

WHAT TO ASK BEFORE YOU COMMIT

Before you sign off *on that quote.*

Seven questions most homeowners don't think to ask. The answers separate a job done properly from one you'll be chasing for years.

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- 01** If the installation is done incorrectly or fails — how long are you protected?
- An install done wrong can cost \$800–\$3,000+ to rectify. Without cover, that's on you.*
- Not specified
 - No workmanship cover
 - 12 months workmanship
 - Lifetime workmanship cover**
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- 02** If a warranty issue comes up — who actually fights the battle?
- Being passed between parties can mean weeks without a working system.*
- Not specified
 - You chase the manufacturer
 - Installer passes it along
 - Installer handles the whole process**
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- 03** If the system fails — how long will you be without aircon?
- A faulty system on a hot weekend costs more in stress than money.*
- Not specified
 - 1-2 weeks
 - Next available
 - 48-hour priority attendance**
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- 04** During the install, how is your home actually being protected?
- Ceiling stains, wall damage and dust through the home are all avoidable.*
- Not specified
 - Installer's discretion
 - Basic care taken
 - Drop sheets + floor protection + clean-up**
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Three more, overleaf.

05 When something goes wrong — who are you actually calling?

Being passed around is time you lose — while still not having a working system.

- Not specified
- The manufacturer
- Installer + sub-contractors
- The same team who installed it**

06 Is the system being properly sized for your home?

Wrong-sized systems run harder, can void warranty, and lead to early failure.

- Not specified
- Replaced like-for-like
- Based on room size
- Full home assessment + load calculation**

07 Before they leave — will you actually know how to use your system?

'Faulty' systems are often just user confusion — and that costs you callout fees.

- Not specified
- Manual left behind
- Quick run-through
- Full walk-through + setup with you**

*“Every install carries our name.
We don't leave our name on a half-done job.”*
