

# FREQUENTLY ASKED QUESTIONS

## Air Conditioner Installation

### **Which Air Conditioner brands are available for installation?**

We can arrange installation of any split system air conditioner purchased from a Bunnings location.

### **Will the installer bring the air conditioner system to my home on the day of install?**

No. The customer is required to have the split system air conditioner on site prior to the commencement of the install. As an additional service The Special Orders desk can assist you with delivery of your purchased unit.

### **How far will the installer travel to install my air conditioner unit?**

Travel up to 35km from the store booking your installation is included. If the installer is required to travel further than 35km from the booking store there will be an additional charge per excess KM travelled.

### **What does a back to back installation mean?**

This is when the outside compressor unit and internal head unit are installed directly opposite each other. This is classed as a standard installation

### **If the unit is not back to back, what should I do?**

In these circumstances additional pipe will be required. You will need to discuss this with the Special Orders desk at the time of booking your installation. Additional pipe work is not included in a standard installation and there may be additional charges.

### **Can the outside compressor unit be installed away from where the head unit is to be installed?**

Yes. Please discuss this with the Special Orders desk at the time of booking your installation. Non back to back installations are considered non-standard and additional charges may apply.

### **If the inside unit is being installed on an internal wall, do I need a condensate pump?**

Yes. The condensate pump is used to pump the condensation up and through the pipe work in the roof to wherever the outdoor unit is located.

### **What is an internal wall?**

An internal wall is any wall inside the home that does not back onto the outside the house.

### **Will the installer remove an old box style air-conditioner?**

No. The installer will only remove an existing split system. Old box air conditioners leave a different sized hole in the wall to a split system.

### **If the installer removes an old split system will they dispose of the old unit for me?**

No. While the installer will remove the gas from the old unit they will not dispose of the unit for you.

### **Can pre-existing pipe work be used for a new air conditioner unit?**

No. Old piping can affect the integrity of the product and its warranty.

