Acknowledgement

By proceeding with treatment, the client acknowledges that:

- No termite treatment guarantees complete protection
- Colony control alone does not provide structural protection
- Third-party systems are not warranted
- High-risk conditions may apply
- Ongoing inspections, maintenance, and chemical reapplication are required
- Treated zones must not be disturbed
- Recommendations must be followed to maintain effectiveness