



TERMS & CONDITIONS

1.) TERMS AND CONDITIONS :-

CONTRACT NUMBER :- _____

"**THE CLIENT**" UNDERTAKES TO PAY A **50% DEPOSIT** OF THE TOTAL INSTALLATION COST TO SECURE THE ORDER. **DHP** WILL AGREE AND CONFIRM AN INSTALLATION DATE. DELIVERY AND INSTALLATION ARE SUBJECT TO CHANGE. "**THE CLIENT**" WILL BE GIVEN TIMELY NOTICE OF ANY UNAVOIDABLE DELAY. "**THE CLIENT**" UNDERTAKES TO PAY **THE BALANCE** OF THE INSTALLATION COST WITHIN 24hrs AFTER COMPLETION OF INSTALLATION.

DHP WILL COMPLETE THE INSTALLATION USING SABS PIPEWORK AND FITTINGS. **DHP HEAD OFFICE** IS NRCS APPROVED TO IEC 60335-2-40 (SAFETY OF ELECTRICAL APPLIANCES) **DHP** INDEMNIFIES ITSELF AGAINST LOSS, DAMAGE OR DELAY ARISING FROM UNFORESEEN AND SUDDEN FAILURE OF THE EQUIPMENT INSTALLED.

MODELS TO BE INSTALLED ALL IN ACCORDANCE WITH MANUFACTURERS INSTRUCTIONS AND AS PER SITE INVESTIGATION. PIPEWORK TO AND FROM HEAT PUMP WILL BE THERMALLY INSULATED. THE SYSTEM CONTROL PANEL WILL BE SURFACE MOUNTED WITHIN SIX METERS OF THE HEAT PUMP. ANY EXTENSION OF THIS WILL BE FOR "**THE CLIENT'S**" COST.

SHOULD "**THE CLIENT'S**" EXISTING ELECTRICAL SYSTEM NOT CONFORM TO CURRENT REGULATIONS, DHP'S APPOINTED ELECTRICIAN WILL AMEND SUCH SYSTEM TO CONFORM. THE COST OF WHICH WILL BE FOR "**THE CLIENT'S**" ACCOUNT.

SHOULD "**THE CLIENT'S**" EXISTING HOT WATER SYSTEM NOT CONFORM TO SABS 0254, DHP'S APPOINTED PLUMBER WILL AMEND SUCH SYSTEM TO CONFORM. THE COST OF WHICH WILL BE FOR "**THE CLIENT'S**" ACCOUNT.

"**THE CLIENT**" ACCEPTS THAT THE HEAT PUMP WILL EMIT NOISE. DHP SA UNDERTAKES THAT THIS WILL NOT EXCEED 65dB AT TWO METERS FROM HEAT PUMP.

"**THE CLIENT**" ACCEPTS THAT THE HEAT PUMP AND ASSOCIATED PIPEWORK AND FITTINGS ARE SUPPLIED AS STANDARD COLOURS AND FINISHES, ALL AS PER INDUSTRY NORMS.

"**THE CLIENT**" ACCEPTS THAT THE ELECTRICAL ELEMENT WILL BE DISCONNECTED AS PER ESKOM REQUIREMENTS FOR REBATE PROGRAMMES.

THE HEAT PUMP WILL BE COMMISSIONED AND SET INTO OPERATION BY THE INSTALLATION TECHNICIAN. THE UNIT WILL BE SET AND HANDED OVER TO "**THE CLIENT**" WHEREAFTER "THE CLIENT" SHALL BE RESPONSIBLE FOR THE OPERATION OF THE EQUIPMENT IN A REASONABLE, COMPETANT MANNER IN COMPLIANCE WITH THE OPERATIONS MANUAL FOR THE EQUIPMENT.

IN THE EVENT OF CANCELLATION OF THE ORDER, "**THE CLIENT**" ACCEPTS THAT THEIR REFUND WILL BE SUBJECT TO THE POSSIBLE IMPOSITION OF PENALTIES AND/OR CANCELLATION FEES. WORK DONE, WHETHER COMPLETED OR PARTIALLY COMPLETED, WILL BE CHARGED FOR AND DEDUCTED FROM THE SAID REFUND.

2.) WARRANTY POLICY :-

A TWELVE (12) MONTH WARRANTY COVERING ALL COMPONENTS AND PARTS (INCLUDING THE COIL AND COMPRESSOR) WILL BE IN EFFECT FROM THE DATE OF COMPLETED INSTALLATION. THE HEAT PUMP UNIT AND ACCESSORIES WILL BE INSTALLED AT THE ABOVE ADDRESS AND ANY CHANGE OF OWNERSHIP OR CHANGE OF POSITION MUST BE APPROVED AND ACCEPTED IN WRITING BY **DHP**. WARRANTY CARD WILL BE STARTED IN THE NAME OF "**THE CLIENT**" UPON COMPLETION OF THE INSTALLATION AND WILL BE IN FORCE FOR TWELVE MONTHS THEREAFTER.

ALL WARRANTY REPAIRS WILL BE CARRIED OUT BY A QUALIFIED TECHNICIAN. THIS WARRANTY DOES NOT COVER PRODUCTS THAT HAVE BEEN DAMAGED AS A RESULT OF ACCIDENT, ABUSE, MISUSE OR NEGLIGENCE. IT DOES NOT COVER FAILURE DUE TO SCALE BUILD UP IN PIPEWORK, FREEZING CONDITIONS, FAILURE TO START DUE TO VOLTAGE CONDITIONS, CAUSED BY OPEN CIRCUIT BREAKERS, BLOWN FUSES OR ANY OTHER DAMAGES CAUSED BY THE INTERRUPTION OF ELECTRICAL AND WATER SUPPLIES. AGGRESSIVE ATER AND EXTERNAL WEATHER CONDITIONS ARE NOT COVERED BY THIS POLICY INCLUDING CORROSION OF THE PIPEWORK, COMPRESSOR, FAN, COIL AND EXTERNAL CASING UNIT.

A MAINTENANCE AND SERVICE PLAN (INCLUDING AN EXTENDED LIMITED WARRANTY) IS AVAILABLE, THE TERMS AND CONDITIONS OF WHICH ARE AVAILABLE FROM YOUR SALES CONSULTANT

ACCEPTED BY : -
"THE CLIENT" _____

DATE : - _____