

JayNorth AirCon Cleaning Services

Terms & Conditions

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

By booking or receiving services from JayNorth Aircon Cleaning Services, you acknowledge that you have read, understood, and agreed to these Terms and Conditions. If you disagree with any part of the terms, then you do not access the Service.

General Conditions

JayNorth Aircon cannot be held responsible for any pre-existing fault, defect, or condition that is not apparent during a visual inspection prior to commencing work.

This includes, but is not limited to:

- Air conditioning systems **5 years of age or older**. The customer acknowledges that older systems may be susceptible to component failure or breakdown due to age and wear. In the event that a breakdown or failure occurs during or after servicing, **JayNorth Aircon shall not be held liable**.
- Faulty remote controls, exhausted batteries, or corrosion.
- Faulty printed circuit boards (PCB) in indoor or outdoor units.
- Worn airflow louvre motors, brittle louvres, or deteriorated filters due to age or poor maintenance.
- Damaged, deteriorated, or faulty pipe insulation and lagging.
- Faulty or damaged electrical cabling, circuit breakers, isolating switches, or related electrical components.
- Condensate pump failure, leaks, or malfunctions where condensate pumps are fitted.

Air Conditioner Installation Defects

JayNorth Aircon Cleaning Services shall not be liable for damage or failures resulting from:

- Incorrect, inadequate, or unprofessional installation of air conditioning systems.
- Poorly mounted indoor or outdoor units.
- Defective wall, ceiling, or structural fixings.
- Existing installation defects that become apparent during servicing.

Quotation and Pricing Terms

- The quoted price is based on the number of air conditioning units specified in the quotation and assumes that all listed units are suitable for cleaning.
- If the number of units is reduced after the technician has attended the premises, the quoted price may be adjusted to account for labour, travel, setup, and time costs already incurred.
- Any price adjustment or additional charge will be communicated to the property owner or authorised representative before invoicing.

Odours and smells

Unpleasant odours commonly originate from:

- Biological contamination within coils, blower wheels, filters, and drain pans.
- Inadequate, blocked, or improperly installed condensate drains.
- Exposure to cooking oils, grease, incense, essential oils, smoke, or similar contaminants.
- Vermin, insects, or other pests entering and contaminating the system.

While JayNorth Aircon uses cleaning products with deodorising properties, we do not guarantee the complete removal of odours or that odours will not reoccur following service.

Site Access and Customer Responsibilities

To ensure safe and efficient service delivery:

- It is recommended to remove Furniture, curtain rods, pelmets, wall decorations, and other obstacles to access the aircon prior to the technician's arrival.
- Customers must provide sufficient clear space beneath indoor air conditioning units to allow safe ladder access and servicing.
- JayNorth Aircon is not liable for damage to furniture, walls, floor coverings, or other property that has not been adequately cleared or protected before work commences.
- JayNorth Aircon accepts no liability for damage resulting from assisting with the movement or removal of furniture or other items to gain access to the work area.

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.

Wall-Mounted Televisions and Equipment

- Where a television, monitor, or other electronic equipment is installed directly beneath an indoor air conditioning unit, JayNorth Aircon accepts no responsibility for any damage caused by water, moisture, condensate leakage, or related issues during or after servicing.
- It is the recommendation of JayNorth Aircon that no flat screen television or monitor be wall mounted directly under an air conditioning evaporator.

Outdoor condenser cleaning

Outdoor condenser coil cleaning is included only where the condenser unit is:

- Safely accessible; and
- Installed at ground level or in a location that can be reached without specialised access equipment.

Outdoor condenser cleaning is performed using only water pressure wash to remove dirt, dust, and debris from the condenser coil.

Cancellation policy

- Cancellations must be made **at least 24 hours** before the scheduled appointment time.
- A cancellation fee of \$50.00 may be charged for appointments cancelled with less than 24 hours' notice.

Payment terms

Accepted payment methods include:

- Bank Transfer
- Cash

Payment is required within 3 business days from the invoice date. Failure to pay within this period may result in a late payment fee of \$40.00 being applied.

Additional Service Fees and Surcharges

Additional fees and surcharges may apply in circumstances including, but not limited to:

- Weekend appointments.
- Public holidays.
- Paid parking requirements.
- Air conditioning systems installed higher than 2.4 metres above floor level.
- Locations more than 30 kilometres from the technician's base.
- Additional travel time or difficult site access.

Any applicable surcharge will be disclosed where reasonably practicable.

Service issues and complaints

- Any concerns regarding the service provided must be reported within 24 hours of service completion.
- Customers agree to provide JayNorth Aircon with a reasonable opportunity to inspect and rectify any workmanship-related issues before engaging a third party.

Nothing in these Terms and Conditions excludes, restricts, or modifies any consumer guarantees, rights, or remedies to which a customer may be entitled under the Australian Consumer Law.

To the maximum extent permitted by law, JayNorth Aircon Cleaning Services shall not be responsible for failures, defects, breakdowns, leaks, electrical faults, or component damage that result from pre-existing conditions, age-related deterioration, poor installation, lack of maintenance, manufacturer defects, or hidden faults that were not reasonably detectable during inspection.

Where liability cannot be excluded by law, JayNorth Aircon's liability is limited to re-supplying the services or the reasonable cost of having the services re-supplied.