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Abbey Park Industrial Estate  
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**MAINTENANCE AGREEMENT**

**THIS DOCUMENT SETS OUT**

**THE SERVICE AND MAINTENANCE PROPOSALS**

**FOR**

**AIR CONDITIONING SYSTEM(S)**

**INSTALLED AT:**

**Hambledon Village Hall**  
**West Street**  
**Hambledon**  
**Hampshire**  
**PO7 4RW**

**SMQ-17653 Rev1**

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## **OPTIMISING THE EFFICIENCY OF YOUR SYSTEM**

**AES recommends that your air-conditioning system is maintained on a regular basis in order to ensure it is working at its optimum efficiency.**

**Planned maintenance visits prevent breakdowns at critical times, reduced running costs and longevity of your equipment when maintained correctly.**

### **F-Gas Regulations**

#### **Be complaint**

**Under F Gas Legislation is your responsibility to ensure that your air-conditioning and refrigeration plant is leak-tight. This is a mandatory requirement. Even a small loss of refrigerant can significantly reduce the energy efficiency of your equipment.**

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Our Ref: MB/SMQ-17653REV1

6th August 2021

Hambledon Village Hall  
West Street  
Hambledon  
Hampshire  
PO7 4RW

For the attention of Janet Harrison

Dear Janet

**Re: Maintenance Contract**

We write to advise you that we have now completed your final maintenance visit on your air-conditioning equipment and would like to take this opportunity in providing you with a renewal quotation for your consideration.

Equipment Schedule

AES No.	LINKS TO	MAKE	IN/OUTDOOR	MODEL	SERIAL No.	GAS	Gas Kg	Log Book
15448	15447	DAIKIN	OUTDOOR (1)	MUFZ-KJ35VE	4000906T	R410A	1.25	
15447	15447	DAIKIN	INDOOR (1)	MFZ-KJ35VE2	605061	R410A		
17081	-	DAIKIN	OUTDOOR T/SPLIT	PUHZ-ZRP200YKA	690115	R410A	7.1	✓
17079	17081	DAIKIN	INDOOR (1A)	PKA-RP100KAL	65M02333	R410A		
17080	17081	DAIKIN	INDOOR (1B)	PKA-RP100KAL	65M02334	R410A		
15440	15439	DAIKIN	OUTDOOR (2)	MUFZ-KJ50VE	5000005T	R410A	1.5	
15439	15440	DAIKIN	INDOOR (2)	MFZ-KJ50VE2	602067T	R410A		
15445	15446	DAIKIN	OUTDOOR (4)	MUFZ-JK35VE	4000908T	R410A	1.5	
15446	15445	DAIKIN	INDOOR (4)	MFZ-KJ35VE2	605064	R410A		
15441	15443	DAIKIN	OUTDOOR (5)	MUZ-SF25VE	6023576T	R410A	0.7	
15443	15441	DAIKIN	INDOOR (5)	MSZ-SF25VE3	6043870T	R410A		
15444	15442	DAIKIN	OUTDOOR (6)	MUZ-SF25VE	6023642T	R410A	0.7	
15442	15444	DAIKIN	INDOOR (6)	MSZ-SF25VE3	6043859T	R410A		

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#### Maintenance Contract

Our price to provide 2 preventative maintenance visits per year is:

Three years cover ..... £2,126.25 + VAT

The equipment requires regular maintenance by a qualified engineer to ensure optimum operating efficiency and trouble-free operation.

#### Legal Requirements - Leak tests & Data Collection

We are legally obliged to inform you that under the F-gas laws all systems which contain a global warming potential of over 5 tonnes of CO<sub>2</sub> will require an annual inspection for gas leakage; systems with more than 50 tonnes requiring 2 leak checks per year and over 500 tonnes require 4 leak checks per year.

A log book must be kept with all site visits recorded. It is your responsibility to ensure these records are maintained and are kept up to date.

However, if you wish us to maintain these records on your behalf, including the annual leak test this service is provided at an **additional annual charge**. The Log Books can be kept at our offices for safe keeping or alternatively you can keep them in your possession but they must be available at all times. The Log Books are generally kept within the outdoor unit for easy access for our engineer to log the required details.

From the schedule detailed above AES unit number 17081 has a GWP up to 5 tonnes of CO<sub>2</sub> therefore you will be required to have 1 leak test per year which is carried out annually. Please advise us separately within your instructions should you wish to proceed with us providing the necessary log books.

Air conditioning systems containing R22 cannot be recharged if a leak is detected. You have no units containing R22 in the above schedule.

#### **Log Book Record Charge: - 1 Log book is included in the above price**

The below table outline's the new requirements for leak testing limits (KG) using the equivalent tonnes of CO<sub>2</sub> compared to the old system of weights. This will reduce the actual weight allowable for some refrigerants before leak testing is necessary.

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HFC	GWP	Mandatory leak check is required every 12 months if refrigerant system charge (kgs) is great than this figure.  (GWP is equivalent to between 5-49 tonnes CO2)	Mandatory is required 6 months if refrigerant system charge (kgs) is greater than this figure  (GWP is equivalent to between 50-499 tonnes CO2)	Mandatory leak check is required every 3 months plus MUST have fixed leak detection system if refrigerant system charge (kgs) is greater than this figure.  (GWP is equivalent to 500 tonnes or more CO2)
R32	675	7.41	74.1	741
R22	1810	2.76	27.62	276.24
R134A	1430	3.49	34.9	349
R404A	3922	1.28	12.8	128
R407C	1774	2.82	28.2	282
R410A	2088	2.39	23.9	239
R422D	2729	1.83	18.3	183
R1234ZE	7	714.30	7143.0	71430

### Warranty

The new air conditioning equipment is covered by a 3/7-year warranty. All the warranty agreements are on the basis that AES as a qualified **Mitsubishi Business Solution Partnership** company maintain the equipment during this period.

The manufacturer's warranty detailed in the above schedule is due to expire on the 12/10/2021. If you accept this quotation and continue using AES to carry out the maintenance on your equipment during the warranty period the warranty can be extended up to til to a further 2 years.

However, if the equipment has not been maintained continually since installation, and in accordance with the manufacturer's instructions then the manufacturer's warranty will become invalid and therefore a charge will be made, at the rates prevailing at the time.

Proof of the equipment being maintained must be made available as failure to do so will incur a charge for both parts and labour in full.

Items not included are as follows: -

- (1) Damage or call-outs caused by lack of user maintenance (i.e. filter cleaning) or vandalism.
- (2) Mechanical damage other than that caused by the machine whilst under normal working conditions.
- (3) Call-outs due to incorrectly set controls or an interrupted power supply.
- (4) Replacement filters when necessary.
- (5) Ancillary items i.e. condensate pumps, auxiliary fans etc. These will be covered by the manufacturer's warranty only.

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**Payment Terms**

Should you wish to accept our quotation and terms of agreement please forward your purchase order to our offices when on receipt an invoice will be raised and is payable by return.

**Validity**

This quotation is valid for 30 days from the date of this tender. We reserve the right to re-quote should you not accept this quotation within the time specified.

**Cancellation or Variation**

Any order may be cancelled or varied by the customer only with our consent and upon payment of reasonable cancellation charges. Such charges shall take into account expenses incurred and commitments made by us and all other losses due to such cancellation or variation.

**Specific Exclusions**

This quotation does not include for anything not clearly specified in the body of this tender or attached literature.

We trust we have interpreted your requirements correctly, but should you wish to discuss any of the proposals in greater detail, please do not hesitate to contact us.

We look forward to hearing from you further.

Should you wish to discuss the above please do not hesitate in contacting the undersigned.

We look forward to hearing from you further.

Yours sincerely  
For Abel Environmental Services Ltd

A handwritten signature in black ink, appearing to read 'D Farroll'.

Damien Farroll  
Service & Maintenance Manager

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## TERMS OF AGREEMENT

### Maintenance

AES shall provide to the client a maintenance service as detailed above during normal business hours for the equipment described.

AES shall respond to your call-outs and attend during normal business hours as promptly and as efficiently as work commitments dictates and we shall use our best endeavours and expertise to rectify a breakdown or malfunction of the equipment and ensure it is up and running correctly.

AES shall provide to the client as part of the maintenance contract all general lubricants, cleaners and chemicals within the quoted price. However, all other items remain as spares and replacements and may be chargeable.

### Call-Out Fee & Charges during normal working hours

#### Contract Customers

- We have included for our works to be carried out during normal working hours:
- Monday to Friday 08.30 a.m. – 17.00 p.m.
- Clear access must be made available to all working areas.
- Any unit still covered under warranty will be subject to the conditions specified in our quotation at the time of supply.

The company charges a minimum 1 hour call out fee for all site visits irrespective of any work being carried out. The first hour starts when the engineer arrives on site with subsequent hours being charged at the rates detailed below. Materials will incur additional charges where applicable.

- £102.00 for the first hour including mileage within a 10-mile radius and £60.00 thereafter
- £122.00 for the first hour including mileage within a 20-mile radius and £60.00 thereafter
- £140.00 for the first hour including mileage within a 30-mile radius and £60.00 thereafter
- £160.00 for the first hour including mileage within a 40-mile radius and £60.00 thereafter
- £170.00 for the first hour including mileage within a 50-mile radius and £60.00 thereafter
- £190.00 for the first hour including mileage within a 60-mile radius and £60.00 thereafter
- £210.00 for the first hour including mileage within a 70-mile radius and £60.00 thereafter
- £220.00 for the first hour including mileage within an 80-mile radius and £60.00 thereafter

#### **PLEASE NOTE:**

All charges following first hour on site will be charged in 15-minute increments or part 15 minutes thereafter

**Call out fee & charges at weekends and Bank Holidays** - price on application

All charges are subject to VAT at the prevailing rate.

The company charges a minimum 1 hour call out fee for all site visits irrespective of any work being carried out.

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### **Call out Fee & Charges during normal working hours**

#### **Non-Contract Customers**

The company charges a minimum 1 hour call out fee for all site visits irrespective of any work being carried out. The first hour starts when the engineer arrives on site with subsequent hours being charged at the rates detailed below. Materials will incur additional charges where applicable.

- £108.00 for the first hour including mileage within a 10-mile radius and £65.00 thereafter
- £130.00 for the first hour including mileage within a 20-mile radius and £65.00 thereafter
- £150.00 for the first hour including mileage within a 30-mile radius and £65.00 thereafter
- £170.00 for the first hour including mileage within a 40-mile radius and £65.00 thereafter
- £200.00 for the first hour including mileage within a 50-mile radius and £65.00 thereafter
- £220.00 for the first hour including mileage within a 60-mile radius and £65.00 thereafter
- £230.00 for the first hour including mileage within a 70-mile radius and £65.00 thereafter
- £240.00 for the first hour including mileage within an 80-mile radius and £65.00 thereafter

#### **PLEASE NOTE:**

All charges following first hour on site will be charged in 15-minute increments or part 15 minutes thereafter

#### **Call out fee & charges at weekends and Bank Holidays** - price on application

All charges are subject to VAT at the prevailing rate.

The company charges a minimum 1 hour call out fee for all site visits irrespective of any work being carried out.

#### **Clients Responsibilities**

The client shall allow AES to access the premises and the equipment thereupon at all agreed times or in the case of an emergency.

The client shall allow AES whilst on the client's premises to use, without charge, gas, water and/or electricity necessary for the performance of any service or other work under this agreement.

The client shall notify AES in writing of any changes and/alterations made either to the premises or location of the equipment listed on the attached list. Any such change or alterations may give rise, at AES discretion, to charges in addition to the annual maintenance free as set out above.

The client states that he is the beneficial owner of the equipment or has, the authority to authorise any service or other work provided for expressly in this agreement.

The client shall notify AES promptly of the equipment malfunction.

The client shall not permit anyone other than AES to maintain the equipment listed above without prior consent or permission.



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### **Payment to AES**

The client shall pay to AES the Annual Maintenance fee by return.

Your scheduled maintenance visits are activated on your written instructions/official purchase order. An invoice will automatically be raised and payment will be required prior to attending your first scheduled maintenance visit.

Failure to make payment in a timely manner may warrant a call out fee being charged if a call out is requested. This charge will be made at the non-contract rates as detailed above.

The contract expires 12 months from the date of acceptance of our quotation.

The provision of a maintenance agreement does not include, unless expressly provided, the replacement or reconditioning of any parts of the client's equipment. Therefore, any charge or charges made under this clause are additional to the annual maintenance fee.

Where in AES opinion, during either the provision of maintenance and/or breakdown/repairs to the client, the replacement or reconditioning of any part or parts of the equipment, listed above shall submit to the client a cost estimate for the replacement or reconditioning of any part or parts required.

AES disclaims any responsibility for the good working order of the equipment if the client declines to replace or recondition defective or worn-out parts and/or materials when advised by AES to do so.

### **Duration and charge review**

Please note that the maintenance contract will run for 12 months from the date shown on the maintenance invoice.

AES reserve the right to increase all or some of the charged levies.

### **Settlement of Disputes**

Except as otherwise provided in this agreement, the parties shall attempt in good faith to resolve any dispute, differences or claim arising out of or related to this agreement promptly through negotiations between the respective senior executives or those that have the authority to settle the same.

If the matter is not resolved through negotiations further legal action may be taken.