

A large, thick, red circular brushstroke graphic that is open on the right side, framing the text.

HOME MAINTENANCE SERVICES

Providing excellent services to
our Customers



We Are Here to Help

We listen to what you need and help you bring together everything you require to make it happen.





WHY YOU NEED TO MAINTAIN YOUR HOME

Your home is the symbol of your success but that dream home can turn into a nightmare if regular maintenance is not part of your standard routine. You should maintain your home for the same reason you maintain your car for. Without regular maintenance both your car and your home are headed towards trouble and costly repairs which can be easily prevented. The value you have worked so hard to establish in your home can significantly deteriorate without regular maintenance. The Home Maintenance preventive maintenance program lowers the total cost of home ownership, while enhancing your home's value, safety, and appearance.

The choice is yours: spend a little to maintain your home now, or spend a lot more on costly repairs and subsequent damages.



If not for the money you'll save, perform regular home maintenance for your own health and safety as well as your loved ones'.

Benefits of Home Maintenance

Some of the benefits of recommended home maintenance include:

- ✓ **Save** money by eliminating avoidable repairs and failures
- ✓ **Extend** the life of home components, equipment, and systems and protect the value of one of your largest, most important, lifetime investments/assets
- ✓ **Reduce** safety and health risks in your home
- ✓ **Shorten** your 'to-do' list
- ✓ **Maximize** your home value and resale potential
- ✓ **Improve** your home appearance and appeal
- ✓ **Take** pleasure in your beautiful home where everything works as designed
- ✓ **Enjoy** peace of mind knowing that your home is professionally maintained and all systems, equipment, and components are in good working order
- ✓ **Satisfy** all maintenance requirements specified in your appliance and home systems manuals
- ✓ **Receive** the benefits of having an expert available to represent your interests when it comes to everything about your home; from consultancy and advice to hiring a contractor
- ✓ **Put** proactive and preventive maintenance to work for you to lower your total cost of home ownership
- ✓ **And** perhaps most importantly, you receive that most precious gift of extra time to do the things that are most important to you!

A. Gold & Silver Packages

1. Scope of Work

1.1 AIR CONDITIONING

(Indoor units / Fan coil units)

- a. Cleaning air filters, grills and diffusers
- b. Checking indoor fan motor, cleaning blower
- c. Checking electrical components and wirings
- d. Checking and Cleaning drain pan / line
- e. Checking unit slope
- f. Checking the proper insulation of refrigerant lines
- g. Checking A/C noise
- h. Checking remote control / Thermostat operation
- i. Changing compressor oil and filters and replenishing refrigerant gas if necessary (separate charge) (Exhaust Fans)
- j. Housing: Cleaning and inspecting tightness
- k. Grill : Cleaning and checking tightness
- l. Fan motor and blades : cleaning and checking proper operation

1.2 PLUMBING

- a. Checking for external pipe leakages and rectification
- b. Checking and cleaning bottle traps
- c. Checking and cleaning floor drain trap
- d. Checking faucets, valves, water mixers' proper operation
- e. Checking water heater
- f. Checking toilet cistern mechanism
- g. Checking for drain blocks and cleaning them

1.3 ELECTRICAL

- a. Checking the contactors and circuit breakers at the distribution boards
- b. Checking the electrical power outlets such as sockets and switches
- c. Cleaning smoke detectors
- d. Inspecting exit lights, emergency lights and light fittings
- e. Checking water heater and exhaust Fan
- f. Cleaning of panels
- h. Picture hanging, painting and Decorating
- i. Replacing broken windows, window glass, doors or door glass
- j. Any other maintenance services that were not described here in

1.4 EXCLUSIONS

- a. House keeping /cleaning
- b. Providing Water Treatment
- c. Maintaining appliances
- d. Handling works related to damage, malfunction or failure resulting from negligence, abuse or misuse
- e. Clearing any penetration into hardened surfaces, such as floors, walls and ceilings
- f. Fixing internal water leakage such as under the bathtub and WC
- g. Handling structural, facade and roof finishes

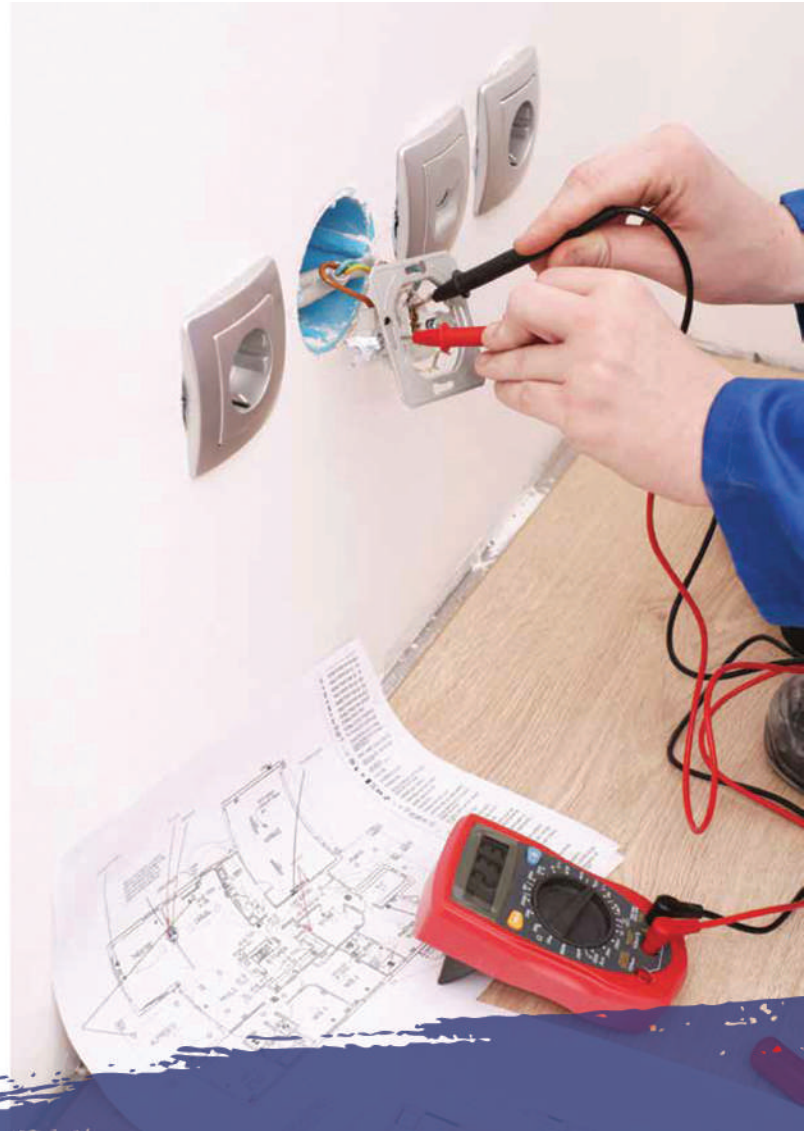
1.5 INCLUSIONS

- a. Providing the manpower required to carry out maintenance work as per the contract
- b. Providing all tools required to carry out maintenance works as per the contract scope



2. General Terms and Conditions

- a. Regular working hours are Monday through Saturday from 09:00AM to 6:00PM
- b. Emergency service is available 24 hours per day, 7 days per week.
- c. Emergency service is limited to major plumbing leaks, over-flowing drainages, total electrical failure and total air-conditioning failure only
- d. Spare parts and consumables are not covered under the scope of the annual maintenance contract. Any parts and/or consumables required will be charged at costs and will also incur a %15 handling charge on purchase value
- e. All variations will be performed only with prior approval from the client
- f. Electricity, water supply and access to be provided by the client for maintenance purposes
- g. The company will not be responsible for any malfunctioning, damage, fault or failure of any part or system including but not limit due to manufacturing defect, installation defect, mishandling, under/over rating installations, ageing factor, wears and tears. Accordingly, the company does not provide any guarantee or warranty for any installation during and after the service period
- h. Civil work maintenance such as carpentry works is EXCLUDED from silver packages.
- I. Accordingly the Company provides warranty of repairs for 72hrs. After the service period.





3. Frequency and Prices

| Service | Description of Maintenance Services | Silver Package Frequency | Gold Package Frequency |
|---------------------|---|----------------------------|--------------------------|
| Emergency call-outs | A/C, electrical and plumbing systems | Unlimited | Unlimited |
| Reactive call-outs | Maintenance of air conditioning units | Twice per month | Three times per month |
| Reactive call-outs | Maintenance of essential electrical fittings and receptacles | Twice per month | Three times per month |
| Reactive call-outs | Maintenance of plumbing defects | Twice per month | Three times per month |
| Reactive call-outs | Carpentry works | Not covered | Twice per month |
| Planned/ Preventive | Inspection and servicing of air conditioning units | Quarterly | Quarterly |
| Planned/ Preventive | Inspection and servicing of electrical fittings and receptacles | Halfyearly | Quarterly |
| Planned/ Preventive | Inspection and servicing of plumbing defects | Halfyearly | Quarterly |
| Planned/ Preventive | Inspection and servicing of Closet & Cupboard fittings | Annually | Halfyearly |
| Pest Control | Pest control preventive treatment | Annually | Halfyearly |
| Type of apartment | | Silver Package Value (INR) | Gold Package Value (INR) |
| Studio | | 0000 | 0000 |
| One Bedroom | | 0000 | 0000 |
| Two Bedrooms | | 0000 | 0000 |
| Three Bedrooms | | 0000 | 0000 |



B. The Per Visit Service

The service will be provided as per the following manpower rates:

- a. INR 200 for a half-an-hour visit to replace consumables (light bulbs and toilet hoses)
- b. INR 250 for an initial one-hour visit and INR 150 per hour thereafter

→ **1.1 INCLUSIONS**

- a. All Manpower required to carry out maintenance works
- b. All Tools required to carry out maintenance works

→ **1.2 CLAUSES**

- a. Spare parts and consumables are not covered. Any parts and/or consumables required will be charged at costs and will also incur a %15 handling charge on purchase value
- b. Electricity, water Supply and access to be provided by the client for maintenance purposes

→ **1.3 GENERAL CONDITIONS**

Regular working hours are Monday through Saturday from 09:00 AM to 06:00 PM

Frequently Asked Questions

Why is Home Maintenance required?

To keep houses up and running, constant maintenance is required. Small jobs like carpentry, plumbing or electric wiring demand vigilant care for which our Home Maintenance team can provide efficient solutions within minutes all year long.

Do a lot of homes need repair?

Yes all homes require some sort of maintenance on an annual basis. Residential areas near the coast are prone to extreme weather conditions like wind, moisture and heat and therefore demand consistent preservation.

What kind of packages do you offer?

We offer structured packages on an annual basis which cover most maintenance issues. The fee covers preventive and corrective measures. We are currently providing Silver and Gold packages to our customers. The detailed scope of work, service frequency, and general terms and conditions are provided in this leaflet. In addition, we can also provide customized packages as per customer's home maintenance needs.

What is covered in regular home maintenance?

Some of the things included in our structured programs are plumbing, air-conditioning and electrical maintenance.

Does the Home Maintenance Team handle repairs which are not covered in the package?

Yes indeed! Our team can provide solutions for all your home maintenance needs. We will evaluate the problem and give you the best possible recommendations for the repair(s) and would also work on a development plan to carry out the needed repair(s).

How can I save money by having a maintenance contract?

Your savings can be over ten times the cost of our annual subscription fee. Regular house checkups can save you lots of money on repairs. We will regularly check on the running of the A/C, the pump, the water supply and drainage and electrical distribution board. Our expert technicians use a prescribed checklist during the preventive maintenance program. You can trust them for guiding you through your home upkeep.

Can I upgrade my home maintenance package?

You can always upgrade your package by calling our number **(+91)-9040404404**. Our home maintenance team would contact you to understand your home maintenance needs and propose a home maintenance package to suit your requirements.



Service Package form



Silver . Gold . Customized

