

TREGONING MAINTENANCE

HEMOCARE MEMBERSHIP GUIDE

Essential care for your home, all year round

ALL MAINTENANCE MATTERS

ESSENTIAL OR PLUS

Choose the level of cover that best suits your home

ESSENTIAL

- ✓ Initial Home Health Check
- ✓ 1 AC services each year
- ✓ Annual plumbing inspection
- ✓ Annual electrical inspection
- ✓ Annual water tank cleaning for villas
- ✓ 4 complimentary reactive call-outs each year
- ✓ Materials and spare parts up to AED 50 included
- ✓ Minor AC gas top-ups included

PLUS

- ✓ Initial Home Health Check
- ✓ 2 AC services each year
- ✓ Annual plumbing inspection
- ✓ Annual electrical inspection
- ✓ Annual water tank cleaning for villas
- ✓ Annual roof inspection
- ✓ 12 complimentary reactive call-outs each year
- ✓ Materials and spare parts up to AED 50 included
- ✓ Minor AC gas top-ups included
- ✓ Faster response and a dedicated HomeCare contact

All memberships are subject to the Terms & Conditions and Fair Usage provisions in this guide.

MEMBERSHIP PRICING

Annual membership fees in AED

HOME TYPE	ESSENTIAL	PLUS	TYPICAL AC UNITS
APARTMENTS			
Studio	2,550	3,000	-
1 Bedroom	2,805	3,300	-
2 Bedroom	3,400	4,000	-
3 Bedroom	4,420	5,200	-
4 Bedroom	6,375	7,500	-
VILLAS			
2 Bedroom	3,570	4,200	3
3 Bedroom	4,675	5,500	4
4 Bedroom	5,525	6,500	6
5 Bedroom	7,015	8,250	8
6+ Bedroom	Contact Us	Contact Us	Subject to survey

- Prices exclude VAT.
- Villa pricing is based on the typical number of air-conditioning units shown above.

Air Conditioning Policy

Standard servicing includes cleaning of filters, coils and drain lines. Refrigerant, replacement parts and major repairs are excluded. Additional AC units can be serviced at preferential HomeCare member rates. Plus members receive priority emergency response.

TERMS & CONDITIONS

Membership operation, call-outs and fair usage

The Contract

Tregoning HomeCare undertakes preventative and reactive maintenance relating to electrical supply and distribution, water supply, sanitary ware and drainage, and air-conditioning equipment and associated systems.

Call-Out Expectations

Our normal working hours are Monday to Saturday, 8:30am to 5:00pm. HomeCare is not a 24-hour emergency service. Service requests will normally be scheduled for the next available working day. Calls received before 11:00am can often be attended on the same day, subject to technician availability and location.

Preventative Maintenance

- Air-conditioning servicing twice yearly for Plus members and once yearly for Essential members.
- Plumbing and sanitary ware inspection twice yearly for Plus members and once yearly for Essential members.
- Electrical inspection twice yearly for Plus members and once yearly for Essential members.
- Water tank cleaning once each year for villas.

Other Benefits

- Spare parts and materials costing less than AED 50 are included.
- Minor air-conditioning gas top-ups are included at no additional charge.
- Four complimentary reactive call-outs each year for Essential members.
- Twelve complimentary reactive call-outs each year for Plus members.

Fair Usage

HomeCare membership is intended for routine household maintenance and reasonable domestic use. Complimentary call-outs cover attendance and minor on-site repairs within the membership scope. Major works, repeated attendance for the same unresolved underlying issue, specialist access, extensive labour, excluded services and replacement parts above the stated allowance may be quoted separately before work proceeds.

WHAT'S INCLUDED

Existing service inclusions - wording retained

Mechanical, Electrical and Plumbing

- Repair and/or replacement of mechanical & electrical equipment including distribution boards, circuit boards, circuit breakers, ELCB's (Earth-leakage circuit breaker), light fittings, control panels, switches & water-heaters
- Repair of water pumps, which can be done on site
- Repairing of external leaks in pipes
- Cleaning of water tank once a year
- Repair and replacement of sanitary-ware fittings and attention to drainage problems (please refer to spare parts/materials clause below in case of replacements)

Air Conditioning

- Cleaning of filters
- Cleaning and checking of electrical components
- Topping up of refrigerant gas (gas will be changed separately)
- Belt replacement, lubrication and cleaning of drain lines
- Placing of drain flow tablets in drip trays
- Changing compressor oil and filters if necessary
- Minor painting touch-up and minor repairs to insulation, (please refer to spare parts/materials clause below in case of replacements)
- Pressure washing of coils (if required)
- A/C duct cleaning will be an additional AED 1000 per clean

Typical air conditioning units per household:

- 2 Bedroom Villa - 3 Air Conditioning Units
- 3 Bedroom Villa - 4 Air Conditioning Units
- 4+ Bedroom Villa - 6 Air Conditioning Units
- 5+ Bedroom Villa plus - 8 Air Conditioning Units

Homes with more air conditioning units other than those stated above will require an additional AED 500 per air conditioning unit.

A/C Duct cleaning can be undertaken but it will be a separate quotation as it is not included within this maintenance contract.

Carpentry & Aluminium Extrusions Fittings

- Repairs of broken catches, hinges and drawer slides to fixed cabinets and fixed cupboards
- Repairs of door catches, locks and hinges
- (Please refer to spare parts/materials clause below in case of replacements)

Masonry

- Minor grouting, application of sealant and fixing of isolated tiles
- (Please refer to spare parts/materials clause below in case of replacements)

WHAT'S EXCLUDED

Existing exclusions - wording retained

Spare Parts/Materials

Spare parts and materials are not covered under the scope of this Annual Maintenance Contract. Such parts and materials that are required to restore functioning of equipment or system under the scope of work shall be used appropriately and will be charged at actual cost plus 20 % service charge

Services excluded:

- Repairs and/or replacement of electronic items or home appliance
- Power, water, drainage and telephone services (being the responsibility of the relevant local authority)
- Internal water leakage, e.g. under the bathtub, WC, inside the wall, ceiling
- The paving/hard surfaces & lawn/garden areas
- Major job related to MEP (Mechanical, Electrical or Plumbing) or Civil work
- Garden irrigation system (sprinklers)
- Garden irrigation tanks
- Garden irrigation water pumps/motors
- Gardening and horticultural work
- Emptying of septic tanks and janitorial cleaning
- Changing of any insulation material to ductwork chilled water pipelines
- Changing of any corroded chilled water, domestic water or drainage lines
- Picture hanging, painting and decoration jobs
- Carpet cleaning and carpet shampooing
- Cleaning of tile grouting
- Replacement of broken windows, window glass, doors, door glass
- Swimming pool filter repairs plus installations
- Swimming pool pump repairs plus installations
- Swimming pool piping
- Swimming pool re plumbing
- Automatic garage doors/gates
- Scaffolding installation/dismantling
- Pressure washing of cooling coils
- Damages that occur due to unforeseeable circumstances
- Modification/alteration in the existing system
- Any service/material not mentioned in our maintenance contract
- All the above services can be carried out against a separate quotation or call out charge depending on the volume of work
- Repairs of fly screens, windows and doors, excluding replacement of same
- Air Conditioning Duct Cleaning (unless otherwise stated)

*The Preventative Maintenance is subject to change only if a prior notice of 72 hours is received by the customer.
The PM shall be deemed as cancelled if any notice is not received.*