

INDEMNITY FORM

Thank you for choosing AC Direct for your product installation!

Our expert team is committed to delivering a smooth and high-quality experience. Before we begin, please review the following important details:

- **Standard Materials:** Your installation includes the standard materials listed on our website. If you need any additional items, please let us know in advance.
- **Electrical Work:** Electrical installation is excluded for 24,000 Btu/hr units (or where otherwise required). Our team will use the existing power point when possible (up to 7 meters from the unit to the plug). Any extra cable beyond this range will incur additional costs.
- **Height Restrictions:** Installation at heights above ground level is excluded. If your unit needs to be installed on an upper floor or high wall, please inform us beforehand.
- **Piping:** Our standard installation includes 3 meters of piping. You can purchase extra piping online by the meter, or you may confirm additional piping requirements with your installer.
- **De-installation:** Removing an existing unit is not included in our standard installation. We offer a de-installation service at R799.00.
- **Concealed Piping:** It is the client's responsibility to inform the installer or AC Direct in writing about any concealed pipes or plumbing in the walls, to prevent accidental damage.
- **Protect Your Property:** While our installers take the utmost care, please secure any valuables and protect areas around the installation site against potential damage.
- **Annual Service:** To keep your warranty valid, an annual major service is required. Contact our sales department for a service quote or to learn more about our extended warranty options.
- **Please ensure that you or a designated representative are available on site during the installation to facilitate communication, address any unforeseen issues promptly, and ensure a smooth and efficient installation process.**

For complete information, please refer to our full [Installation Terms & Conditions](#) on our website. We look forward to serving you!

CONTACT US

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