



METRI ENGINEERING SERVICES W.L.L
مترى للخدمات الهندسية ذ.م.م

M/s Dandy Company Limited P.O Box 2239 Doha, Qatar Kind Attn: Mr. Imran Mirza Asst. Manager – Purchase Mobile: +97450650116 E-Mail: imran@dandy.qa	QREF 12/10/2025-23 Subject: Quotation for Annual Maintenance Contract Location: Dandy ST#2
DATE : 12-10-2025	Email: mes@mes.qa

Dear Sir,

With reference to your inquiry regarding the above-mentioned project, we are pleased to submit our proposal for the **Maintenance Contract** covering the following equipment:

1. Blast Chiller
2. Extrusion Line
3. Cold Room 8 & 9
4. Cold Room 7
5. Spiral Tunnel

The accompanying terms and conditions form an integral part of this offer and define the scope of services to be provided under this contract.

We trust that our proposal meets your expectations and requirements, and we look forward to the opportunity to work with you. Should you require any clarification or modification to better suit your needs, please do not hesitate to contact us.

We sincerely appreciate your consideration and look forward to receiving your valued order.

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Eng. Fayez Metri (55572793)





I) SCOPE OF WORK

The objective of this **Maintenance Contract** is not merely to perform repairs but to ensure the **optimal performance, reliability, and efficiency** of all refrigeration systems under our care.

Our philosophy focuses on **preventive maintenance** — addressing the root causes of potential issues rather than implementing short-term or repetitive fixes. This proactive approach minimizes unexpected breakdowns, reduces energy consumption, and extends the lifespan of your equipment.

Service Frequency:

Our qualified technicians will perform **four (4) preventive maintenance visits annually** — one every three (3) months — for all refrigeration systems listed under this contract. In addition, **on-call service support** will be available upon request to address any operational concerns promptly.

During each visit, our technicians will complete a detailed **Service Log Sheet**, documenting plant operating conditions, system performance, and any corrective measures taken.

II) QUARTERLY INSPECTION TASKS

Each scheduled preventive maintenance visit will include a thorough inspection and testing of the following parameters to ensure reliable system operation:

- General system verification and performance check
- Compressor pressure and temperature (operating range)
- Input amperage for compressor and fan motors
- High/low-pressure safety switch cut-out points
- Verification of control station operation
- Inspection of solenoid and regulating valves
- Calibration of control device settings
- Functionality of safety and protection devices (cooling, electrical, etc.)
- Oil level and temperature in oil receiver
- Contactors for compressors — inspection and cleaning if required
- Liquid level in liquid receiver
- Moisture level check in the refrigeration circuit (via sight glass)
- Condition of hoses and fittings
- Verification of refrigerant circuit sealing and tightness
- Condenser coil inspection and cleaning if required
- Electrical connection integrity and tightening
- Compressor mounting and support inspection for vibration or loosening
- Evaluation of system superheat, sub-cooling, and ambient temperature
- Detection of oil traces in piping and compressor
- Adjustment of expansion valve superheat if required
- Inspection of water piping system condition and flow
- Measurement of inlet/outlet pressure and temperature for water-cooled condensers and heat exchangers
- Oil temperature readings for oil-cooled systems
- Cooling tower water level and condition
- Check for ice formation within evaporator coils



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III) RECOMMENDED SPARE PARTS

In the event that defective components are identified, **MES Qatar** will promptly notify the Client and recommend the necessary precautions and corrective actions.

A **Recommended Spare Parts List** will be provided to ensure that critical components are readily available on-site, thereby minimizing downtime and ensuring continuous operation of the refrigeration systems.

SPARE PARTS LIST

As part of this Maintenance Contract, **MES Qatar** will provide a **comprehensive Spare Parts List** to be procured by the Client and maintained in their store for immediate availability. This ensures minimal downtime and uninterrupted operation in the event of component failure.

The spare parts list will include, but not be limited to, the following essential items:

- Filter Driers
- Electronic Expansion Valves
- Solenoid Valves
- Compressor Oil
- Pressure Switches
- Fan Motors (Evaporator and Condenser)
- Defrost Heaters
- Drain Pan Heaters
- Crankcase Heaters
- Valve Plates with Gaskets
- Gasket Kits
- Compressors
- Digital Thermometers
- Temperature Sensors
- Thermostats
- Heater Banks
- Oil Pressure Switches
- And other related refrigeration components

A **detailed spare parts schedule**, including part numbers, model compatibility, and manufacturer references, will be provided to the Client at a later stage for procurement and storage purposes.

Please note that this **Maintenance Contract does not include the supply, replacement, or cost of spare parts**. All defective or replacement components required during maintenance works will be **quoted separately** and subject to Client approval prior to replacement.



IV) EQUIPMENT SCHEDULES

The following equipment is covered under the proposed **Maintenance Contract**:

1. Spiral Tunnel System

- **Ice Cream Rack:** KS-LC122:XX00E
- **Compressors:**
 - Bitzer Model: HSN8571-125-40P
 - Bitzer Model: HSN8591-160-40P
- **Pump:** GRUNDFOS Model NB65-160/171D-F2-A-BA05
- **Cooling Tower:** Included in system configuration

2. Blast Chiller System

- **Ammonia Compressors:** SABROE SAB 151LR — *Qty: 2*
- **Evaporators:** GTI-W 387-4P — *Qty: 4*
- **Evaporative Condenser:** VXC-110 — *Qty: 1*
- **Glycol Pumps:** IL 50 — *Qty: 2*
- **Water Pump:** CHI-L.204-1 — *Qty: 1*

3. Extrusion Line System

- **Water-Cooled Condenser:** MARCOLD CMH2HSN7471-75
- **Screw Compressors:** Bitzer HSN7471-51 — *Qty: 2*
- **Liquid Receiver:** Frigomec FL 75 + SGR7 + 2SV
- **Brazed Plate Heat Exchangers:** GEA WTT GBH400H-30
- **Oil Cooler:** ONDA 120 CU/S

4. Cold Rooms 8 & 9

I. Evaporators:

- **Chiller Room No. 08:** 3C-E4366R — *Qty: 3*
- **Chiller Room No. 09:** 3C-E4366R — *Qty: 3*
- **Receiving Area:** 3C-E4263R — *Qty: 4*

II. Refrigeration Rack System (for Rooms 08 & 09):

- RACK-MOPSH 4P/4MK-35X

III. Condenser (for Rooms 08 & 09):

- PU 06D / PO6 D3

5. Cold Room 7

- **Chiller Room:** 9 Evaporators
- **Condensing Units:** 3 Units
- **Air-Conditioning Units:** 2 × Daikin



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5) DURATION OF CONTRACT

Contract Period:

The contract shall be valid for a period of **one (1) year**, commencing on **01/11/2025** and ending on **31/10/2026**.

Renewal of Contract:

The renewal of this agreement upon its expiry shall be effected through a **written notice** from one party to the other, delivered via registered mail, fax, or other certified means **at least three (3) months prior** to the termination date.

If no written notice for renewal or termination is submitted within the specified period, the contract shall be **automatically renewed** for a similar term under the same terms and conditions, subject to the **consent of both parties**.

Upon renewal, the **Client (Second Party)** shall issue **post-dated cheques** covering the full contract duration for the renewed period.

Early Termination:

If the Client wishes to terminate the contract before its expiration date, a **written notice** must be provided to **MES Qatar** at least **one (1) month in advance** via registered mail or fax with certified delivery.

Failure to provide such notice will oblige the Client to **compensate MES Qatar** with an amount equivalent to **one month's contract value**, representing lost revenue for the remaining duration of the agreement.

6) GENERAL TERMS AND CONDITIONS

- **Force Majeure:**

MES Qatar shall not be held liable for any loss, delay, injury, or damage resulting from circumstances beyond its control, including but not limited to acts of God, force majeure events, war, terrorism, civil unrest, government actions, fire, theft, corrosion, flood, freeze-ups, strikes, riots, explosions, transportation delays, or malicious acts. Under no circumstances shall MES Qatar be liable for consequential, business interruption, or speculative damages.

- **Compliance and Safety Requirements:**

MES Qatar shall not be obligated to perform additional safety tests, install new devices, or modify existing systems to comply with new regulations, directives, or insurance requirements, unless specifically agreed upon.

For instance, MES Qatar shall not bear the cost of oil changes, acidity tests, or filter replacements resulting from normal compressor operation.

- **Client's Responsibility:**

The Client or designated operator shall comply with all **applicable Qatari laws and international refrigeration standards** and follow MES Qatar's supervisory instructions to prevent damage due to negligence.

- **Liability Limitation:**

MES Qatar shall not be liable for failure to perform its obligations when such failure arises from **accident, misuse, power fluctuation, fire, flood, or other adverse conditions** affecting the equipment. MES Qatar's liability is limited strictly to the scope of services agreed upon and excludes any indirect or consequential loss.

- **Unauthorized Repairs:**

The Client shall not allow unauthorized personnel or third parties to carry out repairs or modifications. Should such unauthorized work result in additional servicing requirements by MES Qatar, the Client shall bear the full cost.

Moreover, **any unauthorized repair during the warranty period will void the warranty.**

- **Ownership of Replaced Parts:**

All defective or replaced parts removed during service shall become the **property of MES Qatar.**

- **Contract Value Adjustment:**

Contract fees for subsequent years may be **adjusted based on labor cost variations** as per Qatari Labor Law or relevant authority revisions.

If an agreement on the revised rate cannot be reached within thirty (30) days of the contract anniversary, MES Qatar reserves the right to **terminate the agreement.**

- **Equipment Condition at Contract Start:**

This contract presumes all equipment is in **good working condition** at commencement.

Any defective units identified during initial inspection will be reported with a written estimate.

If repairs are not approved within **30 days**, the equipment will be **excluded from the contract**, and the total value adjusted accordingly.

- **Governing Law:**

This agreement shall be governed and construed in accordance with the **laws of the State of Qatar.**



7) RESPONSIBILITY MATRIX

Item	Description	Client	MES Qatar
1. Site Facilities and Utilities			
1.01	Builders' works	X	
1.02	Welfare facilities (mess hall, toilets, etc.)	X	
1.03	Temporary power (in case of main power failure)	X	
1.04	Water supply	X	
1.05	Food, accommodation & transport for subcontractor staff/labour		X
1.06	Provision of laydown area & site security	X	
1.07	Temporary lighting for repair works (if existing lighting is non-functional)	X	
2. Equipment, Tools & Scaffolding (If Required)			
2.01	Scissor lift, man lift, forklift, scaffolding, etc.	X	
2.02	Installation devices and tools		X
3. Insurances			
3.01	Workmen's insurance		X
3.02	Other necessary insurances	X	

8) EXCLUSIONS

The following items and services are **excluded** from the scope of this contract:

1. Main electrical cable and isolator prior to refrigeration control panels
2. Incoming electrical supply, transformers, fuses, and distribution boards
3. Shelving, racking systems, and trolleys
4. Provision of water and electricity on-site
5. Drain piping for defrost water outside the room
6. Rolling shutter doors
7. Special concrete and epoxy finishing
8. Structural steel supports
9. All civil works and related structural supports
10. Scaffolding, cranes, or lifting equipment (man lift, forklift, etc.)
11. BMS (Building Management System) connection, programming, or access control
12. Fire alarm, firefighting, lighting, plumbing, ventilation, and exhaust systems
13. Thermal insulation, waterproofing, acoustic materials, and moisture protection
14. Door glass, windows, magnetic latches, dock shelters, and levelers
15. Security, CCTV, and communication systems
16. Humidifiers, textile duct cleaning, and roof/wall cladding
17. Finishes, external works, and other builder's work related to refrigeration installation
18. Government or third-party inspection fees, translation charges, or insurance claims
19. Spare parts, refrigerant, refrigerant oil, nitrogen, and other consumables
20. Any other item not explicitly stated in this offer or related to mechanical/electrical modifications outside original design scope



9) CLIENT RESPONSIBILITIES (IF REQUIRED)

- The Client shall ensure the **presence of at least one maintenance representative** during each service or breakdown visit to witness the work and **sign the service log sheets**.
- Failure to obtain the Client's signature on the log sheet **shall not delay or affect payment** to MES Qatar.
- The Client shall also provide **safe access, power, and utilities** necessary for maintenance execution.

10) SITE FACILITIES

The following site facilities and provisions are to be made available during the execution of maintenance and service activities:

Description		Responsibility
1. Electricity		
a. Single-phase supply from temporary distribution boards located at various points		By Client
b. Adequate lighting for maintenance and inspection areas		By Client
2. Water	Water supply required for cleaning, testing, and general service use	By Client
3. Storage		
a. Allocation of secure and covered storage space for tools, consumables, and spare parts		By Client
b. Responsibility for the safety and security of stored materials		By Client
4. Rubbish Control		
a. Collection and accumulation of waste materials at designated locations		By Client
b. Final disposal of waste and debris		By Client
5. Lifting Equipment	Provision of lifting and access equipment such as scissor lifts, man lifts, and forklifts	By Client
6. Security		
a. Security arrangements at the main site entrance		By Client
b. Security for subcontractor materials and equipment		By Client



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DANDY ST2
DOHA, QATAR

COMMERCIAL OFFER



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QUOTATION

1) CONTRACT PRICES

The total maintenance contract value for the refrigeration systems described herein is structured as follows:

- **Quarterly Payment:** QAR 18,750 (every 3 months)
- **Annual Total:** QAR 75,000 (for one year)

This amount covers all scheduled **quarterly preventive maintenance inspections** for the refrigeration equipment listed in the scope of work.

Service on Request (Call-Out Services):

For any additional service requirements beyond the scheduled visits, the following rates shall apply:

Service Type	Hourly Rate
Normal Working Hours	QAR 200 / hour
Night Time / Fridays / Public Holidays	QAR 275 / hour

Note: The above rates are indicative. For any specific maintenance or repair works, a **separate quotation** will be provided based on the actual scope and requirements.

2) PAYMENT TERMS

- Payments shall be made on a **quarterly basis**, in accordance with the agreed contract value.
- Each quarterly payment is due **upon submission of the corresponding service report and invoice**.
- Prices stated are **exclusive of Value Added Tax (VAT)**, which shall be applied as per the prevailing Qatari tax laws at the time of invoicing.

We trust that the above proposal clearly outlines the scope, terms, and value of our **Maintenance Contract** for your refrigeration systems.

MES Qatar remains fully committed to delivering **reliable, efficient, and professional services**, ensuring the optimal performance and longevity of your equipment.

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