

Routine Annual Service Program - Terms and Conditions

1. Our annual service program is carried out during the off season between July - October. Bookings are limited and will be scheduled on first in first served basis. Due to expected service and installation commitments during the peak summer season, routine annual service cannot be extended beyond the end of October. In addition prolonged work within the roof space during peak summer months is not possible due to ambient heat.
2. Service schedules for each area are planned in advance - the final service run plan will be refined and set based on bookings received. Early bookings will be necessary to ensure your place in the program. Our service schedule in most cases is arranged to attend specific areas several times during the program, however if your booking is not lodged early you may miss out.
3. In the event that a remote service region has not been fully subscribed, an additional surcharge may apply. Such an event would be confirmed with you prior to attendance, with the option available to you to reschedule the visit to another time to avoid any additional costs.
4. Our service controller will contact you to confirm the available days and times to attend to your system, then lock your Annual Service in place. Every effort will be made to fulfill the preferences you nominate on the Booking Form, but regrettably we are unable to make this guarantee.
5. All Routine Annual Services will be scheduled during normal business hours, the first service generally at 8am and final service for the day commencing no later than 3pm. Your nomination of an attendance time as AM or PM will generally signify a period of 3 - 4 hrs.
6. At the time of the service our technician will provide you with a written report detailing the work carried out along with any items or issues where further attention is necessary.
7. The annual service program is not intended to address emergency breakdown issues or extensive repairs. The service is set aside as a planned preventative maintenance program designed to inspect, test and gauge the readiness of your system to meet the demands of the coming summer season and beyond.
8. If during the routine service, additional service or repair tasks are identified, where additional time and cost would be necessary, our technician will discuss and gain your approval to proceed. In most cases the routine annual service program will need to adhere to strict time restraints, in order that other scheduled calls for the day are met. This may result depending on the issue at hand, that a return visit will need to be scheduled. We urge you to provide any details you have on the Booking Form so that we are able to adequately meet your needs and plan in advance.
9. The Routine annual service program does not include any materials of parts other than cleaning and service consumables. Additional charges for such parts if necessary would apply - subject to your approval.
10. It is not intended that the allocated annual service attendance be set aside for system rebalancing, minor changes do not however present a problem. We draw your attention to the warranty provisions of your system which excludes air balancing after 3 months. Requests for major air balancing would be assessed as a breakdown service call, and in most cases will incur additional labour charges, you will not be charged a service fee in such cases.
11. If during the Routine annual service, issues relating to product or installation warranty are identified, such issues will be discussed and reported, with arrangements made to complete the necessary work under the terms of warranty. A new return visit is likely to be necessary. If such issues prevent us from adequately carrying out the annual service, we may elect to abandon this visit and reschedule at some future time to complete or recommence the routine service work.
12. Unless otherwise arranged payment for the annual service is required at the time of the service - Visa and MasterCard services are available.
13. All prices quoted are GST inclusive.
14. Individual arrangements exist for customers who have subscribed to the VIP extended warranty program (Dec 2011 onwards) you should refer to the rates and provisions included in your program.

Routine Annual Service Program - Service Charges - 2012

- Service charges for 2012 season will be \$180.00 / this charge will apply to all units in all areas.
- Replacement return air filter as swap or media replacement at the time of service will be \$40.00
- Prices are GST inclusive
- Terms are COD at the time of service.
- Payment can be made by - cheque / cash / visa / MasterCard / accounts only with prior arrangements.