



MAINTENANCE PROPOSAL
INFRATEC



Head Office
Unit 52 Dukesway
Teesside Industrial Estate
Stockton-on-Tees
TS17 9LT.
Tel: 01642 249 026
E: sales@aircongroup.com
Company No: 774257
VAT: 257627434

Rotherham Office
Unit 11a, Goldthorpe Ind Est
Commercial Road
Goldthorpe
S63 9BL
Tel: 01709 367 001
E: sales@aircongroup.com
www.aircongroup.com

Our ref: **MQ/INFRATEC UK LTD**

Date: 22.02.24

F.A.O. Lee Payne

INFRATEC UK LTD
UNIT 8 EASTER PARK
BARTON ROAD
RIVERSIDE INDUSTRIAL ESTATE
MIDDLESBROUGH
TS2 1RY

Dear Lee

Air Conditioning Maintenance.

Please find details of the maintenance proposal as per the asset list provided for
INFRATEC UK LTD

To get the best out of your equipment and help maintain effective operational running efficiency. We normally recommend two visits per year, in this regard Aircon will schedule x 2 visits.

Maintenance Outline Process












- The maintenance will be on a scheduled 6 monthly visit program and carried out within 4 weeks either side of the dates provided. This is to allow some flexibility for any unforeseen changes required by the customer or contractor.
- Telephone calls to confirm all site visits will be made by the service department a few days before attendance to avoid any miscommunication or unforeseen circumstance that may occur.
- Any follow-up remedial works identified during maintenance, a report and quote will be sent for your information to consider future action required.
- Any minor repairs / parts identified during maintenance that can be done will be charged at hourly rates + materials subject to onsite approval.
- Uninterrupted access will always be required to be able to keep to the scheduled program of work for the maintenance.
- Once the maintenance is completed all paperwork will be collated, assets updated and forwarded to the site contact / manager for your records.
- An abortive call charge will be raised if the engineers arrive on site to be turned away and the work has been prearranged and agreed by site.



Scope of Work

During maintenance the following works will be carried out:

Maintenance visit:

-  Operating Pressures including temperature air on / air off.
-  Electrical checks
-  Check Insulation
-  Filter clean
-  Check Fan Motor operation and Compressors.
-  Clean evaporators & condensers
-  Clear & sanitize condensate drains where required.
-  Check Float /Sensor and drain pumps where required.
-  Check General Condition of Unit.
-  Check oil and refrigerant levels.
-  Carry out full operational checks on completion of maintenance.

In accordance with current F Gas legislation, we would also carry out:

-  Leak test

Onsite Equipment

-  2 x Indoor Units
-  2 x Outdoor Units

Price per visit for Maintenance

Please find below Aircon Group Maintenance price per the asset list provided, if you would like to take up the maintenance offer for a 2-year period, the price for **maintenance only** will remain the same for the second year.

Cost Per Visit £144.37 +VAT

Annual cost £288.75 + VAT

Exclusions:

- a: Out of Normal Working hours. **(This can be arranged and agreed subject to an uplift of price).**
- b: Scaffold or Access platforms if required.
- c. Any down time delays for engineers to carry out the works due to access issues / permit issuing that affect the maintenance timescale for the programmed works, an additional charge at hourly rate will be invoiced.

Service Call Charge Rates

Aircon Group current reactive service callout charges are outlined below:

Charges are based on hourly rates including travel (excluding VAT). The engineer will attempt a first fix on any service callout but if this cannot be done and further works or parts are required, a quotation will be forwarded as soon as possible.

Monday to Friday	08.30hrs – 17.00 hrs.	£53.44 / hour.
Evenings and Saturday's:	Call out fee £165.00 includes 1 st 30 mins onsite	£68.00 / hour.
Sunday / Bank Holidays:	Call out fee £185.00 includes 1 st 30 mins onsite:	£79.65 / hour.
Mileage (per mile)	£0.45	

Emergency Response

Aircon provide services **24/7**, 52 weeks a year and our office opening hours excluding public holidays are:

Office Service Desk: Monday to Thursday 08.30hrs – 17.00hrs
Friday 08.30hrs – 16.30hrs

Outside normal hours: Office answer phone available always

Out of hours calls to the office answer phone will divert you to our emergency call out engineer who will respond.

Please note, payment terms are strictly 30 days from completion of works*

Termination of Contract:

The agreement will be for the term of the contract. If at any point within the contract term, cancelation is requested by the client, a 40% exit fee of the total contract value will be charged.

I hope this meets with your approval and look forward to hearing from you soon. Should you require any further information or assistance please do not hesitate to contact me.

Assuring you of our best attention.

Kind regards,



Mr. Keith Quinn
Branch Manager
Aircon Group

Tel: 01642 249026
Email: keith@aircongroup.com



Maintenance Contract Agreement

We **Infratec**. Instruct Aircon Refrigeration Ltd to carry out the routine preventative maintenance on our equipment, as per the above referenced quotation letter dated **22.02.24**

Equipment:

-  2 x Indoor Units
-  2 x Outdoor Units

No. of visits per annum: **2**

Annual Cost: **£288.75 + VAT**

LJP-2202

Order Number:

22/02/24

Required Start Date:

1 year

Contract Term:

Lee Payne

Print Name:

Signed:

22/02/24

Date:

DocuSigned by:

Lee Payne

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