

ANNUAL MAINTENANCE CONTRACT

Basic Package



Name _____ Date _____
Location _____
Subject ANNUAL MAINTENANCE CONTRACT (AMC) - Basic

BASIC PACKAGE DETAILS

Services	4 x Year	Services & maintenance of AC Units
Services	2 x Year	Services & maintenance of fixed electrical fittings
Services	2 x Year	Services & maintenance of plumbing units
Services	2 x Year	Services & maintenance of water pumps and motors
Services	1 x Year	Cleaning of the water tanks
Services	1 x Year	Replace fly net for doors & windows (Frame not included)
Services	1 x Year	Cleaning and washing roof area
Emergency	24/7	Repairing of fixed electrical fittings
Emergency	24/7	Repairing of plumbing defects
Emergency	24/7	Repairing of water pumps and motors

SELECT YOUR PREFERENCE

TYPE	3 BEDROOMS	4 BEDROOMS	5 BEDROOMS
ANNUAL COST	AED 3,950.00	AED 4,950.00	AED 5,950.00
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PAYMENT DETAILS:

Payment to be made in advance only by **credit card or cheque** annually in favor of RedRock Technical Services LLC.

Signature of the Customer

1: SCOPE OF AMC

Art.1 Services

RedRock Technical Services LLC shall carry out Preventive and Reactive maintenance jobs relating to:

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

Supervised, uniformed technicians will attend all emergencies* 24x7 throughout the year.

Art.2 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, 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).

Signature of the Customer

Art.3 Air Conditioning

One annual major service and three minor 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 charged 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)

Art.4 Emergencies*

The following circumstances are considered Emergency.

- No Power
- Total air-conditioning failure
- No Water
- Heavy water leakage (e.g., water gushing out, leakage from plumbing etc.)
- Major drainage block

Art.5 Spare Parts/ Materials

Spare parts and materials are not covered under the scope of this Annual Maintenance Contract. Any Spare parts and/ or materials that is 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 10% handling charge.

Signature of the Customer

Art.6 Services Excluded

The following services are expressively excluded from the scope of this Contract:

- AC Duct Cleaning
- Pressure washing of AC Coils/ Cleaning of AC Coils
- 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, under the interlock & garden areas
- All concealed pipe works
- Major job related to MEP or Civil works
- Garden lights & irrigation system (sprinklers)
- 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
- Decorative paint and wallpaper work
- Installation or replacement of decorative and chandler lighting system.
- Replacement of broken windows, window glasses, doors, door glasses
- Swimming pool filter repairs and installations
- Any MEP (AC, electrical plumbing) which requires scaffolding for access.
- Swimming pool pump repairs and installations
- Swimming Pool lights repairs and installations
- Swimming pool piping
- Swimming pool re-plumbing
- Automatic garage doors/ gates
- Any modification or alteration to the existing systems
- Any service which is not listed in our scope of works. The above jobs/ services can be performed at additional charge

Signature of the Customer



Art. 7 Terms and Condition

- 1. Access:** RedRock Technical Services LLC staff shall be provided with free use of water, electricity, and access to any part of the premises, to perform the required tasks under this agreement.
- 2. Payment:** All invoices raised by RedRock Technical Services LLC for spare parts, additional jobs and additional services not included in this contract /scope of work shall be settled upon presentation. Failure to promptly settle these invoices may result in suspension/ discontinuation of all services under this Annual Maintenance Contract and can only be restored upon full settlement.

I've read and Agree to the Above Scope of Work and the Terms & Conditions.

Is made on the _____ BETWEEN

RedRock Technical Services

18 Floor, The Exchange Tower, Dubai, UAE

+971 4 58 98 180 | +971 50 106 9504

RedRock Technical Services LLC

Signature of the Customer