



## HOME VIEW TECHNICAL SERVICES LLC

P.O.Box : 76135, Dubai - U.A.E., Tel :04-4509826, Fax: 04-4509827, Email: customerservice@homeviewfm.com

### SIGNATURE PACKAGE SERVICE - VILLA

SERVICES	FREQUENCY	DESCRIPTION
<input type="checkbox"/> Electrical Safety	Every 4 months	One major and two minor preventive maintenance services will be carried out annually.
<input type="checkbox"/> Air Conditioning	Every 4 months	One major and two minor preventive maintenance services will be carried out annually.
<input type="checkbox"/> Plumbing	Every 4 months	One major and two minor preventive maintenance services will be carried out annually.
<input type="checkbox"/> Water tank cleaning ( <u>Villa only</u> )	Annually	Wash out of ONE villa water tank once per year.
<input type="checkbox"/> Call Outs	Unlimited	

**Services Includes:**

## **1. Emergency call outs : Unlimited – one hour response ( 24/7 )**

Emergencies defined as-

- a) Complete failure of A/C system in the premises
- b) Complete failure of electrical power in the premises
- c) Complete failure of water system pressure
- d) Complete failure of plumbing drainage system

## **2. Routine Corrective Maintenance Service Calls ( 24/7 )**

Each signature contract residence has unlimited routine call – outs every month and these will be placed on a calendar for routine work.

Routine services defined as minor system failures like;

- a) Repair of AC system problems
- b) Repair of electrical system problems
- c) Repair of plumbing system problem

**A preventive maintenance program will be put in place for all Electrical, Air Conditioning and Plumbing systems, which will involve three planned visits per year as broadly detailed below:**

- a) A/C technician will conduct three scheduled inspections per year of all systems to ensure, they are functioning within operational parameters in accordance with manufacturer's operating maintenance manuals.
- b) Electrician to inspect proper operation of circuit breakers, isolators, power monitor indicators, power sockets, receptacles, and motor controllers.
- c) Plumbing technicians will ensure delivery of water at flow rates without irregular noise and vibrations as dictated by specifications and inspect waste water systems

### **Exclusions:**

The below services will provided on a quotation basis and are not included in the AMC.

- a) Pest control treatment
- b) Carpentry work such as curtain poles, wardrobe and cabinet finishes, replacing door locks, screens and latches
- c) Complete installation/ replacement of units or systems such as AC units, doors, windows, vanities, basins, light fixtures, garden lights etc
- d) Replacement of insulation or ductwork, ductwork cleaning, duct disinfection
- e) Fixing & grouting of tiles
- f) Repairing of electric gates
- g) Masonry civil works
- h) Painting
- i) Exterior Villa Façade Washing, Window Cleaning
- j) Annual Maintenance Contract for Villa Cleaning – Internal Cleaning with agreed schedules and frequency.
- k) Appliances
- l) Main structural problems of existing buildings.
- m) Main infrastructure problems ( including main water tank )
- n) Design and installation / construction issues of existing property.
- o) Consequential damage due to failure of any equipment/ systems within the property.
- p) Building maintenance system ( BMS )
- q) Irrigation system
- r) Swimming pool maintenance & cleaning
- s) Other Water Tanks

**Please Note: A site survey may be carried out to ascertain if the requested work are feasible.**

**Please select your package from the following option**

<b>SIGNATURE</b>	Unlimited call –outs. Three preventive maintenance visits per year Villas only –Annual water tank cleaning .Monthly window cleaning		
<b>VILLA</b> <input type="checkbox"/>	2- 4 Beds <input type="checkbox"/>	5-6 Beds <input type="checkbox"/>	<b>More Than 6 Bedroom, Site inspection will be carried out for quotation.</b>
<b>Annual Cost</b>	<b>AED 3800</b>	<b>AED 5000</b>	<b>Without Window Cleaning</b>

**Please Note:**

- **Packages – Please note contracts commence from the 1<sup>st</sup> of the month only.**
- **Spare parts and consumables above AED 20 per spare part that needs to be replaced will be charged at cost plus handling fee.**
- **Water & Electricity to be supplied by the customer**

For More Info and Booking an Appointment:  
Home View Customer Service

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