

Chillflame Limited

Service & Maintenance Contract

Customer or Company Name

Chillflame Limited Service & Maintenance Contract

This contract will cover the cost of the service & maintenance of the equipment listed below, plus any minor consumables.

This contract would provide up to two visits per year (six months apart) to carry out maintenance on the equipment listed. Any additional visits required would be charged accordingly.

Service & maintenance visits would be carried out to the standards set out in the “Standard Maintenance Specification for Mechanical Services in Buildings Volume II- Ventilating and Air Conditioning.”

Contract Customers are also offered a target four hour response to emergency call-outs. This service applies 24 hours per day, 7 days a week, 52 weeks a year. The Helpline telephone number is 07786 232866.

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|---|---|---|-----------------|
| Service & Maintenance Contract (SMC): - | £ | | + VAT per annum |
| From date | | / | / |
| To date | | / | / |
| Date of First Service | | / | / |
| Date of Second Service | | / | / |

Signed on behalf of Chillflame Limited

Print name _____ Date / /

Signed on behalf of Customer

Print name _____ Date / /

TERMS AND CONDITIONS

1. All works are covered by our standard Terms & Conditions of Trading.
2. SMC Customers receive labour and callout services at a discounted rate from those charged to our other customers. These are reviewed annually on 1st April and are published on our web site www.chillflame.com . All chargeable works will be undertaken at these rates unless a fixed price quotation is provided.
3. If two service visits are appropriate, the SMC price to be invoiced proportionally on a bi-annual basis. Major & minor visits will be invoiced in the month that the relevant service visit is carried out. Major visits are valued at two thirds of the contract sum. Minor visits make up the remaining third.
4. If the equipment in the SMC contract is not under warranty, then all parts and labour for all works carried out (other than pre-planned maintenance visits) will be chargeable.
5. Service & maintenance visits and the Helpline Callout Service will begin on receipt of the signed SMC.
6. Warranties on equipment installed by Chillflame Limited, or for any works undertaken by Chillflame Limited, will become null & void if repairs or any other service works are carried out by any other person other than those employed by Chillflame Limited. The warranty may only be reinstated after Chillflame Limited carry out a full service of the unit concerned. This service would be charged at the full current rates to the Customer.
7. This contract is valid for one year only and the SMC price will be subject to an annual review. This will be quoted to the customer at least one month prior to the renewal date.
8. This contract may be terminated by either party on the anniversary of renewal, or before the next cycle of service visits commence. Otherwise contracts will renew automatically until the following year.

EQUIPMENT COVERED

