

1.0 The Ongoing Termite Threat Requires A Permanent Solution

At the end of the initial 12 month Agreement period, you are strongly encouraged to take continuing advantage of the security offered by your Exterra Termite Interception and Baiting System by executing an extension of this Agreement. No matter how effective Exterra may be, your property will always remain susceptible to future attack from new termite colonies or other established colonies in your area. (The continued maintenance of the Exterra System is a pre-condition for continuance of the Exterra Termite Damage Warranty past the initial Agreement period. This is a separate agreement for eligible properties only and if applicable to your property is issued to you by Ensysyex.)

2.0 The Exterra Termite Interception & Baiting System is designed to intercept foraging termites and concentrate their feeding in Exterra Stations.

In-ground Stations containing non-toxic timber interceptors are embedded in the soil around the perimeter of the Covered Property. These contain Focus Termite Attractant which is designed to decrease the amount of time needed for initial termite interception (presence of termites in the Stations). This is made possible by the termite attractive nature of Focus. The Stations are inspected on a regular basis for the presence of foraging termites..

After interception has occurred in an In-ground Station, Requiem Termite Bait is added to the Station. The active ingredient in Requiem is a Chitin Synthesis Inhibitor that works by inhibiting the termite body's ability to synthesize the compound chitin, a key component of a termite's exoskeleton (outer skeleton). Without chitin termites cannot complete their natural moulting process. If they do not moult they die. The termite colony's consumption of Requiem results in the elimination of the colony.

When a colony has been eliminated, any remaining unconsumed Requiem Termite Bait is removed. At the same time fresh timber interceptors are placed in the Stations. The Stations continue to be monitored on a regular basis to protect against the possibility of newly invading termite colonies attacking the property.

Where termites are located feeding within an accessible part of your property, Above-ground Stations containing Requiem Termite Bait are installed over the point of infestation. This may require inserting small screws into decorative surfaces such as door jambs and walls and the creation of small access holes in a structural surface to enable termites to enter the feeding Station. These Stations are removed once the colony has been eliminated, or if no feeding occurs.

Numerous studies and years of use have shown that Requiem Termite Bait has a very low level of mammalian toxicity, even at very high levels of exposure, so it does not pose any risk to you, your family, the environment or your pets. This is because the active ingredient in Requiem is specific to chitin as explained earlier and mammals do not synthesize chitin. For your further security Requiem is safely contained within child-resistant, tamper-resistant Stations at all times.

3.0 Benefits of the Exterra System The Exterra Termite Interception & Baiting System eliminates the use of highly toxic dusts and large volumes of soil termiticides traditionally used to form a chemical soil barrier around a property. Chemical soil barriers are intended to impede concealed termite entry into a structure. It has NOT been demonstrated that they can eliminate termite colonies. After their application the termites remain and are still able to probe beneath the barrier looking for gaps to enter your structure(s).

Consequently these chemical soil barriers need to be complete and continuous. Yet forming a complete and continuous barrier around existing structures is frequently impossible. Even if a complete and continuous barrier is achieved, termites can still bridge (cross-over) the barrier. Chemical soil barriers may also be disturbed or washed away. Chemical barriers also degrade over time. Newer barrier chemicals are not as long-lasting as now banned more persistent products.

In contrast, the Exterra System offers you environmentally responsible and highly effective termite management.

- Firstly Exterra can actually eliminate the termite colony. This completely removes any potential of the colony to attack your property.

- A second very important advantage is the dramatic reduction in the amounts of toxic pesticides required for termite control when the Exterra System is used as opposed to the amounts of chemicals required to create continuous soil barriers.

4.0 Limitations of the Exterra System The Exterra System is a multi-step process that involves Station installation, termite interception and baiting resulting in eventual colony elimination. Requiem Termite Bait is applied only where termites are feeding. Exterra manages your termite problem by eliminating termite colonies over time. However Exterra does have certain limitations that are useful to understand.

4.1 **Time to Feeding** Variations can be expected to occur in the amount of termite activity and number of termite colonies around different structures. For this reason, there is no defined period of time after the date of Station installation within which it can be guaranteed that termite feeding will commence in the Stations. Establishment of feeding in Stations can occur in as little as one week, but may take considerably longer. Only then is Requiem Termite Bait added.

4.2 **Time for Colony Elimination** The colony is on average, eliminated within six to twelve weeks of commencement of termite feeding on Requiem Termite Bait however colony elimination may take longer♣. For this reason, there is no defined period of time within which it is guaranteed that the colony will be eliminated. Multiple termite colonies are sometimes present in the vicinity of a structure. In order to properly protect your property against termite attack, all the colonies nearby must be eliminated.

♣ Factors that affect the period of time to achieve colony elimination include:

- i) The presence of toxic chemicals from previous treatments¹.
- ii) The size of the termite colony. Larger colonies may take longer to eliminate.
- iii) The species of termites² involved.
- iv) The time of year³.
- v) The distance between your property and the termite colony nest.
- vi) The availability of alternative termite feeding sources that decrease the amount of bait consumed.
- vii) Disturbance of the termites.

5.0 **Future Subterranean Termite Damage** During the time between termite interception within a Station and colony elimination, termites may continue to attack your property and cause further damage. If termites reinfest your property, which is possible at any time, they may also cause further damage.

5.1 However once termite feeding on the Requiem Termite Bait commences, it is commonly observed that termites from that colony cease feeding on the timbers in your property even before the colony is completely eliminated although this is not guaranteed to occur.

5.2 You MUST NOT tamper or interfere with the Exterra System or its components. Tampering may render the System ineffective or significantly delay the time to termite interception or colony elimination.

5.3 If you know of the use of other termite control agents around your property you must advise us as this may seriously affect termite feeding patterns and the time to colony elimination.

6.0 What You Can Do to Assist the Colony Elimination Process You can minimise the presence of conditions attractive to Subterranean Termites by:

- i) Removing any loose timber and trash and breaking any direct wood to soil contact.
- ii) Fixing faulty plumbing, leaks or dampness caused by poor drainage.

- iii) Removing any dead trees and stumps under or adjacent to your property since they are nesting sites for Subterranean Termites.
- iv) Increasing subfloor ventilation to the equivalent of 7,300 mm² per lineal metre or more.
- v) Raking garden beds away from structures to expose weep holes and the edge of concrete slabs.
- vi) Replacing untreated timber garden surrounds or retaining walls with termite resistant materials.

7.0 Special Conditions

7.1 Drilling Due care will be exercised while performing any work to try to avoid damaging any part of your property. Where drilling of concrete is required for the placement of In-concrete Stations, it is your responsibility to accurately indicate the position of any water pipes, drainage pipes, electrical cables, conduits, gas lines, telephone cables and the like. You are responsible for any repairs the need for which might arise due to our inadvertent penetration of such items.

7.2 Infestations by Other Pests This Exterra Termite Interception & Baiting System Agreement applies only to the control of all types of Subterranean Termites, with the exception of *Mastotermes darwiniensis*. It does not provide for management, control or protection against any other type of termite or pest(s). In particular Exterra will not work against and provides no protection against drywood termites, Family: KALOTERMITIDAE.

7.3 Termite Damage Responsibility Waiver No responsibility is accepted, or warranty implied, for the repair of any termite damage to the property under this Agreement. You expressly waive any claim for and discharge and release your Exterra Authorised Operator from responsibility for any termite damage regardless of whether the damage is old damage that occurred before the Exterra initial installation date or new damage that occurred after the installation date. (This waiver does not affect your rights under any Termite Damage Warranty for the property that may be issued by the manufacturer of Exterra, Ensystex Australasia Pty Ltd separate from this Agreement).

7.4 Access You agree to provide complete access to your property and the surrounding grounds on a periodic, regular basis, for any purpose contemplated by or made necessary by this Agreement, including but not limited to inspecting and monitoring Stations. Your failure to allow access when deemed necessary by us may result in termination of this Agreement or additional charges.

7.5 Unforeseen Circumstances If during the course of System installation it is found that structural or environmental conditions prevent us performing any installation agreed upon, changes to the System from that proposed may be required.

7.6 Termite Damage If upon inspection active termites are found within the structure, it is prudent to have a builder perform a full inspection of your property. The purpose of this inspection and report should be to determine the full extent of any existing timber damage and to determine if any structural repairs are required.

8.0 Occurrence of Termite Colony Elimination

Total Subterranean Termite colony elimination is assumed to have occurred at the property only when all of the following criteria have been achieved.

- i) Feeding on Requiem Termite Bait sufficient enough to eliminate all termite colonies feeding in the Stations has occurred.
- ii) Prior to the cessation of feeding, a visible change in the colour or behavioural patterns of the termites feeding on Requiem Termite Bait is observed, indicating the deleterious effects of Requiem Termite Bait on the colony(ies).

iii) Prior to the cessation of feeding, a change in the ratio of soldier caste termites to worker caste termites is observed (when compared to the normal ratios associated with a healthy termite colony). This also indicates the deleterious effect of Requiem Termite Bait on the colony(ies).

iv) No live termites are present in any Exterra Station at the property.

v) No termite activity has been recorded within any Exterra Station anywhere on or within your property for two consecutive monthly inspections.

9.0 Terms and Conditions for your Termite Inspection and Report

9.1 Scope of Report A standard Subterranean Termite Inspection Report in accord with the guidelines of AS 3660.2 *Termite management* is included as part of the work to be performed according to this agreement. This inspection and report deals only with the detection, or non-detection of *Subterranean Termite Attack and Conditions Conducive to Subterranean Termite Attack* discernible at the time of inspection.

This inspection and report is based solely on the inspection of the Readily Accessible Areas of the Covered Property. This is a visual examination of timber and other visible, accessible and unobstructed materials/areas (excluding furniture and stored items).

If you have any doubt about the Scope of the Inspection and Report please discuss your concerns with us before signing this Agreement or on receipt of the Report. You acknowledge that, unless stated otherwise, you should as a matter of urgency implement any recommendation or advice given in the Report.

9.2 Limitations The Report is not a structural damage report. Neither is it a warranty as to the absence of termite attack within the Covered Property. The inspection only covers the Readily Accessible Areas of the Covered Property. The inspection does not include areas, which were inaccessible, not readily accessible or obstructed at the time of inspection. Obstructions may include, though are not limited to, roofing, fixed ceilings, wall linings, floor coverings, fixtures, fittings, furniture, clothes, stored articles/materials, thermal insulation, sarking, pipe/duct work, builder's debris, vegetation, pavements or earth.

9.3 Definitions

9.3.1 Covered Property means the structure(s) specifically listed on the first page of this Agreement under *Structures to be included as Covered Property*. These are the only structures intended for protection from Subterranean Termites with the subject installation of Exterra.

9.3.2 Readily Accessible Areas means areas which can be easily and safely inspected without injury to person or property, are no more than 3.6 metres above ground or floor levels, in roof spaces where the minimum area of accessibility is not less than 600 mm by 600 mm and subfloor spaces where the minimum area of accessibility is not less than 400 mm high by 600 mm wide, providing the spaces or areas permit entry.

9.3.3 Subterranean Termite means termites of the families Rhinotermitidae and Termitidae which require soil contact or a continuous supply of moisture.

¹ If you know of the use of termite chemicals around your property you should advise us.

¹ With some termite species, e.g. *Schedorhinotermes* spp, moulting does not occur during winter and colony elimination may not occur until temperatures rise.

¹ The time taken to achieve colony elimination is quicker during the summer and slower during the winter.