



Cc: 2014/281707/07 Vat No: 4880269594

P.O.Box 2899, Polokwane, 0700
Gateway Park No. 8
Cnr Kalsiet & Zunè str - Magnavia
Polokwane

Tel/Fax: 015 298 9169 – Cell: 083 629 5157
Fax to Mail: 086 671 6842
Cell: 079 528 1417 - Hennie
coolladies@mweb.co.za / hennie@coolladies.co.za
Accounts: admin1@coolladies.co.za

Dear Client

RE: GUARANTEE AND WARRANTY OF NEW INSTALLATIONS, REPAIRS, COMPRESSORS AND MAINTENANCE ON AIR CONDITIONERS

We refer to the above mentioned matter and would kindly like to inform you about our service agreement on new installations, repairs and maintenance (work done) on Airconditioners.

Kindly be advised that there is a Guarantee and Warrantee on new Airconditioners, new compressors and repairs of our work if a service contract is in place.

1. SUPPLY AND INSTALL OF NEW UNITS

- ◆ The Compressor is under warranty for 1 (one) year
- ◆ The indoor and outdoor units carries a 1 (one) year guarantee, if a service plan is in place
- ◆ Guarantee and warranty void if installation are not carried out by a qualified Airconditioner technician employed by Cool Ladies.
- ◆ A monthly service plan (depend on Client and on usage and designation of the machine)
- ◆ Labour and Transport are included in the price of the service agreement (This rates only apply for Polokwane and Hoedspruit) (For further enquiries the owner can be contacted)

2. MAJOR SERVICE ON AIR CONDITIONERS

With the Major Service we provide the following on the unit:

- ◆ Serial Number
- ◆ Make
- ◆ Model
- ◆ Breakdown quotation (if needed)



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A Major Service consist of:

- ❖ Clean filters
- ❖ Operation on Cooling
- ❖ Operation on Heating
- ❖ Clean Equipment (outdoor and indoor)
- ❖ Check gas levels
- ❖ Check compressor amps
- ❖ Check all flare and pipe connections
- ❖ Check for burned wires
- ❖ Check stop/start operation
- ❖ Check and clean condensate drip pan and drain
- ❖ Top up with gas if needed

On request of the client we can also mark the units to make it easy to lodge a complaint. If one of the units is out of order a quotation for repairs will be provided. Training on site is also provided were needed.

3. REPAIRS TO UNITS

- ◆ Replace to Compressor carries a warranty for 6 (six) months (If a service plan is in place) (T&C Applied)
- ◆ Replacement of all components on unit carries a warranty of 6 (six) months (If a service plan is in place) (T & C Applied)

4. ACKNOWLEDGEMENT OF AGREEMENT

With this letter a service schedule agreement will be attached for your attention and record purposes.

We trust you find the above mentioned in order and our company is looking forward to do business with you.

Yours faithfully

HENNIE HATTINGH
OWNER
079 528 1417