



Chekku Circl vs Direct Starlink Installation Policy

Purpose

This policy outlines the procedures and standards for Starlink installation jobs received via Chekku Circl compared to direct Jim's Antennas & Security Albany bookings. It ensures consistent quality of workmanship while recognising the differences in pricing and customer expectations between the two job types.

1. Chekku Circl Installations

Due to the reduced pricing model under Chekku Circl, installations must follow a minimal-parts and time-limited procedure while maintaining professional standards of workmanship.

Requirements

Parts & Accessories:

- Avoid unnecessary accessories such as router wall mounts where a bench or suitable flat surface is available near the desired router location.
- If additional materials are required for a safe or practical installation, discuss and confirm any extra charges with the customer prior to commencing work. (Hills roof mounts will be pre-approved and noted on the workorder)

Mount Recommendation:

- Installers should encourage the customer to use a Hills mount rather than the Starlink bracket. Explaining the benefits to the customer before the installation date, including:
 - Better mounting stability and wind resistance.
 - Increased height for improved line-of-sight.
 - Reduced roof heat interference and cable strain.

Should the customer insist on using the Starlink bracket the install is to be Cancelled

Time Allocation:

- Limit setup and training to 15 minutes maximum.
- Provide only basic demonstration and connection assistance
- Additional configuration or training is not included and treated as chargeable if requested.

Scope of Work:

- These jobs are strictly "install only."
- Troubleshooting, relocation, or configuration changes beyond the basic installation are chargeable directly to the customer.
- Discuss and agree upon any such extra work before starting.



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2. Direct Starlink Installations (Jim's Antennas & Security Albany)

For installations booked directly with Jim's Antennas & Security Albany:

- Use the full range of approved materials and mounting hardware (Hills mounts, conduits, brackets, cable extensions, etc.) to achieve the best result.
- Provide comprehensive setup and optimisation, including router placement, app setup, and Wi-Fi performance checks.
- Perform minor relocations or troubleshooting during the same visit where practical to ensure the system operates as intended.

3. Customer Communication

- Clearly communicate the scope and limitations of a Chekku Circl installation, including:
 - Minimal parts used.
 - Basic setup only.
 - Additional work or materials incur extra cost.
- If the customer requests extra work, explain that this will be billed directly by Jim's Antennas & Security Albany and is not included in the Chekku Circl job price. If this is a different install method, the Circl appointment must be cancelled and rebooked Direct with Jims Antennas & Security

4. Workmanship:

- All installations must meet Jim's Antennas & Security workmanship standards, ensuring neatness, cable security, and clear sky visibility for the Starlink dish.
- The technician remains responsible for completing a safe and reliable installation, even under the minimal-parts model.

5. Compliance

All technicians must follow this policy for consistency, professionalism, and accurate customer communication. Any deviations or customer-authorized variations must be noted on the job report.