



AIRCOND SERVICE SHEET

Form P2

Doc. Version:
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Job Number:

Dengan ini, saya (pelanggan / bagi pihak pelanggan) telah diterangkan, ambil maklum dan faham dengan segala maklumat berkaitan servis, penafian, jaminan dan tuntutan:
I, as the customer (or on behalf of the customer), hereby acknowledge that I have been thoroughly explained to and understand all the information pertaining to this cleaning procedure, including the disclaimer, guarantees, and claims:

NAMA/NAME: TANDATANGAN/SIGNATURE:

MASA MULA/START TIME: MASA AKHIR/END TIME:

Location:	Brand:	HP:
	Before	After
Temperature		
Wind Speed		
Refrigerant Pressure		
Amperage Reading		
Note:		
UNIT 1		

Location:	Brand:	HP:
	Before	After
Temperature		
Wind Speed		
Refrigerant Pressure		
Amperage Reading		
Note:		
UNIT 2		

Location:	Brand:	HP:
	Before	After
Temperature		
Wind Speed		
Refrigerant Pressure		
Amperage Reading		
Note:		
UNIT 3		

Location:	Brand:	HP:
	Before	After
Temperature		
Wind Speed		
Refrigerant Pressure		
Amperage Reading		
Note:		
UNIT 4		

Location:	Brand:	HP:
	Before	After
Temperature		
Wind Speed		
Refrigerant Pressure		
Amperage Reading		
Note:		
UNIT 5		

Location:	Brand:	HP:
	Before	After
Temperature		
Wind Speed		
Refrigerant Pressure		
Amperage Reading		
Note:		
UNIT 6		

Remarks:

Berapakah markah yang anda berikan kepada servis kami? | *How would you rate of our service?*

SCORE	1	2	3	4	5	6	7	8	9	10
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SERVICE SESSION

1. All bookings are subject to RM120.00 minimum call out charge.
2. CleanHero requires a deposit to confirm your booking. We cannot guarantee your appointment until your payment has been received.
3. CleanHero reserves the right to amend the initial quotation should the client's original requirements change.
4. Extra mileage (above 25km) charges will be added to the client's invoice unless a different agreement was made.
5. If no elevator is available at the customers' location, an additional charge of RM40.00 per team will apply for units located on the 3rd to the 6th floor only. For units located beyond the 6th floor with no elevator access, we are unable to perform our services.
6. CleanHero reserves the right not to continue with the job if, on inspection, it is found that the air-conditioner to be services is not suitable for related tasks.
7. CleanHero also will not continue with the job if for example water or power is not available or if there is interference in the work from the client or any other person, including if site is not prepared for the session due to obstacles, obstructions such as unmoved furnitures or items, unless priorly requested by client for lifting services, by which will incur additional charge.
8. Unprepared site conditions and recontamination of cleaned areas due to external factors or other parties can cause delays and result in additional costs for the client.
9. Additional charges may apply if CleanHero continues with any job that requires lifting (e.g. lift sofa, mattress, etc) with **minimum** charge of RM50/manpower of the related team on site.

PAYMENTS

1. By default, payment is due on completion on the day of the service session if no other payment terms are agreed prior to booking, unless stated differently in the quotation submitted. In this case, official quotation supersedes information on payment terms.
2. Payment can be made in cards, cash and through online transfer upon completion of the service.
3. Payment can be made by cheque payable to Cleanhero (M) Sdn Bhd upon completion of the service. If paying by cheque, the client will be responsible for all bank and legal charges resulting from a dishonored cheque.
4. The client understands that any late payments may be subject to additional charges. The client agrees as part of this contract to pay any sum which represents costs in collecting the unpaid amounts.
5. All payments must be made in Ringgit Malaysia.

COMPLAINTS AND CLAIMS

1. The client accepts and understands that poor service must be justified and reported within 30 days from the service date, or during warranty period. Failure to do so will entitle the customer to no refunds or recovery session.
2. CleanHero requires the presence of the client or his/her representative in the beginning and at the end of the service session so an inspection can be carried out. If the client is not completely satisfied with the services during the end inspection, or justified and reported within 30 days from the service date, or during warranty period, CleanHero will re-service any areas and item/s subject to personnel and schedule availability.
3. CleanHero may take up to 5 working days to respond to a complaint.
4. CleanHero will not accept a complaint filed more than 30 days after the session or after warranty period.
5. Complaints can be made at <https://cleanhero.com.my/support/>.
6. All fragile, sensitive and highly breakable items must be secured or removed. CleanHero will not be held liable if any losses are reported during our visit.
7. CleanHero operators will use its best efforts to provide a good result but the clients are asked to be aware of these limitations which are common to all servicing works. Servicing results may vary from one client to the other depending on the aforementioned influencing factors
8. CleanHero reserves the right not to be responsible for:
 - a. delayed service visit due to traffic congestion,
 - b. postponed service due to broken equipment,

- c. an incomplete job due to lack of water or power and suitable cleaning materials and/or equipment in full working order
- d. a third party entering or present at the client's premises and is obstructing the service process.

CLIENT SATISFACTION

1. The client understands that he/she is not entitled to any refunds.
2. If the client is not satisfied with the service provided and a complaint has been placed in the stated 30 days after the job has been completed, CleanHero reserves the right to re-service any parts and items to the client's satisfaction. Therefore the client must allow the and he/she should be at present at all times during the re-service visit.

CANCELLATION

1. The Customer reserves the right to cancel the scheduled service work **within 24 hours** prior to the agreed service time.
2. The customer agrees that cancellation within 72 hours allows the deposit to be 100% refundable.
3. The customer agrees to cancel the deposit if he cancels or changes the date/time within 24 hours of the scheduled time.
4. The customer agrees to withdraw the deposit in the event of a CleanHero technician being prohibited from entering the premises due to; no person on the premises to permit the operator to perform the task; there is no water or power in the customer's premises (scheduled interruption) or there is a problem with the customer key. If there is a locked door, the door should be opened without any hard and forceful action or skill.
5. The customer agrees that CleanHero reserves the right not to perform the service session if the customer does not appear within 30 minutes of the agreed time. This is in respect to the possibility of impacting other client booked sessions which are pre-scheduled earlier. Rescheduling another session is subject to new booking process (with new deposit)