



ANNUAL MAINTENANCE CONTRACT

Who we are:

We are a technical services company that prides ourselves on providing excellent service, customer care and competitive pricing across a wide range of home maintenance requirements, including: painting and electrical services, plumbing and water-heating services, handyman and carpentry services and tiling, masonry and ceiling works.

We provide annual maintenance services related to:

- Air Conditioning
- Electrical works
- Plumbing units

Other non-annual maintenance services we offer include:

- Tiling
- Painting
- Handyman services
- Bathroom modification
- Ceiling and partition works
- Carpentry
- Property upgrades

The prices:

ANNUAL CONTRACT FEE (AED)					
Villa /Town House	Select	Price AED	Apartment/ Flat	Select	Price AED
	✓	Excludes VAT		✓	Excludes VAT
2 Bedroom		3750*	1 Bedroom		3000
3 Bedroom		4750*	2 Bedroom		3800
4+Bedroom		5750*	3 Bedroom		4750
5+ Bedroom		POA (6750+)*	4+Bedroom		POA (5950+)

**Price is based on typical number of Air Conditioning Units per number of bedrooms per villa. Please refer to the Terms & Conditions for pricing per additional unit.*



The contract:

Our maintenance contract undertakes both preventive as well as reactive maintenance jobs relating to:

- Electrical supply, equipment and electrical distribution services
- Water supply, sanitary ware and drainage services
- Air conditioning supply and associated equipment services

Emergencies

The following circumstances are considered an emergency; you can call our 24-hour helpline and our technicians will be there within 2 hours:

- Total electricity failure/breakdown
- Total air-conditioning failure/breakdown
- Total water stoppage
- Major leakage related to plumbing (e.g. water gushing out, major blockage of drainage, flooding etc.)

Preventive Maintenance (PM)

A preventive maintenance program will be provided in writing by Tregoning Maintenance within 7 days of signing the contract, (this includes Air Conditioners, Electrical and Plumbing fixtures)

To include:

1. Twice a year service for all AC units both indoors and outdoors
2. Twice a year for all plumbing and sanitary wares
3. Twice a year for all electrical units and connections
4. Once a year the water tank will be cleaned

Other benefits

- Cost free spare parts – the replacement of all spare parts less than AED 50 is included
- Gas refilling at no extra charge – minor gas refilling of AC units is completely free of charge
- 12 call outs a year at no charge

TREGONING

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The small print:

Mechanical, Electrical and Plumbing

Services under this include:

- 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

A/C services of indoor and outdoor units shall be provided, which includes the following:

- 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

Services under this shall include:

- 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

Services under this include:

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

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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.