

# MAINTENANCE PACKAGES



To get the best out of legacy systems, Ultra Refrigeration Ltd recommend a routine maintenance programme to complement our clients needs and minimise the number of potential breakdowns and failures.

Routine service and maintenance can benefit both integral and remote refrigeration and air conditioning systems by offering fewer breakdowns, lower running costs, quieter operation and peace of mind. Most commercial refrigeration systems are now legally required to be leak checked - all of our maintenance packages include F-GAS leak checking to help your business stay ahead of the law.

Preventative maintenance can also help to increase sales by minimising downtime, maximising output, reducing waste and stock losses Ultra Refrigeration Ltd offer tailored maintenance solutions for all types of refrigeration equipment providing businesses of all sizes with the same care and attention. Whether operating a small business or large chain, publicans, hoteliers, restaurateurs, caterers and retailers can benefit from routine service and maintenance.

Our three standard maintenance plans have been designed to suit a range of budgets and demands from just one or two display refrigerators to multiple refrigeration systems. Should one of our standard plans not meet your requirements, please contact us for a bespoke quotation.

## Prem-Plan

This plan is the most cost effective for sites operating central plant systems.

- ▶ Access to our 24 hour Help-desk.
- ▶ Preferential service rates.
- ▶ Discounted parts.
- ▶ 2 routine maintenance visits per year.
- ▶ Unlimited call-outs & on-site labour.
- ▶ Remote on-line support (where installed)
- ▶ F-GAS Leak checks

## Platinum

This plan is ideal for big businesses or individuals with multiple sites with a mixture of remote and integral units.

- ▶ Access to our 24 hour Help-desk.
- ▶ Preferential service rates.
- ▶ 2 routine maintenance visits per year.
- ▶ Unlimited call-outs & on-site labour.
- ▶ All materials & minor spares.
- ▶ Remote on-line support (where installed)
- ▶ F-GAS Leak checks

## Pro-Plan

This plan is the most cost effective for small businesses who don't require many site visits.

- ▶ Access to our 24 hour Help-desk.
- ▶ Preferential service rates.
- ▶ 2 routine maintenance visits per year.
- ▶ F-GAS Leak checks

# TERMS & CONDITIONS

- ▶ Maintenance prices are based on a 12 month term.
- ▶ Termination of the agreement can be made at any time. Early termination may attract a cancellation fee based upon the remaining term of the agreement. A written quotation can be provided upon request.
- ▶ Payment is made monthly in advance by standing order unless otherwise stated.
- ▶ Payment terms are strictly 30 days from date of invoice.
- ▶ Ultra Refrigeration Ltd reserve the right to refuse to attend any site where an account is in dispute.
- ▶ Ultra Refrigeration Ltd reserve the right to terminate a maintenance agreement at any time with immediate effect. Any outstanding monies will be credited pro-rata.
- ▶ Equipment considered no longer serviceable will be reported as such and a quotation for a suitable replacement will be offered. From this date, any call-outs, parts and labour to this equipment will be chargeable at preferential service rates.
- ▶ Call-outs, parts and labour to non-mechanical failures will be chargeable such as misuse, damage, operator error, power failure or cabinet furniture.
- ▶ Ultra Refrigeration Ltd take no responsibility to damage or loss of stock nor to lost of revenue due to equipment failure. Customers should seek their own insurance against such loss.
- ▶ Whilst Ultra Refrigeration Ltd aim to attend any call within 24hrs, priority is given to urgent calls where customers operations are most severely affected. Response times cannot be guaranteed.
- ▶ Ultra Refrigeration Ltd reserve the right to refuse any customer without giving reason.
- ▶ Quotations are valid for 60 days.
- ▶ Maintenance schedules cannot be guaranteed.
- ▶ Ultra Refrigeration Ltd may refuse to maintain or repair equipment which is inaccessible or hazardous to access. Recommendation to re-site such equipment will be made.
- ▶ The hire of equipment to gain access and any additional labour will be chargeable at preferential rates.
- ▶ A surcharge will be made towards the correct handling and/or disposal of waste products such as refrigerant, oil and foam insulation.
- ▶ Equipment supplied by Ultra Refrigeration Ltd carries a 12 month parts and labour warranty unless otherwise stated.
- ▶ Routine service and maintenance is recommended by all suppliers and manufacturers however some intrusive works may invalidate any remaining warranties. Please check with your supplier prior to any works being carried out.
- ▶ Safety and operational checks made during routine maintenance does not negate the need for statutory tests such as PAT and HACCP.