

MAINTAIN

— MECHANICAL INC —



Preventative Maintenance Proposal

The Windsor – 5112 Elbow Drive SW, Calgary

Maintain Mechanical Inc

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Introduction:

Preventative maintenance is generally up to the interpretation of the individual firm performing the work. Pricing can vary greatly between companies, and it's oftentimes difficult to choose the best path for your investment (e.g., building, condo, complex).

Preventative maintenance, as suggested by the manufacturer's guidelines, is the minimum acceptable standard. Much like building codes, the manufacturer's guidelines help to ensure that any building equipment reaches its intended lifespan. Not following preventative maintenance schedules means that equipment will often fail sooner than anticipated and may void manufacturer's warranties. Replacing failed components or equipment can have a drastic impact on reserve funds set aside for emergencies. Insufficient funds in a reserve fund may result in a special assessment or increased condo fees, which may lead to a decrease in property values.

Maintain Mechanical has years of experience servicing buildings at all service intervals and lifespans. We feel that there are some value-added items that should be included in any preventative maintenance program to help lower long-term costs for the owners. Unfortunately, we have seen a shift in our industry that foregoes these value-added items in an attempt to lower maintenance costs as much as possible in order to grow a service company's portfolio. Fundamentally we believe being the cheapest vendor leads to quality being sacrificed to lower maintenance costs, and this often translates to higher costs for the owners of the property. Instead, we believe in providing the best value focusing quality on essential items at various service levels.

Maintain Mechanical is here to help you with whatever choice you think is best for your investment or any financial limitations you may be facing. We understand that in an ideal circumstance procuring more services may be the best route for your investment but due to numerous factors this may not be possible. This is why we have fundamentally changed our business philosophy as further described below in our company mandate.

Our Company Mandate:

Maintain Mechanical has decided to go a different route from most vendors. Instead of providing one price to complete preventative maintenance, we have decided to offer three packages: **bronze**, **silver**, and **gold**. With these three packages, Maintain Mechanical can offer a wide variety of services at affordable rates. Owners and boards can review our proposal and decide which package suits the building's requirements best. Some owners and boards prefer to limit preventative maintenance in order to limit costs and only repair equipment when absolutely required, while others tend to be more proactive in an attempt to lower costs overall. Although we cannot tell anyone which path is best for any individual's situation and philosophy, we do know that history has shown that proactive maintenance of mechanical equipment lowers costs in the long term. Rest assured, no matter what the choice, Maintain Mechanical is here to help.

Our mission is not to misinform to maximize revenue with costly repairs or delay fixing or failing to highlight issues in order to appear to lower costs in the short term but rather develop long lasting mutually beneficial relationships. Our goal in creating a partnership with owners and boards is to advise on the best path to maintain and service building equipment in order to protect assets and investments. Our mandate is to provide our services with honesty, integrity, and communication as the building blocks of trust.

What is preventative maintenance?

Contrary to popular belief, preventative maintenance does not equate to stopping equipment failures and unexpected repairs. It would be dishonest of us to say that no repairs on equipment will be necessary in the future. Preventative maintenance is required to ensure that a building's equipment reaches its intended lifespan. Our role is to highlight small deficiencies or design oversights before they become larger and more costly problems. Preventative maintenance on building equipment can be compared to the maintenance of a vehicle; it's far cheaper and safer to inspect and replace a car's brake pads when required rather than leaving it until other parts of the braking system are affected.

Why is preventative maintenance important?

Preventative maintenance is an all-encompassing term that includes some added values that may not be immediately obvious to the client. Some of these include:

- 🔥 **Increased comfort** – When a piece of equipment is operating as per design, the building's occupants will be more comfortable and relaxed in their environment.
- 🔥 **Increased energy efficiency** – Ensuring pieces of equipment are clean from debris and are set at the proper set points helps lower utility costs overall. There has been a shift in the industry to move away from mid-efficiency pieces of equipment to high-efficiency pieces to lower utility costs even further. We can help prepare a cost-benefit analysis to determine which course of action is the best for any building. It's difficult to forecast the exact savings, as each building has a unique combination of equipment that can make forecasting difficult, however, we have seen a minimum of a 5% utility saving, and as much as a 25% utility saving from year to year, after an efficiency upgrade.

Not only can we ensure that a building has optimal set points for its heating and cooling systems, we can modify them based on the occupants' feedback and the building's 'personality' to ensure that we maintain resident comfort, while lowering utility costs as much as possible. Fine tuning these set points will be an ongoing adjustment process, but as we gain more experience with a building we can optimise your systems and settings to find that happy medium between resident comfort and utility costs.

🔧 **Lifespan of equipment** – The main purpose of a preventative maintenance program is to ensure that any building's equipment reaches its full lifespan, as laid out in the reserve fund study. Often, it's possible to extend these lifespans to help build up reserve funds, but a cost-benefit analysis should be performed once these pieces of equipment reach their intended lifespans.

A lifespan for a large piece of building equipment is typically 25 years, but the construction, mechanics, and controls for these types of equipment can change drastically over that time period as the technology improves. This can result in considerable efficiencies gained by simply replacing these components. As is often the case, continuing to repair them becomes an added expense for owners and boards. Our experience and expertise can provide insight into the most cost-effective way to stage necessary large-scale replacements.

🔧 **Improved air quality** – Replacing filters in common heating, ventilation, and air conditioning (H.V.A.C) equipment can drastically improve efficiency and comfort. Our technicians are trained to highlight any abnormal filter conditions, which allows us to be proactive in increasing the efficiency of the system. Often, in the industry, filters are replaced every quarter, regardless of their condition. Filter condition depends on various parameters. As filter quality has increased over the years, we have seen filters become fouled sooner than we saw previously.

🔧 **Decreased emergency repairs** – Catching small issues before they become larger issues helps lower emergency on-demand repairs. Often, emergency work is charged at a premium for the labour rates, and sourcing parts during an emergency can be troublesome. Completing preventative maintenance will help reduce emergency issues from occurring or resulting in larger catastrophic failures.

What benefits does Maintain Mechanical have over other firms?

Although a number of firms offer similar benefits for partnering with them, Maintain Mechanical prides itself on offering a robust schedule of services. These benefits include:

- 🔥 Preferred service rates
 - ⚙ This rate extends to all residents in a building, no matter which group procures our service. This results in cost savings for the buildings ownership and the individual residents. The rate also results in drastically lower costs, as our preferred service rates are extremely discounted.
 - ⚙ We understand your building and can complete work in a timelier manner than other firms. We have access to equipment and systems designed to complete work for individual tenants in a more cost-effective manner.
- 🔥 GPS based dispatching, allowing us to:
 - ⚙ Stop immediate property damage as soon as feasible
 - ⚙ Mitigate travel time incurred
- 🔥 24-hour emergency service for a multitude of trades:
 - ⚙ Boilers and controls
 - ⚙ Plumbing and heating
 - ⚙ H.V.A.C. and refrigeration
 - ⚙ Gas fitting and drain cleaning
 - 🔥 **Note:** If we do not explicitly offer any services above, we can utilise any number of our vast partnerships in order to address your needs.
- 🔥 Key support structure for any building, including:
 - ⚙ Primary and secondary technicians assigned to the building
 - 🔥 This is primarily reserved for preventative maintenance visits, and we generally provide a primary or secondary technician. In an emergency, we will send the next available technician, who may not be a primary or secondary, in order to de-escalate the situation quickly.
 - ⚙ An account manager / supervisor who is well versed in the specifics of the building
 - 🔥 These individuals have trade's acumen, with strong communication skills and company authority. Their primary goal is to help guide our staff and help our partners understand the systems in an improved and more comprehensive manner.

- 🔧 Attendance at annual board meetings
 - ⚙ Assist board members with understanding the building's system and design
 - ⚙ An opportunity to receive feedback in order to improve our services
 - ⚙ Capable of attending as many meetings as required in order to assist further
 - ⚙ A chance to meet face to face to improve our partnership
- 🔧 Reachable personnel from the top down
 - ⚙ Technicians are available at their direct phone lines
 - ⚙ E-mails are spot checked during after-hours times for any urgent inquiries
 - ⚙ Management and supervisors are transparent with direct phone numbers to assist when necessary
 - ⚙ 24/7 phone answering services on our direct office phone lines
- 🔧 Access to our client portal to assess pertinent building information, including:
 - ⚙ Invoices
 - ⚙ Quotations
 - ⚙ Placing service calls
 - ⚙ Preventative maintenance reports



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Hourly Rates:

At Maintain Mechanical, we pride ourselves on being transparent and user friendly. We have seen a shift in the industry to offer lower rates for basic trades (e.g., plumbing, electrical, gas fitting) and higher rates for more specialized sub-trades (e.g., boilers, controls, HVAC, refrigeration). In order to make costing easier, we have decided to offer one rate for multiple services. Additionally, we offer contracts in order to lower our rates further.

As stated previously, not only do these rates apply to the building, these rates extend to all residents who live at the property. No matter which group procures our services, they will receive the same service level and costing as agreed to in this document.

Note: Contract rates can be changed at any time with an upgrade to the next package level. There is no need to wait until a contract ends in order to secure a lower rate. Clients are free to procure our base package and upgrade as they become more familiar with and confident in our services.

Services provided:

- 🔧 Electrical
- 🔧 Boilers and controls
- 🔧 Plumbing and heating
- 🔧 H.V.A.C. and refrigeration
- 🔧 Gas Fitting and drain cleaning

	No Contract	1-Year Contract	3-Year Contract	5-Year Contract
Regular Hourly Rate	\$125 / HR	\$110 / HR (12% Savings)	\$103 / HR (18% Savings)	\$98 / HR (22% Savings)
After Hours Rate	\$187.50 / HR	\$165.00 / HR	\$154.50 / HR	\$147.00 / HR
Notes / Other Charges	\$45 Truck Fee \$15 Safety / PPE	\$40 Truck Fee (11% Savings) \$15 Safety / PPE	\$35 Truck Fee (22% Savings) \$15 Safety / PPE	\$30 Truck Fee (33% Savings) \$15 Safety / PPE

Note: Business hours are from 7 AM – 4 PM, Monday to Friday. Service calls are 1.5 hour minimum charge, and overtime is billed out at 1.5x labour rates with a 2.0 hour minimum charge. The above rates pertain to Maintain Mechanical Inc technician rates, subcontractor rates and speciality partners may be subject to higher rates and surcharges. Additional fees may be incurred for use of specialized equipment such as drain cameras, augers, fridge dollies, propress tool, refrigerant recovery machines, etc. Truck fee is per trip, if multiple trips made on one service call the fee will apply each visit.

Preventative Maintenance Proposal Pricing:

Maintain Mechanical offers three packages: **bronze**, **silver**, and **gold**. With these three packages we can offer a wide variety of services at affordable rates. The owners or board can decide which package suits the building best. We have created these packages based on a combination of services that we feel are necessary to maintain the building to proper standards. Pricing can be revised as required to add or remove certain features from one package to another. Please note that often there are cost savings involved with grouping certain services together, and therefore pricing can vary once a package has been changed. For the specific difference in each package, please refer to the 'preventative maintenance equipment checks' section in this document.

Bronze Package \$331 + GST Per Month		Silver Package \$497 + GST Per Month		Gold Package \$744 + GST Per Month	
Quarterly Operational Checks	←	Quarterly Operational Checks	←	Quarterly Operational Checks	←
Quarterly Filter Changes	←	Quarterly Filter Changes	←	Quarterly Filter Changes	←
Quarterly Chemical Testing	←	Quarterly Chemical Testing	←	Quarterly Chemical Testing	←
Annual Belt Replacements	←	Annual Belt Replacements	←	Annual Belt Replacements	←
Annual Backflow Testing	⊘	Annual Backflow Testing	←	Annual Backflow Testing	←
Semi-annual C.O. Testing	⊘	Semi-annual C.O. Testing	⊘	Semi-annual C.O. Testing	⊘
Annual Boiler Teardowns	⊘	Annual Boiler Teardowns	←	Annual Boiler Teardowns	←
Annual Make-Up Air Teardowns	⊘	Annual Make-Up Air Teardowns	←	Annual Make-Up Air Teardowns	←
Annual Hot Water Tank Cleaning	⊘	Annual Hot Water Tank Cleaning	←	Annual Hot Water Tank Cleaning	←
Semi-annual Belt Replacements	⊘	Semi-annual Belt Replacements	⊘	Semi-annual Belt Replacements	←
Combustion Setup	⊘	Combustion Setup	⊘	Combustion Setup	←
Coil Cleaning	⊘	Coil Cleaning	⊘	Coil Cleaning	←
Monthly Walkthroughs & Cleanings	⊘	Monthly Walkthroughs & Cleanings	⊘	Monthly Walkthroughs & Cleanings	←
\$3,976 + GST Per Year		\$5,968 + GST Per Year		\$8,934 + GST Per Year	



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We would like to take this opportunity to advise that our service levels do not change based on package selection. We will advise clients of the best course of action for their buildings regardless of the maintenance level.

Please don't hesitate to contact Maintain Mechanical to have any specific service add to a package. We value the input of clients and would love an opportunity to increase our performance or tailor our service based on specific needs.

Note: Packages can be changed at any time with an upgrade to the next package level. There is no need to wait until a contract ends in order to secure more services. Clients are free to procure our base package and upgrade as they become more familiar and confident in our services.





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Preventative Maintenance Proposal Acceptance:

Contractor agrees to provide the services described on the 'Preventative Maintenance Proposal pricing' page of this document based on the equipment listing, including schedule attached hereto in accordance to the terms and conditions set forth in the pages accompanying this contract letter. Each of the following Schedules, shall upon execution in the spaces provided below by the Customer and Maintain Mechanical form the "Contracted Agreement" which shall be binding upon both Parties in accordance with its terms and conditions.

If you have any questions or wish to proceed with this service, please sign below and email back to service@maintainmechanical.ca so that we may begin our partnership.

Decision #1	1-Year 110/Hr _____	3-Year 103/Hr _____	5-Year 98/Hr _____	Contract Length
Decision #2	\$3,976 + GST <small>Per Year</small> _____ BRONZE	\$5,968 + GST <small>Per Year</small> _____ SILVER	\$8,934 + GST <small>Per Year</small> _____ GOLD	P.M. Package

Option 1: Semi-annual CO/NO2 Testing (Completed by another contractor currently)

Price: \$640 + GST Per Year

Accept: _____

Note: All pricing subject to GST. Preventative Maintenance packages subject to 3% increase per year to offset inflation and the rising costs of consumables. Hourly rates will remain static over the course of the contract length and are insulated from increases. The above rates pertain to Maintain Mechanical Inc technician rates, subcontractor rates and speciality partners may be subject to higher rates and surcharges. Additional fees may be incurred for use of specialized equipment such as drain cameras, augers, fridge dollies, propress tool, refrigerant recovery machines, etc. Truck fee is per trip.



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Contractor

Entity: Maintain Mechanical Inc

Name: Wyatt Fairweather

Title: Operations Manager

Signature: Wyatt Fairweather

Date: 2024-08-21



Client

Entity: _____

Name: _____

Title: _____

Signature: _____

Date: _____

Condominium Corp #: _____

P.O. # (If Required): _____

Contract Start Date: _____
(If Blank Starts on Signed Date)

Billing Frequency: _____
(Monthly, Quarterly, Annually)

Preventative Maintenance Schedule

Quarter 1:

- 🔧 **Filters and Inspection**
- 🔧 **Backflow Preventer Testing (If Elected)**

Quarter 2:

- 🔧 **Filters and Inspection**
- 🔧 **Hot water Tank Cleaning (If Elected)**
- 🔧 **Semi-annual CO Testing (If Elected)**

Quarter 3:

- 🔧 **Filters and Inspection**
- 🔧 **Boiler Teardowns (If Elected)**
- 🔧 **MUA Teardowns (If Elected)**

Quarter 4:

- 🔧 **Filters and Inspection**
- 🔧 **Semi-annual CO Testing (If Elected)**

Note: We will attempt to get to every unit per quarter, depending on numerous factors some units may have their time allocated from one quarter to another. Monthly schedules will be available if requested and gold package elected.

The below equipment list is based on the best available site and document survey information at the time of our proposal. We reserve the right to adjust the price of this Contracted Agreement if additional pieces of equipment are found. This Contracted Agreement is limited to work on equipment in common areas as outlined in the equipment listing supplied with this agreement, and does not include equipment located in individual's suites or units. Equipment list will be finalized upon acceptance of this proposal.

Preventative Maintenance Equipment List

Unit #	Asset	Make	Model	Serial	Location
1.	Air Separator				Roof – Mech Room
2.	Boiler	PK	N2000-MFD	FY27-18-40482	Roof – Mech Room
3.	Boiler	PK	N2000-MFD	FY26-18-40472	Roof – Mech Room
4.	Booster Package	Grundfos			Parkade P1 – Water Meter Room
5.	Chiller	York	YLAA0142HE	11551H85342959	Roof
6.	CO / NO2 Sensor	Honeywell	E3SA		Parkade P1 – Stall 119
7.	CO / NO2 Sensor	Honeywell	E3SA		Parkade P2 – Stall 29
8.	CO / NO2 Sensor	Honeywell	E3SA		Parkade P2 – Stall 81
9.	Condenser				Parkade P1 – Stall 173
10.	Cross Connection Device	Watts			Parkade P1 – Water Meter Room
11.	Cross Connection Device	Watts			Parkade P1 – Water Meter Room
12.	Cross Connection Device	Watts			Parkade P1 – Water Meter Room
13.	Cross Connection Device	Watts			Parkade P1 – Water Meter Room
14.	Cross Connection Device	Watts			Parkade P1 – Water Meter Room
15.	Exhaust Fan (Large)	Loren Cook	360ED36EDB		Parkade P1 – Stall 183 (2) A70)
16.	Exhaust Fan (Large)	Loren Cook	360ED36EDB		Parkade P1 – Stall 183 (2) A70)
17.	Exhaust Fan (Large)	Loren Cook	360ED36EDB		Parkade P2 – Mech Room Stall 74 (2) A70)

Unit #	Asset	Make	Model	Serial	Location
18.	Exhaust Fan (Large)	Loren Cook	360ED36EDB		Parkade P2 – Mech Room Stall 74 (2) A70
19.	Exhaust Fan (Small)	Broan			Parkade P1 – Water Meter Room
20.	Expansion Tank	Flexonics			Roof – Mech Room
21.	Expansion tank	Armstrong			Roof – Mech Room
22.	Expansion tank	Armstrong			Roof – Mech Room
23.	Expansion tank	Armstrong			Roof – Mech Room
24.	Force Flow				7 th Floor Entranceway
25.	Force Flow				Front Entranceway (Bring 12 FT Ladder)
26.	Force Flow				Front Vestibule (Bring 12 FT Ladder)
27.	Force Flow				Parkade P1 – Stall 109
28.	Force Flow				Parkade P1 – Stall 165
29.	Force Flow				Parkade P1 – stall 170
30.	Force Flow				Parkade P1 – Stall 187
31.	Force Flow				Parkade P1 – Stall 191
32.	Force Flow				Parkade P1 – Stall 206
33.	Force Flow				Parkade P2 – Mech Room Stall 74
34.	Force Flow				Parkade P2 – Stall 36
35.	Force Flow				Parkade P2 – Stall 93
36.	Force Flow				Roof – Mech Room
37.	Glycol Feeder	Axiom	SF100		Roof – Mech Room
38.	Heat Exchanger				Roof – Mech Room
39.	Hot Water Tank	AO Smith	BTH-500A300	1809109407165	Roof – Mech Room
40.	Hot Water Tank	AO Smith	BTH-500A300	1809109407168	Roof – Mech Room
41.	MUA – Hallway	Eng Air	FWE31/DG180/0	57039MUA-3	Roof
42.	MUA – Parkade	Eng Air			Parkade P1 – Stall 117 (Bring 12 FT Ladder)

Unit #	Asset	Make	Model	Serial	Location
43.	MUA – Parkade	Eng Air			Parkade P1 – Stall 127 (Bring 12 FT Ladder)
44.	Pot Feeder				Roof – Mech Room
45.	Pot Feeder				Roof – Mech Room
46.	Pot Feeder				Roof – Mech Room
47.	Pump	Armstrong			Roof – Mech Room
48.	Pump	Armstrong			Roof – Mech Room
49.	Pump	Armstrong			Roof – Mech Room
50.	Pump	Grundfos			Roof – Mech Room
51.	Pump	Grundfos			Roof – Mech Room
52.	Pump	Grundfos			Roof – Mech Room
53.	Pump	Grundfos			Roof – Mech Room
54.	Pump	Armstrong			Roof – Mech Room
55.	Pump	Armstrong			Roof – Mech Room
56.	Side Stream Filter				Roof – Mech Room
57.	Sump Pump				Parkade P2 – stall 1

Preventative Maintenance Equipment Checks:

Please see below for an example of the various checks and service items for each package based on the individual piece of equipment. Not all categories below may apply to your specific equipment, we follow Maintain Mechanicals standard or manufacturers recommendations and guidelines, whichever is more thorough. Each package encompasses all subsequent packages, if applicable. For example, a **gold** package will encompass all checks listed from **silver** as well as **bronze**. Not all pieces of equipment will be listed below, but we have highlighted the most common pieces.

Boilers

Bronze Package

- 🔧 Check boiler for exhaust and venting leaks
- 🔧 Inspect and test all operational safety devices
- 🔧 Test ignition control systems and flame signals
- 🔧 Inspect boiler filter condition, replacement will be additional
- 🔧 Test and ensure proper settings on all operational controls

Silver Package

- 🔧 Inspect refractory
- 🔧 Inspect heat exchanger
- 🔧 Check all boiler gasketing
- 🔧 Clean heat exchanger, as required
- 🔧 Inspect and clean burner, as required
- 🔧 Check condensate trap, clean as required
- 🔧 Complete gas pressure testing and adjust as necessary
- 🔧 Check thermocouples, ignitors, flame-sensors and pilot assemblies if applicable
- 🔧 Replace and clean boiler filters annually, if applicable
- 🔧 Check condensate neutralizer, replacement of media will be additional

Gold Package

- 🔧 Complete combustion analysis
- 🔧 Additional housekeeping of boiler equipment
- 🔧 Replace condensate neutralizer media, as required
- 🔧 Replace and clean boiler filters monthly, if applicable
- 🔧 Additional time allocated to evaluation of system design, components, and parameters in order to optimize efficiency



Pumps

Bronze Package

- 🔧 Check amperage draw
- 🔧 Ensure pump operation
- 🔧 Verify correct rotation
- 🔧 Check incoming voltage
- 🔧 Visually inspect for leaks
- 🔧 Inspect all electrical connections
- 🔧 Manually cycle pumps, if applicable

Silver Package

- 🔧 Oil or grease, as required
- 🔧 Check pressure differential, if possible
- 🔧 Check pump strainer differential, if possible
- 🔧 Check motor casing and shaft temperatures
- 🔧 Remove dust from fan housing, if applicable

Gold Package

- 🔧 Wipe down pump and clean all surfaces
- 🔧 Dis-assemble and clean strainer, as required
- 🔧 Remove dust from variable frequency drives (V.F.D.)
- 🔧 Check decibels (dB) levels to monitor bearing failure
- 🔧 Rotate powerhead to optimal orientation, if applicable



Glycol Feeder Tank and Make-up Water Feed

Bronze Package

- 🔧 Check glycol levels
- 🔧 Visually inspect for leaks
- 🔧 Check operating pressure

Silver Package

- 🔧 Check gauges for calibration
- 🔧 Test pump and pressure switch
- 🔧 Test pressure reducing valve (P.R.V.)

Gold Package

- 🔧 Wipe down glycol feeder tank



Mixing Valves

Bronze Package

- 🔧 Visually inspect for leaks
- 🔧 Inspect all electrical connections

Silver Package

- 🔧 Review controller and set points
- 🔧 Stroke valve to ensure proper operation

Gold Package

- 🔧 Check amperage draw
- 🔧 Check incoming voltage
- 🔧 Wipe down mixing valve
- 🔧 Remove all dust from electrical components



Expansion Tanks

Bronze Package

- 🔧 Inspect water level
- 🔧 Visually inspect for leaks
- 🔧 Verify pre-charge vessel is acceptable

Silver Package

- 🔧 Adjust water level
- 🔧 Drain down annually, and record pressures

Gold Package

- 🔧 Wipe down expansion tank
- 🔧 Soap test to ensure bladder or diaphragm is leak-free



Cross Connection (Backflow) Devices

Bronze Package

- 🔧 Visually inspect for leaks

Silver Package

- 🔧 Annually test all cross connection devices

Gold Package

- 🔧 Wipe down all cross connection devices



Side Stream Filter Assemblies (Micron filter Assemblies)

Bronze Package

- 🔧 Visually inspect for any signs of leaks or damage
- 🔧 Check and record gallons per minute (G.P.M.) on site glass, if applicable

Silver Package

- 🔧 Replace filter quarterly
- 🔧 Inspect magnetic core annually

Gold Package

- 🔧 Replace filter monthly
- 🔧 Replace gasket, as required
- 🔧 Clean magnetic core, as required



Sump Pumps

Bronze Package

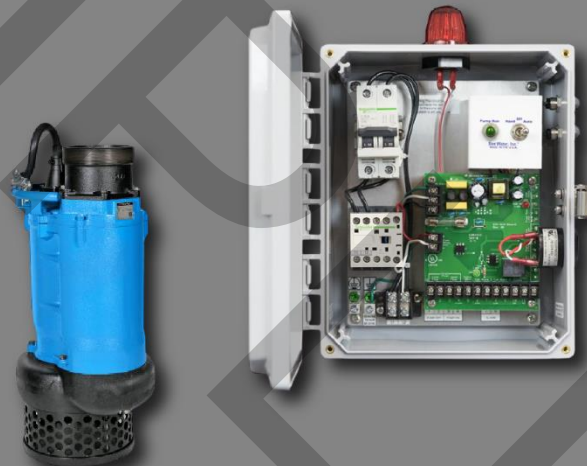
- 🔧 Check for obvious signs of failure
- 🔧 Walk premises and complete visual review of sump pump and controllers to verify operation

Silver Package

- 🔧 Check piping for leaks
- 🔧 Check electrical connections
- 🔧 Check and record motor amperage ratings
- 🔧 Check operation of manual valves and check valves
- 🔧 Open lid, and observe cleanliness of sump basin / pit

Gold Package

- 🔧 Remove all dust from controller
- 🔧 Check floats and operational control for unobstructed movement



Hot Water Tanks

Bronze Package

- 🔧 Inspect and test all operational safety devices
- 🔧 Test ignition control systems and flame signals
- 🔧 Check hot water tank for exhaust and venting leaks
- 🔧 Test and ensure proper settings on all operational controls
- 🔧 Inspect combustion air filters condition, cleaning will be additional

Silver Package

- 🔧 Inspect and clean burner
- 🔧 Check condensate neutralizer
- 🔧 Check all hot water tank gasketing
- 🔧 Clean hot water tank side vessel annually
- 🔧 Check condensate trap and clean, as required
- 🔧 Clean combustion air filters annually, if applicable
- 🔧 Check thermocouples, ignitors, flame-sensors and pilot assemblies
- 🔧 Complete incoming, operating, and manifold gas pressure testing and adjust as necessary

Gold Package

- 🔧 Replace condensate neutralizer media
- 🔧 Complete combustion setup if applicable
- 🔧 Clean combustion air filters monthly, if applicable
- 🔧 Additional housekeeping of hot water tank equipment
- 🔧 Additional time allocated to evaluation of system design, components, and parameters in order to optimize efficiency



Heat Exchangers

Bronze Package

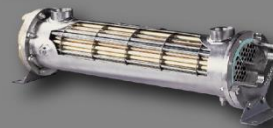
- 🔧 Check for obvious signs of leaks or failure

Silver Package

- 🔧 Record pressure differentials, if applicable
- 🔧 Record temperature differentials, if applicable

Gold Package

- 🔧 Flush debris, as required
- 🔧 Wipe down heat exchanger



Water Treatment and Chemical Analysis

Bronze Package

- 🔧 Test chemical quarterly, no adjustments are included.
- 🔧 If required, Maintain Mechanical will provide estimates for adjusting chemicals

Silver Package

- 🔧 Test chemical quarterly, no adjustments are included.
- 🔧 If required, Maintain Mechanical will provide estimates for adjusting chemicals

Gold Package

- 🔧 Test chemical quarterly, adjust as required.
- 🔧 If required, Maintain Mechanical will provide estimates for adjusting chemicals



Cooling Towers

Bronze Package

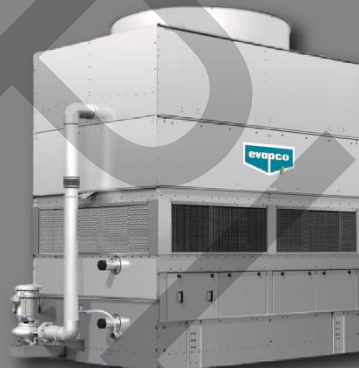
- 🔧 Check for obvious signs of leaks or failure

Silver Package

- 🔧 Inspect hail guards
- 🔧 Check chemical levels and review settings
- 🔧 Record pressure differentials, if applicable
- 🔧 Record temperature differentials, if applicable

Gold Package

- 🔧 Wipe down cooling tower
- 🔧 Annually scrape down cooling tower
- 🔧 Flush debris from reservoir, as required



Make-up air units

Bronze Package

- 🔧 Replace belts annually
- 🔧 Replace filters quarterly
- 🔧 Visually inspect burner assembly
- 🔧 Inspect and test all operational safety devices
- 🔧 Test ignition control systems and flame signals
- 🔧 Test and ensure proper settings on all operational controls
- 🔧 Visually inspect unit for any obvious signs of failure or wear

Silver Package

- 🔧 Check ignitor
- 🔧 Check all gasketing
- 🔧 Check flame-sensor
- 🔧 Check thermocouples
- 🔧 Inspect heat exchanger
- 🔧 Inspect and clean burner
- 🔧 Grease bearings, as required
- 🔧 Complete incoming, operating, and manifold gas pressure testing and adjust as necessary

Gold Package

- 🔧 Replace Belts Semi-annually
- 🔧 Replace condensate neutralizer media, as required
- 🔧 Additional time allocated to evaluation of system design, components, and parameters in order to optimize efficiency
- 🔧 Complete combustion analysis & setup as required



Carbon Monoxide (CO) & Nitric Oxide (NO) Sensors

Bronze Package

- 🔧 Visually inspect monitors for alarms

Silver Package

- 🔧 Test monitors semi-annually

Gold Package

- 🔧 Full operational checks including interlock between make-up air and exhaust fans



Fan coil units

Bronze Package

- 🔧 Visually inspect for leaks
- 🔧 Inspect all electrical connections

Silver Package

- 🔧 Check and record temperature differential
- 🔧 Check blower fan to ensure proper operation

Gold Package

- 🔧 Clean dust and debris off of blower housing
- 🔧 Additional time allocated to evaluation of system design, components, and parameters in order to optimise efficiency



Exhaust Fans

Bronze Package

- 🔧 Check amperage draw
- 🔧 Replace belt annually
- 🔧 Verify correct rotation
- 🔧 Inspect all electrical connections

Silver Package

- 🔧 Check motor starter
- 🔧 Oil or grease bearings, as required
- 🔧 Check motor casing and shaft temperatures
- 🔧 Remove dust from fan housing annually, if applicable

Gold Package

- 🔧 Replace belts semi-annually
- 🔧 Wipe down exhaust fan and clean all surfaces
- 🔧 Check decibels (dB) levels to monitor bearing failure
- 🔧 Operation checks for Carbon Monoxide (C.O.) and Nitric Oxide (N.O.) interlock with make-up air units to ensure proper operation



Contract Clarification:

- **Semi-annual Belt Replacements**
 - On gold package, belts will be replaced every 6-months, twice per year
- **Combustion Setup**
 - On gold package, if we notice a piece of equipment requiring combustion setup we will simply proceed as required.
 - This option includes a maximum of five (5) combustion setups per year.
- **Coil Cleaning**
 - On gold package, we will clean coils once per year during the springtime. Depending on the weather, this service will be completed April, May, June, or July.
 - Coils will be cleaned once per year, any further coil cleaning required will be additional.
 - Coil cleaning is only included on condenser coils, evaporator coils will be cleaned as additional as required.
- **Monthly walk-throughs & cleanings**
 - On gold package, we include eight (8) additional visits per calendar year totaling to twelve (12) visits to site per year.
 - Eight (8) brief walkthroughs to identify any large issues
 - 2-4 hours in total per visit (dependant on site size)
 - No report will be generated, client will be notified should any issues arise.
 - We will attempt to clean (wipe surface dust) as much equipment in the time allotted.
 - Four (4) in-depth inspections per year
 - A report will be provided as per standard quarterly maintenance.
- **Filter replacements**
 - Common HVAC Equipment such as RTU's, MUA, or AHU
 - Will be replaced quarterly if possible (If winter rack is present)
 - Common Fan coil units
 - We will inspect the filter once per year and advise if replacement is required. We will attempt to clean a washable filter if applicable but depending on timing and access requirements this may not always be possible.
 - In-suite fan coils, PTAC/VTAC or items
 - Are not included in this agreement and are not included to be inspected nor replaced.
- **Chillers**
 - Includes a brief operational check. Any specialized cleaning or maintenance / service items will be additional.

Terms and Conditions

General Provisions:

- 🔧 The ownership of all products remains the property of Maintain Mechanical Inc. until invoices are paid in full. Should Net 30 terms not be honoured, Maintain Mechanical reserves the right to remove any installed material should payment not be received in full.
- 🔧 This Contract is the property of the Contractor and is provided for the Customer's use only
- 🔧 Maintain Mechanical agrees to assign the works in this agreement to personnel whom are licensed, authorized, trained and qualified to perform them.
- 🔧 Services outlined in this Contracted Agreement shall be during normal working hours, Monday through Friday 7:00 A.M. to 4:00 P.M. Weekends and holidays are excluded.
- 🔧 This Contracted Agreement is for a term period selected on page #10 of this document from the Effective Date as indicated by page #11. The Customer acknowledges that multiple duties of the Contractor, and associated costs of such, are amortized over the term of the contract.
- 🔧 After completion of term, the Contracted Agreement will continue year to year unless either party provides written notice of their intention not to renew at least thirty (30) days prior to any anniversary.
- 🔧 Termination of services can be issued by the customer by providing thirty (30) days' notice. At that time, the balance of the term as indicated on page #10 of this document contract price will be due in its entirety should the contract remaining be less than 90 days. Should the remainder of the contract be longer than 90 days the following penalty will apply, with the lesser value be payable:
 - The total service/on-demand hours will be tabulated by Maintain Mechanical for the contract length (1, 3, 5 or less years). The difference between the non-contract rate (\$125) and preferred rate elected (\$110, \$103, or \$98) per hour will be calculated
 - This difference will be payable to Maintain Mechanical Inc.
 - A 90-day penalty of the Preventative Maintenance package will be incurred and payable to Maintain Mechanical
 - **Maximum Penalty:**
 - Bronze: \$993 + GST
 - Silver: \$1,491 + GST
 - Gold: \$2,232 + GST
- 🔧 Services included in the scope of this Contracted Agreement are listed in the maintenance program or equipment listing attached hereto.
- 🔧 Contracted Agreement Price will be adjusted by 3% annually, applied on the renewal date of this Contracted Agreement as indicated on page #11. In the case of extreme industry pricing increases or volatility, the contractor reserves the right to provide due notice of pricing increase outside of this annual adjustment.

Initial Inspection:

- ⚙ This Contracted Agreement assumes that all equipment is in satisfactory working condition, and the system has been designed, installed, and maintained according to manufacturer's guidelines and industry expertise.
- ⚙ Contractor, as part of this agreement, will provide an initial inspection of all equipment upon contract acceptance and will advise in writing any equipment in need of repair and a proposed correction.
- ⚙ Failure to bring equipment up to reasonable standard may result in additional charges over and above this Contracted Agreement pricing, or voiding of equipment from this contract either complete or in part.

Reporting:

- ⚙ Maintenance checklists, Equipment Inspection Forms, photographs, etc. will be submitted to the Property Manager or Key Contact following each scheduled Preventative Maintenance visit.
- ⚙ Any items requiring attention will be communicated
 - ⚙ Verbally to the Property Manager and /or
 - ⚙ Via email to the Property Manager and/or
 - ⚙ In a detailed proposal (Quotation) to the Property Manager.
- ⚙ Unless immediately critical, items without approval will remain derelict and may affect system performance until resolved. Contractor will not accept liability for the performance of the equipment should proposed and recommended work not be performed.

Reporting:

- ⚙ Invoices are due 30 days from invoice date. In the event of an outstanding overdue balance, a 2% per month late fee penalty may be applied to the customer's account (24% per annum)
- ⚙ Service performed with authorization which is not included in this Contracted Agreement will be charged and due 30 days from invoice date.
- ⚙ Parts and materials used in performing our regular maintenance that are not included in the Contracted Agreement will be charged as additional to this Contracted Agreement
- ⚙ Should the account at any time fall past 90 days in arrears, Contractor may cancel this Contracted Agreement without notice, and the entire amount owing would become payable on demand immediately.

Service Rates:

As a Preventative Maintenance Partner, and based on the term of contract accepted, Maintain Mechanical Inc is proud to offer the following rates for services performed.

	No Contract	1-Year Contract	3-Year Contract	5-Year Contract
Regular Hourly Rate	\$125.00	\$110.00	\$103.00	\$98.00
After Hours Rate	\$187.50	\$165.00	\$154.50	\$147.00
Other Charges	\$45 Truck Charge \$15 Safety / PPE	\$40 Truck Charge \$15 Safety / PPE	\$35 Truck Charge \$15 Safety / PPE	\$30 Truck Charge \$15 Safety / PPE
Notes	<ul style="list-style-type: none"> ⚙ Above rates are charged per hour. After hours rates are 1.5x the regular hourly rate shown. Statutory holidays are billed at 2.0x the hourly rate shown, minimum 2.0 hour charge. ⚙ Production supplies, parts, and materials are charged as required either through \$25 flat rate or volume utilized, whichever is greater ⚙ Parking charged at cost ⚙ Specialized equipment charges and rentals would be additional to this rate ⚙ The above rates pertain to Maintain Mechanical Inc technician rates, subcontractor rates and speciality partners may be subject to higher rates and surcharges. ⚙ To cancel contract, 30 days' notice prior to anniversary date is required. Please see page #24 for terms. ⚙ Truck fee is per trip, if multiple trips made on one service call the fee will apply each visit. 			

Communication:

- ⚙ Notices required by this Contracted Agreement shall be made in writing and shall be mailed/ emailed to the address of the party as shown in this Contracted Agreement. All notices so sent shall be deemed to have been received by the recipient on the date of delivery or on the 3rd business day following the mailing thereof. The address of either party may be changed by giving to the other party written notice of the new address.
- ⚙ In the instance communication between contracted parties is to involve a Property Manager, Maintain Mechanical Inc cannot accept liability for lack of communication reaching the customer or costs relating to the breakdown in communication of the same. It is not the responsibility of Maintain Mechanical Inc to communicate to duplicate parties outside of the prime site contact.
- ⚙ Annually, Maintain Mechanical Inc will meet with assigned B.O.D. representatives to overview equipment condition, operational status and forecasted longevity. During this meeting outstanding proposals for repair or replacement will be reviewed.
- ⚙ Unaccepted proposals relating to repair or replacement of equipment may void any warranty or operational guarantee on the equipment listed and may result in removal of the equipment

from the Contracted Agreement without refund of inspection or service costs for the remainder of the contract term.

Safety and Hazardous Materials:

- 🔥 This Contracted Agreement assumes access to equipment can be performed in a reasonable manner without excessive safety expenditures and that no hazardous materials or conditions exists (Asbestos, etc.). If the Contractor discovers additional safety items are required to perform the duties outlined in the agreement or hazardous materials or conditions exists, the Contractor will notify the customer immediately.
- 🔥 Customer will be responsible for all costs associated with safety and hazard materials removal as required under law. Contractor reserves the right to refuse or stop work until the jobsite is free from safety risk relating to access, hazardous materials or other safety items not specifically outlined herein.
- 🔥 Customer agrees to notify Contractor of any hazardous material on the jobsite and any safety policies in effect.
- 🔥 Work required in a confined space, such as sump pump cisterns, additional personnel will be required to meet Alberta Safety Code standards, and will be charged as extra if not specifically outlined in the agreement as a flat charge.

Customer Responsibilities:

- 🔥 Customer must promptly notify Contractor immediately of any unusual operating conditions of any equipment or system on the property.
- 🔥 Customer must provide reasonable access to the equipment that is being serviced including keys being provided or parking stalls being made clear. Any additional charges related to delays in clear and linear access to the equipment outlined may be forwarded as additional to this agreement to the customer for remittance
- 🔥 Maintain Mechanical Inc is not responsible for moving of equipment, materials, or possessions to access equipment or to perform works on site. Disposal of used oils, filters, contaminants etc.
- 🔥 Customer is responsible for all costs associated with removal, replacement and repair or refinishing any building structure obstructing the performance of Maintain Mechanical Inc obligations under this Contracted Agreement.
- 🔥 Customer responsible for any costs relating to equipment upgrades required under safety code or as required by the Authority Having Jurisdiction (City, Province, Country trades code requirements)
- 🔥 In the instance of relationship conflict or perceived contractor performance issues, it is the customer's responsibility to initiate a meeting with Maintain Mechanical Inc Supervisory or Management personnel as soon as practical to address.

Exclusions and Liability Limitations:

- ⚙️ Maintain Mechanical Inc assumes no responsibility for system design or its performance in maintaining design conditions, or for work made necessary by enforcement of Government codes or regulations, or damage, loss or injury caused by conditions beyond its direct control including but not limited to acts of God, fire, flooding, malicious mischief, war, civil commotion, riot, theft, explosions, lockouts, strikes or destruction or damage from any cause whatsoever, except as a direct result of our operation.
- ⚙️ Maintain Mechanical Inc assumes no responsibility for repairs, replacement or services to equipment due to erosion, corrosion, or other reasons beyond our control.
- ⚙️ Pricing shown in this Contracted Agreement is based on the best available site and document survey information at the time of our proposal. We reserve the right to adjust the price of this Contracted Agreement if additional pieces of equipment are found.
- ⚙️ This Contracted Agreement is limited to work on equipment in common areas as outlined in the equipment listing supplied with this agreement, and does not include equipment located in individual's suites or units.
- ⚙️ Work performed in an individual suite, whether or not considered a charge back to the individual unit owner, will be billed to the property manager or Condominium Corporation as an extra and will be remittable by the Condominium Corporation notwithstanding their ability to collect.
- ⚙️ Supply of water treatment chemicals (if applicable) is limited to normal operations. We do not include for replacement chemicals or filters due to catastrophic failure or unforeseen losses
- ⚙️ In no event shall Contractor be responsible for business interruption, speculative damages, delays, loss, or damage arising from no availability of parts, or replacement equipment, regardless of the cause for delay in obtaining such part of equipment.
- ⚙️ Backflow testing, fire hydrant testing, carbon monoxide testing, if included in this Contract Agreement, are for testing, calibration and reporting only. Repairs or replacement if required is extra.
- ⚙️ This agreement has an allowance for standardized consumables as part of the Priority Preventative Maintenance Program such as grease, lubricants, and cleaners (all set volumes). Any parts outside of this consumable allowance such as, but not limited to, Gaskets (O.E.M. or after-market), Air Compressor Oils and filters, Micron Filters, CO/NO2 Calibration Gasses, Lift Rentals, Thermocouples, Emergency Generator Repairs and / or materials, Parking, Environmental or disposal fees, etc. are to be deemed extra to this agreement and billed as such unless otherwise stated.
- ⚙️ Equipment testing and cleaning, such as boiler tear downs, coil cleanings, equipment start up, does not include costs for potential repairs or parts, which may be required in order to put the equipment back on line.

- 🔧 Due to installation, seasonal or other factors, work on equipment under this agreement may be required more frequently than scheduled (examples: Items such as filter changes). Any work required on a more frequent basis than what is scheduled, or on an unscheduled basis, will be charged as extra
- 🔧 Maintain Mechanical Inc is not responsible for the indoor air quality of Customer's facility, and disclaims all liability for the indoor air quality, including all injury or illness to occupants, or third parties, regardless of any work performed by Contractor to related equipment in the facility
- 🔧 Maintain Mechanical Inc is not responsible for interior duct cleaning, main electrical disconnect, building or equipment structure, or design of an existing system
- 🔧 Customer shall only permit the agents or personnel of Maintain Mechanical Inc to work on the equipment covered in this Contracted Agreement. Should anyone other than agents or personnel of the Contractor work on a piece of equipment covered by this Contracted Agreement, it shall void any warranty, whether expressed or implied, that the Contractor may have extended to that, or any related equipment, and the Contractor may at its option, eliminate that piece of equipment from this Contracted Agreement or cancel this Contracted Agreement in its entirety.

Warranty:

- 🔧 Labour provided in this Contracted Agreement is warranted
 - ⚙️ Installation (new) – One (1) year from date of installation.
 - Warranty is subject to installation error made from Maintain Staff
 - ⚙️ Repairs (where replacement parts are used) – 90 days from the date the repair was performed.
 - Warranty is subject to installation error made from Maintain Staff
- 🔧 Materials provided in this Contracted Agreement are warranted
 - ⚙️ One (1) year, or the warranty term as outlined by the manufacturer
 - Often the manufacturer will honour a replacement part, but offer no aspects of warranty for labour. We will default to the manufacturers warranty, however, should labour not be covered and there was no installation error by Maintain Staff, labour for replacement part(s) will be fully billable
- 🔧 Remedies with respect to equipment found to be defective and requested under warranty shall be limited to repair or replacement, or credit at Contractor's sole discretion.
- 🔧 Should any warranty claims be issued the following process will occur
 - ⚙️ Maintain Mechanical will procure a replacement part and install
 - ⚙️ Once replaced, we will submit material for warranty consideration from the manufacturer as per their process
 - ⚙️ The job will be billed at full service rates for both material and labour
 - ⚙️ Once the manufacturer has approved the warranty (if applicable), a credit will be issued on your account in the amount approved by the manufacturer (material, labour, or both)