

What is the service scope included for installation services in East Malaysia?

1. Aircon installation service scope

This Service Scope anticipates for a standard Service. Service package includes:

- Unpack and verify condition of new Samsung aircon
- Free 5ft Copper Pipe and 15ft Drainage Pipe
- Free Compressor Bracket
- Cabling between indoor unit and outdoor unit
- Guide customer on basic product functions
- Old aircon unit can be taken and disposed by the installer
- 60 days Workmanship Warranty by the installer from the date of installation
- Price:

1.0 HP	1.5 HP	2.0 HP	2.5 HP
RM350	RM380	RM480	RM550

Note: Optional/Add-On Services (Not included in Aircon Installation Service)

a) In the event customer require additional materials or services to complete the installation, our installers can provide these services **at an additional price**. Payment will be made by Customer to the installer directly.

b) List of add-on services:

- Extension for Pipes/ Additional spare parts/Concealment of piping.
- Power point – RM300
- PVC casing
- Reallocation/Dismantle of old aircon
- Repainting of concealed location

2. TV set up service scope

2.1 Subject to the serviceable postcode areas, we offer 2 types of TV installation service:

- (a) Basic TV Set-Up; and
- (b) Basic TV Set-Up + Wall-Mount Bracket Set Up.

2.2 Basic TV Set Up

- (a) Unpack and set up the new TV on table top;
- (b) Plug the TV into power source and verify that TV is functioning;
- (c) Connect any new or existing video and/or audio components provided by the customer in the same room. This includes connection to Wi-Fi and television provider but excludes mounting speakers on the wall or ceiling;
- (d) Connect and group all wires and cables but exclude hiding wires or drilling holes;
- (e) General overview and demo of TV functions;
- (f) Clean up the job area by removing TV packaging; and
- (g) Dispose of the old TV unit, if required.

Note: Any issues related to the installation work must be reported within 24 hours of completion. 60

days workmanship warranty by the installer from date of installation.

2.3 Basic TV Set-Up + Wall-Mount Bracket Set Up

- (a) Basic TV Set-Up as set out in 2.2(a) - (g) above;
- (b) Unbox new TV wall-mount bracket;
- (c) Mount the wall-mount bracket securely and test the installation to ensure proper functioning.

Note: "Basic TV Set-Up + Wall-Mount Bracket Set Up" is applicable, provided the TV purchased from the Samsung Online Store comes together with the TV wall mount. Strictly no cancellation of TV wall mount installation service and no refund of installation fee to the customer. The customer is responsible for ensuring that the wall is suitable for the installation and providing access to the installation area at the scheduled installation time.

2.4 Details of TV Set-Up Service

Description	Basic TV Set-Up	Basic TV Set-Up + Wall-Mount Bracket Set Up
Repainting of concealed location	X	X
Installation of satellites or running satellite video feed from satellites to room	X	X
New wall-mount bracket	X	✓
Installing new TV onto customer's existing TV bracket.	X*	✓
Wire extension/Concealment/additional electrical work/additional spares.	X*	X*
Electrical pint direct from DB.	X*	X*
Relocation/Dismantle old TV.	X*	X*

*In the event customer opted to add-on material/services in addition to the Basic TV Set Up & Basic TV Set-Up + Wall-Mount Bracket Set Up , the add-on services can be provided by the installer (strictly subjected to installer's capability) at **additional price** to be paid directly by the customer to the installer.

2.5 Pricing

(a) Pricing for Basic TV / Monitor Set-Up

≤ 59 inch	60 inch to 79 inch	80 inch to 89 inch	≥ 90 inch
RM 230	RM 280	RM 330	RM 420

Note: Optional/Add-On Services (Not included in Basic TV Set Up Service)

(b) Pricing for Basic TV / Monitor Set-Up + Wall-Mount Bracket Set Up.

Note: Provided the TV purchased from Samsung Online Store comes together with the TV wall mount bracket.

≤ 59 inch	60 inch to 79 inch	80 inch to 89 inch	≥ 90 inch
RM 430	RM 480	RM 530	RM 600

3. Washing machine installation service scope

This Service Scope anticipates a standard Service. The service package includes:

- Unpack, remove shipping bolts and verify the condition of the Washer
 - Set up a new Washer at the customer's preferred area and adjust levelling feet
 - Guide customer on basic product functions
 - With existing water outlet/point: Connect water supply pipes and drain pipes to the washing machine (NO plumber work will be provided)
 - Connect the power and switch it on to test. Ensure no leaks on pipe connections.
 - Clean up job-related area
 - 60 days Workmanship Warranty by the installer from the date of installation
 - Disposal and dismantling of old unit
- Weight: Not more than 100kg, able to be carried by 2 installers
- Price:

Top Load Washer	Front Load Washer	Front Load Washer (capacity 15kg and above)
RM 200	RM 200	RM 360

*Customer must clearly indicate to installer delivery of item to which floor. If lift is not accessible for floors above G floor, there will be additional charges of RM50 (1st -2nd floor) or RM 80 (3rd -4th floor).

4. Dryer installation service scope

This Service Scope anticipates for a standard Service. Service package includes:

- Unpack and verify condition of Dryer. Ground/floor installation only.

- Adjust the leveling feet and connect the drain hose (No plumbing work provided)
 - Change the reversible door (depends on the site condition)
 - Connect power and switch on to test.
 - Guide customer on basic product functions
 - Clean up job related area
 - 60 days Workmanship Warranty by the installer from date of installation
 - Disposal and dismantle of old unit
- Weight: Not more than 100kg, able to carry by 2 installers
- Price:

Ground/floor installation
RM 200

Note: Optional/Add-On Services (Not included in Dryer Installation Service)

- Additional amount for stacking installation without stacking kit – RM 30

* Customer must clearly indicate to installer delivery of item to which floor. If lift is not accessible for floors above G floor, there will be additional charges of RM50 (1st -2nd floor) or RM 80 (3rd -4th floor).

5. Refrigerator installation service scope

This Service Scope anticipates for a standard Service. Service package includes:

- Unpack and verify condition of Refrigerator
 - Set up new Refrigerator at customer's preferred area
 - For BESPOKE model(s) only: pairing service & change door direction
 - Guide customer on basic product functions
 - Clean up job-related area
 - 60 days Workmanship Warranty by the installer from date of installation
 - Disposal and dismantle of old unit
- Weight: Not more than 100kg, able to carry by 2 installers
- Price:

600 € and below	Above 600 €	Side by Side	Bespoke
RM 250	RM 300	RM 330	RM 430

* Customer must clearly indicate to installer delivery of item to which floor. If lift is not accessible for floors above G floor, there will be additional charges of RM50 (1st -2nd floor) or RM 80 (3rd -4th floor).

6. Basic monitor set-up service scope

Basic monitor set-up service includes:

- Unpack and set up new monitor on table top only (Strictly no wall mount bracket installation).

- Plug-in monitor into power source and verify monitor is functioning.
- Connect any new or existing video and/or audio components provided by customer in the same room including connection to wifi but excluding mounting speakers on the wall or ceiling.
- Connect and group all wires and cables but excluding hiding wires or drilling holes.
- General overview and demo of functions of the monitor.
- Removal of the product packaging and clean up job related area.
- Old monitor unit can be collected & disposed by the installer.
- 60 days workmanship warranty by the installer from date of installation.

≤ 59 inch	60 inch to 79 inch	80 inch to 89 inch	≥ 90 inch
RM 230	RM 280	RM 330	RM 420

Not included in Basic Monitor Set Up Service

New wall-mount bracket

- Installing new monitor onto customer's existing bracket.
- Repainting of concealed location
- Installation of satellites or running satellite video feed from satellites to room

Optional/Add-On Services (Not included in Basic Monitor Set Up Service)

- In the event customer require additional materials or services to complete the installation, our installers can provide these services at an additional price. Payment will be made by Customer to the installer directly.
- List of add-on services:
 - Additional amount for Installing monitor onto existing wall-mount bracket
 - Additional amount for installation monitor with new wall-mount bracket from installer
 - Wire extension/ Concealment/additional electrical work/ additional spares.
 - Electrical pint direct from DB
 - Relocation/ Dismantle old monitor

7. Sound device set up service scope

7.1 Subject to the serviceable postcode areas, we offer 2 types of Sound Device installation service:

- Basic Sound Device Set-Up; and
- Basic Sound Device Set-Up + Wall-Mount Bracket Set Up.

7.2 Basic Sound Device Set-Up

- Unboxing, install and setup, testing & demo for the sound device only.
- Connect sound device with power source and main master device then verify it is properly functioning.
- Guide customer on basic product functions.
- Connect and group all wires and cables but excluding hiding wires or drilling holes.
- Removal of the product packaging and clean up job related area.

Note: Any issues related to the installation work must be reported within 24 hours of completion. 60 days workmanship warranty by the installer from date of installation.

7.3 Basic Sound Device Set-Up + Wall-Mount Bracket Set Up

- Basic Sound Device Set-Up as set out in 7.2(a) - (e) above;

- (b) drill hole for the sound device wall mount bracket,
- (c) Mount the wall-mount bracket securely and test the installation to ensure proper functioning.

Note: Customer is responsible to ensure that the wall is suitable for the installation and provide access to the installation area at the scheduled installation time.

7.4 Pricing

Basic Sound Device Set-Up	Basic Sound Device Set-Up + Wall-Mount Bracket Set Up
RM140	RM200

Not included in Sound Device Set Up Service

- Strictly NO OEM wall mount bracket: Wall mount bracket MUST be Samsung brand.
- Strictly NO ceiling mount installation.
- Strictly NO installing new sound bar device onto customer’s existing bracket.
- Strictly NO relocation/dismantle/re-install old sound device.
- Strictly NO repainting of installation location.
- Strictly NO wire extension/ Concealment/additional electrical work.
- Strictly NO installation & set up of satellites or any other devices that not related & compatible with the sound device.

Optional/Add-on services (Not included in Sound Device Set Up Service)

- a) In the event customer require any additional sound device set up service, please pre-check & seek advice from our installers in advance, to confirm if they could support.
- b) Take note: Additional charges will incurred for additional service provided.
- c) Payment will be made by Customer to the Installer directly.

8. Air Dresser set up service scope

Basic Air Dresser Set-Up
RM280

Air Dresser normal installation service inclusive of the following:

- (a). Unpack, check and verify condition of the product.
- (b). Set up and plug-in the product at customer’s preferred area.
- (c). Guide/Brief customer on basic product functions.
- (d). Strictly NO option of changing door direction. Door direction as per factory default manufacturing & setting).
- (e). Clean up work area after installation job completed.
- (f). Disposal of old House Appliance unit (if any and/or upon customer's request):
- Total weight: MUST NOT be more than 100kg, and must be able to be carried by 2 installers.
- (g). Customer must clearly indicate to installer, delivery of item to which floor. If lift is not available for floors above G floor, there will be additional charges of RM50 (1st -2nd floor) or RM80 (3rd - 4th floor or above).
- (h). Customer is required to always refer to the User Handbook for proper guidelines on usage and utilisation of the product.