

Basic Package

Annual Home Maintenance

At MyAC.ae, our Basic Package is perfect for small to medium-sized homes, offering essential maintenance services at an affordable price!





Studio / 1 Bedroom / 2 Bedroom Apartment Package

AED 1,195 /year

- AC Maintenance – 1 full service per year ❄️
- Emergency Call-Outs – Up to 3 per year 🚑
- Non-Emergency Call-Outs – Up to 3 per year 🛠️

Competitive Labour Charges

First hour of labour is free. Every additional hour is AED 175.

Note: All non-spare parts, including consumables and special materials, will be at the customer's cost based on industry standards in the UAE.



3 Bedroom / 4 Bedroom Apartment and 2/3 Bedroom Villa / Townhouse Package

AED 1,595 /year

- AC Maintenance – 1 full service per year ❄️
- Emergency Call-Outs – Up to 3 per year 🚑
- Non-Emergency Call-Outs – Up to 3 per year 🛠️

Competitive Labour Charges

First hour of labour is free. Every additional hour is AED 175.

Note: All non-spare parts, including consumables and special materials, will be at the customer's cost based on industry standards in the UAE.



5 Bedroom Apartment / Penthouse and 4/5 Bedroom Villa / Townhouse Package

AED 1,995 /year

- AC Maintenance – 1 full service per year ❄️
- Emergency Call-Outs – Up to 3 per year 🚑
- Non-Emergency Call-Outs – Up to 3 per year 🛠️

Competitive Labour Charges

First hour of labour is free. Every additional hour is AED 175.

Note: All non-spare parts, including consumables and special materials, will be at the customer's cost based on industry standards in the UAE.

6/7 Bedroom Villa / Townhouse Package

AED 2,395 /year

- AC Maintenance – 1 full service per year ❄️
- Emergency Call-Outs – Up to 3 per year 🚚
- Non-Emergency Call-Outs – Up to 3 per year 🛠️

Competitive Labour Charges

First hour of labour is free. Every additional hour is AED 175.

Note: All non-spare parts, including consumables and special materials, will be at the customer's cost based on industry standards in the UAE.



Why Choose Our Annual Maintenance Packages?



Transparent Pricing

No hidden fees, all-inclusive VAT. 🏷️



Comprehensive Services

We cover everything from AC to electrical & plumbing! 🔧



Certified Experts

Professional, highly trained technicians. 🌟



24/7 Emergency Support

Help is just a call away! 📞



Priority Service

Get first access to appointments & fast response times. ⚡

How to Get Started?

1 Contact Us

📞 Call, WhatsApp, or email us today!

2 Choose a Package

🎯 Pick the best plan for your home.

3 Enjoy Peace of Mind

🏆 Sit back and relax – we've got it covered!



Contact Information



Call Us

058 561 1512



Email Us

info@myac.ae



WhatsApp Us

058 561 1512



Website

www.myac.ae

🚀 Your home, our priority! Get your maintenance plan today! 🏠✨

Note: Properties with more than 7 bedrooms will be assessed individually before a quote is provided.



Basic Service Agreement

Terms of Service

The following Service Agreement Terms apply to all services purchased from MyAC, a wholly owned division of Sayara Group LLC (hereafter referred to as "MyAC"). By purchasing any service, the customer agrees to these Terms and Conditions unless explicitly waived or modified by Sayara Group LLC in writing.

Responsibilities Of The Customer

The customer shall:

- Ensure a responsible person, whether the property owner or their representative, is present to provide access to the property as scheduled and remains available for the duration of the service. Failure to provide access at a scheduled appointment will result in the service being considered completed.
- Provide access to water and electricity necessary for maintenance work.
- Ensure safe and secure access to all equipment and installations requiring maintenance, including but not limited to roof access.
- Remove obstructions around service areas (e.g., water tanks) for safe access.
- Cover costs for any destructive access required (such as cutting through ceiling panels) to complete the service.
- Settle all charges in full without set-off, deduction, or counterclaim.

1.1 Property Categories

- **Apartments:** Homes within a multi-story building, including studios and lofts.
- **Villas:** Free-standing or semi-attached homes, including podium villas and townhouses.
- **Bedrooms:** Any room used for sleeping purposes, including maid's rooms, driver's rooms, and studies that could function as bedrooms.

Property Size	Number of Bedrooms (incl. maid's room/study)	Max AC Units
Small Apartment	Studio, 1 bedroom, 2 bedrooms	3
Large Apartment	3-4 bedrooms	5
XL Apartment	5+ bedrooms, Penthouse	7
Small Villa	2-3 bedrooms	4
Large Villa	4-5 bedrooms	6
XL Villa	6-7 bedrooms	8
Special Home	Apartments >5,000 sq. ft., Villas >8,000 sq. ft.	10+ (Customized)

1.2 Maintenance Plans And Service Requests

The scope of services is determined by the package purchased and any selected add-ons.

Service Call Requests

- Emergency service requests cover complete failures of AC, electrical power, water pressure, or drainage systems.
- If an emergency is related to a previously quoted but unresolved issue, it will not qualify as an emergency service request and will be fully chargeable.
- MyAC is not liable for property damage occurring between the customer's request and the technician's arrival.
- For customers on monthly plans, emergency service requests are limited to one every two months (pro-rata basis).

Scheduled Maintenance Visits

- Customers on monthly plans can schedule the first maintenance visit after 4 monthly payments and the second after 9 monthly payments.
- For annual packages, an initial site survey will be conducted within one week of purchase. Reactive service requests will be on hold until the survey is completed.
- Customers will be notified one week before a scheduled maintenance visit. If no confirmation is received 48 hours before the appointment, it will be canceled. The customer may reschedule once within four weeks (except for water tank cleaning, which cannot be rescheduled).

1.2.3 Exclusions From Service

The following items and activities are not covered under any home maintenance package:

General Exclusions

- Installation of any customer-provided items or materials.
- Carpentry, new installations, aluminum windows/doors, painting, and civil works.
- Any additions, upgrades, replacements, or partial replacements of existing systems.
- Rectification or modification of design, construction, or commissioning faults.
- Kitchen equipment, audio-visual equipment, data-related components, and generators.

Air Conditioning Exclusions

- Packages cover Split, Window AC, and FCUs; VRV/VRF systems are considered specialized equipment and are excluded from the standard package.
- Maintenance excludes fan and chemical coil cleaning, disinfection, and mold treatment.
- Air conditioning modifications, including insulation for piping, ducting, and internal duct cleaning.
- Troubleshooting of programmable AC units requiring a specialist team or manufacturer's password.

Plumbing Exclusions

- Roof or basement leaks caused by waterproofing failure of the structure.
- Chilled water systems, pumps, or piping insulation.
- Non-visible water pipes requiring civil works for access.
- Garden sprinkler/irrigation systems, associated pumps, and related equipment.
- Replacement of water heaters, main water or booster pumps, and pressure kits.
- Major bathroom fixtures, including toilet pans, cisterns, basins, shower basins, bathtubs, bidets, and shower systems.
- Replacement of water or drainage lines in shafts, air wells, water pumps, pressure vessels, bladders, and water tanks.
- Sump pit, grease trap, and drain line jet cleaning in confined spaces; manhole cleaning with root removal in the main drainage network.

Electrical Exclusions

- Specialist equipment such as alarms, intercoms, and automation systems.
- Garage door repairs or control system replacements.
- Complete replacement of light fittings, electrical systems, and/or re-wiring.

1.2.4 Billing and Payments

- Fees must be paid as per the selected maintenance package or applicable quotation.
- Payment can be made online or in cash before the service begins.
- Payments must be completed before any scheduled work commences.
- MyAC reserves the right to suspend services if payments are overdue.
- All payments must be made in AED.

1.2.5 Cancellation

If [myac.ae](#) needs to cancel a scheduled visit, the visit will be rescheduled at no additional cost to the customer.

If a customer needs to reschedule or cancel a scheduled visit, the [myac.ae](#) team must be notified 24 hours prior to the appointment via the call center, registered email, WhatsApp, or live chat. Failure to provide notification within the 24-hour window will result in a call-out deduction from the package. If all package call-outs have been used, an additional call-out charge of AED 175 will apply.

Customers must provide 48 hours' notice to cancel a scheduled visit, after which they will have one opportunity to reschedule the visit within a 4-week period. Cancellations are not permitted for water tank cleaning services.

Customers on monthly payment packages may cancel their subscription by providing 60 days' written notice to [myac.ae](#). Payments for the 60-day cancellation period will continue as usual.

Customers who have paid annually in advance for their package may cancel at any time. However, since a 5% discount is applied to such packages, no refunds will be issued, and the package is non-transferable upon early cancellation.

[myac.ae](#) reserves the right to cancel any service or package without a refund at any time with immediate effect if, in [myac.ae](#)'s reasonable opinion, the customer is responsible for any of the following:

- Abuse of staff
- Fraud or misrepresentation
- Misuse of services
- Inappropriate or improper conduct

1.2.6 Warranty

[myac.ae](#) guarantees to remedy any defect caused directly by its actions or negligence at no cost to the customer, provided the defect is reported in writing or via the call center within 30 days of the original service date.

Warranties do not cover materials or spare parts unless the defect is proven to result from [myac.ae](#)'s actions or negligence and is reported in writing within 30 days of the original service date.

[myac.ae](#) is not liable for defects caused by fair wear and tear, misuse, or actions by the customer or third parties.

1.2.7 Packaged Subscribers' Terms and Conditions

- Contract cancellation fees are non-refundable.
- Materials purchased by the customer will not be fitted or replaced by [myac.ae](#) technicians.
- Monthly contract cancellations require a minimum of 60 days' notice from the customer.
- [myac.ae](#) reserves the right to terminate a contract and charge an inspection fee of AED 175 if the unit type/size declared during contract purchase differs from the actual unit or if the unit/equipment is not in full working and well-maintained condition.

For 'One Time Service' or 'One Off Service' purchases, the initial charge of AED 1 covers inspection and/or a maximum of one hour of technician time without material use. During the site visit, the technician will assess the requirements and attempt to complete the work within the first hour. If additional work is needed, [myac.ae](#) will provide a separate quotation. If the customer declines the quotation, the initial payment will be applied as an inspection charge.

[myac.ae](#) reserves the right to refuse orders requiring services beyond the reasonable scope indicated.

No additional obligations or services, whether implied or inferred during communications, are included unless specified in the package or a formal quotation.

[myac.ae](#) may modify services and/or terms and conditions at its discretion. Customers will be notified of material changes within 30 days. Continued use of [myac.ae](#) services after changes constitutes acceptance of the updated terms.

During the contract period, if damage to the customer's property, assets, or premises is caused directly by [myac.ae](#)'s service or failure to perform contracted maintenance (unless caused by the customer or a third party), [myac.ae](#)'s financial liability is limited to AED 5,000. [myac.ae](#) is not liable for consequential, indirect, or special losses.

These terms are governed by UAE laws, and disputes fall under the jurisdiction of the Dubai International Financial Centre (DIFC). [myac.ae](#) will adjust services and fees as necessary to comply with legislative changes.

1.2.8 Content Disclaimer

Content on [myac.ae](#)'s website ([www.myac.ae](#)) is posted at [myac.ae](#)'s discretion. Information may not be current or updated, and past postings are not reviewed for accuracy. Website materials are provided "as is" and may be changed without notice. They are not guaranteed to be complete, correct, or up to date.

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1.2.11 Accountability for Online Actions, Behavior & Conduct

Disputes or claims related to this website are governed by UAE laws. The UAE is [myac.ae](#)'s country of domicile. Minors under 18 are prohibited from registering as users or transacting on the website. Payment details submitted on the website are processed securely by [myac.ae](#)'s payment provider.

Thank You for Choosing Us!



Thank you for considering our Annual Maintenance Package. We're committed to providing exceptional service and maintaining your property to the highest standards.

Our team of experts is ready to ensure your **complete satisfaction and peace of mind**. We look forward to serving you and exceeding your expectations. www.myac.ae