

Subject: Air Conditioning Installation Procedure - Important Information

Dear Client,

We hope this information finds you well. We would like to inform you about your premises' upcoming air conditioning installation. We are excited to assist you in ensuring a comfortable and cool environment for your home/office.

The installation process will commence as per the schedule given by our team, and our team of experienced technicians will be on-site to carry out the installation efficiently and professionally. To ensure a smooth and hassle-free experience, we would like to provide you with some essential information regarding the installation procedure.

1. Assessment:

Our team will assess the condition of your current assets and diagnose them before we start any job assigned. Then will provide prior information on conditions and advise according to the need.

2. Date and Time:

The installation process is scheduled to begin as per the schedule & time given by our team. Our team will send a reminder one day earlier, and an hour before arrival will inform you. Our team will arrive promptly at the designated time, and we kindly request that someone be available at the premises to grant access to our technicians.

3. Access and Clear Pathways:

Most properties may require security access, and you must grant our technicians access. Please ensure that our technicians have clear access to the areas where the air conditioning units will be installed. Clear any obstacles or personal belongings that might hinder their work. Our team will require access to power outlets and may need to make small adjustments to the electrical connections during the installation process. Temporarily this may disrupt the power usage at your premises.

4. Safety Precautions:

Our technicians prioritize safety during the installation process. While they will take all necessary precautions, we kindly ask you to keep children and pets away from the work area for their safety. Please let us know in advance if you have any specific safety concerns, and we will address them accordingly. We may have to issue a stop work order on any safety work concerns.

5. Duration:

The installation process usually takes an estimated duration to complete, depending on the complexity of the project and the number of units being installed. We appreciate your patience during this time and will strive to minimize any inconvenience caused.

6. Noise and Disruption:

Please be aware that the installation process may generate some noise and disruption. Our team will make every effort to keep any inconveniences to a minimum. We appreciate your understanding and apologize in advance for any temporary inconvenience caused.

7. Completion and Testing:

Once the installation is complete, our technicians will thoroughly test the air conditioning units to ensure proper functionality. They will guide you through the basic operation and maintenance procedures to help you maximize the efficiency and lifespan of your newly installed air conditioning system.

Should you have any specific questions or concerns about the installation procedure, please feel free to reach out to our customer service team at **012 340 2665 or reply to support@coolmanac.com**.

We are here to assist you and make the process as seamless as possible.

Thank you for choosing us for your air conditioning needs. We are committed to providing you with excellent service and a comfortable living/working environment. We look forward to completing the installation successfully and exceeding your expectations.

Warm Regards

Customer Support Team
Cool Man Acond Service Sdn Bhd
012 340 2665