

TERMS OF REFERENCE

FOR THE PREVENTIVE MAINTENANCE OF 52 UNITS OF AIRCON

The contractor shall furnish the OWNER the preventive maintenance service reports as prerequisite for the payment of the service fee.

The contractor Warrants that the materials and components to be supplied in the performance of the services are genuine, brand new and free from defects, hidden or otherwise. Contractors likewise warrants that its servicemen are duly trained and have technical knowledge required to undertake the service.

The OWNER shall not be responsible for any claim for personal injury, death or property damage sustained by the servicemen where such injury, death, damage arises out of or in the course of the performance of the services. The contractor agrees to hold Owner free and harmless from any and all liabilities or claims which may be filed by the servicemen by reason of the latter's employment.

SCOPE OF SERVICES

The contractor shall regularly and thoroughly examine the equipment's, perform preventive maintenance and repair as follows.

- **Twice this year 2021 (October and December)**
- Cleaning of filters
- Greasing / oiling of moving parts
- Cleaning of evaporator and condensers
- Removed dirt on casing indoor and outdoor units
- Make minor adjustments as necessary
- Surveys and reports potential problems
- Parts for replacement will be given separate proposals
- Service callbacks within working hours until 5 PM will be free of charge
- Items such as rugs, lubricants, gloves, cleaning materials are considered included and free of charge.

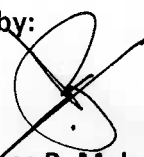
MAINTENANCE/TECHNICAL SUPPORT

- The contractor shall provide highly technical personnel to service all the equipment including its components/peripherals whenever hardware breakdown and/or any related problem should occur.
- On call support shall be available 24 hours a day, 7 days a week. A one (1) hour response from time of the call (through telephone call) shall be provided.
- On-site support must have a response time of not more than 4 hours from the time of the call-in cases when the phone support could not solve the problem.



The contractor must provide expert personnel to service the equipment whenever any related problem should occur.

Prepared by:



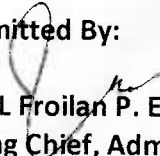
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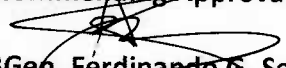
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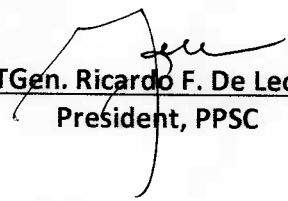
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Recommending Approval



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VP for Administration

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