

JayNorth AirCon Cleaning Services

Terms & Conditions

Please read these Terms and Conditions carefully before using our service.

By accessing the Service, you agree to these Terms. If you disagree with any part of the terms, then you do not access the Service.

TERMS AND GENERAL CONDITIONS FOR CLEANING OF AIR CONDITIONERS

JayNorth Aircon cannot be held responsible for any pre-existing condition that is not apparent upon visual inspection.

These conditions may include but not be limited to:

- Faulty Remote Controls, Exhausted Batteries or Corrosion
- Faulty Printed Circuit Boards in the Evaporator/Condenser
- Worn Airflow Louver Motors or Brittle Louvers / Filters due to age or Poor Maintenance
- Any air conditioners **age 5 years or over**, the customer should understand there is a risk of failure or breakdown due to aged components; The customer accepts the risk that a breakdown/failure may happen and, in such event, JayNorth Aircon shall not be liable.
- Faulty or Deteriorated Pipe Insulation or lagging
- Faulty or Damaged Electrical Cabling, Circuit breakers or Circuit Isolating Switches
- Condensate Pump Failure or leaking where fitted post cleaning
- It is recommended that furniture, curtain rods, pelmets, wall hangings and/ or other obstacles need to be removed to access the aircon.
- Please make sure there is clear and sufficient access below the indoor air conditioner for the technician to safely open up a ladder.
- JayNorth Aircon is not liable for any damage caused to furniture, walls, floor coverings or any other property that hasn't been cleared or when assisting in removal to enable access to work site.
- Where Air conditioners are cleaned that have wall mounted televisions below the air conditioner, no liability will be accepted for any damage caused by condensate leaking, in any period post service.
- It is the recommendation of JayNorth Aircon that no flat screen television or monitor be wall mounted directly under an air conditioning evaporator.
- Poorly mounted or unprofessional fixing of evaporators to walls or ceilings, JayNorth Aircon will not be held liable for any system damage due to incorrect wall or ceiling fixing of HVAC equipment.
- Any issues regarding the service must be reported within 48 hours.
- In the event of a customer complaint, the customer undertakes to give JayNorth Aircon the opportunity to rectify all work.

ODOURS

Over many years the common source of odours has been proven to come from

- Biological contamination of coils, blowers and drain pans,
- Inadequate or incorrectly installed condensate drains,
- Evaporators that have been subjected to cooking, fats and greases, incense, essential oils;
- Vermin and insects entering the system and dying e.g. mice, geckos, cockroaches etc.

Whilst JayNorth Aircon treatment and products do have deodorising effects, we do not guarantee against odours reoccurring.

OUTDOOR CONDENSER CLEANING

JayNorth Aircon will only provide outdoor condenser coil flushing where the condenser is mounted at ground level (Should be accessible).

CANCELLATION FEE

Cancellation of any appointment must be at least 4 hours prior to the time of commencement. A cancellation fee of \$50.00 shall be charged.

PAYMENT

- Payments can be made through either bank transfer or cash payments.
- EFTOPS payment is available, a surcharge will be applied for each transaction (2%).
- Payment is to be made within 3 business days. If payment is not made within that period, a \$40 late fee will apply.
- On request, you may have up to 1 week's payment extension.

SERVICE FEES

Surcharges can be applied to the following but not limited to:

- For public holidays.
- Parking fees
- Systems that are fitted higher than 2.4 meters from the floor.
- If customer is located over 30 km's from JayNorth Aircon Technicians base.

ATTENTION:

For the safety and comfort of everyone, we kindly request to isolate your pets in a specific area away from indoor and outdoor units while you are receiving our services, no matter how friendly they are. Your cooperation is greatly appreciated in ensuring a pleasant experience for all.