

AVTech

Old No.12 (New No.) 18, First Canal Cross Road, Gandhinagar, Adyar, Chennai –600020. India.
Tel: 08668099588. Fax: 044 24415019. Mobile: 09840036956, 9840114411.
Email: avtechnology.chennai@gmail.com

MaintPro™ -Terms and Conditions.

Maintenance Program (12 Months)

Scope of Work -AV Tech.

1. Maintenance.

It is understood and agreed that the word 'Maintenance' means upkeep of a given area at the best possible condition it can be from its present condition (as per inspection prior to takeover). More so explained as the process of up keeping within the normal established maintenance procedures that shall not include restoration, repair or other such nature of activity.

2. Periodic Machine Scrubbing and Buffing.

Intensive Pressure cleaning, scrubbing of the marble /natural stone area using marble /stone friendly cleaning agents followed by buffing. The cleaning solutions and pressure scrubbing remove the dust and sand build up in the marble and buffing smoothens the surface and minimizes the micro scratches before they get bigger due to further wear.

3. Powder Polishing

Powder polishing of the marble /stone area as and when required, is a scalable technology to provide a convenient and a labour saving method of improving the shine on marble /Stone. As and when the marble/ surface /stone shows signs of wear we can "top up" the shine, thus maintaining best possible gloss. Essentially powder polishing will be done about once or twice a month especially near the high wear areas like near the entrance, corridors, passages, other specific public traffic areas.

4. Maintenance Partial Restoration.

This procedure is a process where very damaged /scratched surfaces are finely honed for removal of surface scratches only. It is done sparingly i.e., once in 3 to 6 months /as per KOP at it's highest for very high traffic areas. Please note this process should not be done very often as it may sometimes remove a part /layer of the stone every time the process is carried out.

5. Staircase and skirting.

These areas are generally not covered under AMC, unless otherwise specified. Since these are done with a hand held machine or special machinery the general rates and conditions may not apply. If client needs partial /total restoration these areas are treated as separate contracts only.

6. Lift floors.

Lifts have to be stopped and taken to an un-obtrusive area for working. Until such clearance is obtained work shall not be carried out due to safety hazards.

7. Gloss, Shine and reflection.

Since we are dealing with Natural Stone shine, gloss retention, reflection will vary based on usage, type of stone, surface and other factors.

8. Other surfaces.

Wooden floors, tile floors, etc are different surfaces that shall not come under normal contract policies, since these surfaces are different in nature. Unless these floors are coated /maintained as per our recommendations, we cannot be responsible for their proper up keep.

9. Work Schedule.

The schedule is only indicative and may not always be practical, which any house keeping company must know /understand. The practical availability of areas on a given day /time subject to time taken for completion shall determine the program for the day. In case of urgent requirement of certain areas, it shall be the responsibility of the house keeping to make such areas available. We however reserve the right to decide the plausibility of such task(s). Also time taken over and above the indicated schedule (i.e., total number of days per month for entire project) shall be adjusted against such special /urgent tasks.

10. Minimum Maintenance Area and Rate.

A minimum area for maintenance that is calculated at the time of issuing offer /order shall be assumed as the area for billing every

month. If there is a subsequent increase in area the same will be added to the AMC area after due intimation to the hotel /concerned department and invoiced accordingly. No decrease in AMC area after issue of contract shall be allowed. Rates quoted per unit are for arriving at the consolidated maintenance figure for billing. They are not for pro-rata calculation.

Daily Maintenance Procedure –by your in-house staff (house keeping).

To make the floors look its best always both the House Keeping staff and AV Tech must work in tandem. All the effort going into maintenance will not be of much effect if daily maintenance procedures are not followed properly.

House Keeping will have to ensure the following...

1. Proper Dust Matting: A more effective dust matting is to be provided. Also daily vacuuming and dusting of the dust matting is to be done.
2. Periodic vacuuming of floor.
3. Dry mopping of floors must be carried out regularly every day in the main traffic areas. This should be done intensively during monsoon and times when more people use the areas.
4. Spillage: To prevent staining it is recommended that any spillage of beverages and liquids be immediately removed and the residue blotted away with tissue paper.
5. Cleaning: Frequent damp (NOT WET) mopping to be done at convenient time to keep the floor clean. Dry mop the area again with a soft dry cloth carefully to avoid streaks.
6. Machine buffing is a must in areas such as lobby, common guest bathrooms, hallways (corridors), convention halls etc.
7. Equipment care & products: Proper cleaning of the mops and replacement of worn ones. Using proper pH neutral cleaning solutions etc.
8. All products that are used on the floor must be notified to AV Tech. Any new products that are used without our prior notice or approval and their effect on the surface shall solely be the responsibility of the house keeping.
9. Furniture & Equipments: One of the major causes for scratches is due to chairs, trolleys and other furniture on castor wheels, plastic bushes and dragging of heavy furniture. We suggest plastic bushes be replaced with soft rubber one (avoid black bushes).
10. The patterns and methods that will be required for maintenance may change from time to time depending upon traffic patterns, environmental conditions etc. Any changes required will be jointly assessed and decided by one nominated person from the client side and us. Of course this will be subject to economic and operational viability.
11. It is absolutely essential that the house keeping inform us about areas that are badly damaged /need immediate attention so that the damage can be attended before it is unmanageable.
12. In general shine, finish reduces with wear between 15 to 25 % during the course of the year. This is unavoidable even if under maintenance (however, the above effect can be minimized by Partial Restoration in the high wear areas. This will be charged separately).
13. Gloss readings are only indicative of the reflection level. This differs from surface to surface. They are generally not the determining factor of gloss /reflection /shine.
14. Making available areas for work, arranging permits, entry, exit passes are solely the responsibility of the house keeping including provision of proper lighting, power, water, ventilation, safety requirements etc.
15. Any extraneous activity other than normal usage patterns /maintenance procedures i.e., construction, demolition, refurbishing etc., and their resultant effects are not our responsibility. In the client's own interest may, we also suggest that we be consulted whenever such activities are to be carried out.
16. Payments for the maintenance should be made during the 1st week of the following month.

General Terms and Conditions.

- The rates specified are indicative and actual estimate will vary from case to case.
- Rates are exclusive of taxes. Taxes will be charged as applicable.
- Rates are based on Minimum area 10000 Sq. Ft, unless otherwise specified.
- Our imported products are subject to Forex rate fluctuations and current government policies.
- Force Majure conditions apply.
- Anti Poaching Clause: Your Company will not employ, either directly or indirectly, any contracted employee of AV Tech or its sister concerns for a period within 1 year of his/her leaving AV Tech with proper relieving orders.
- It is understood and agreed that on issue of order you have accepted to abide by our terms and conditions.
- We reserve the right to revise the terms & conditions as and when required.
- Subject to Chennai Jurisdiction.

Payment Terms and Working conditions.

- 50% advance, balance 50% immediate on completion of project.
- Power, water, proper lighting and other facilities needed for our operation are to be provided by the client. Material, equipment for polishing, restoration and maintenance unless otherwise specified will be provided by AV Tech. Special equipment like scaffolding, special safety items etc are to client's scope. Stain removal chemicals are not covered under AMC / Contract unless otherwise mentioned expressly.
- Generally 2 weeks lead time will be required by us for commencement of work, after receipt of work order and advance payment as above.
- Finish, results are subjective and may depend on wear & tear, deterioration, environmental conditions etc.
- Stain removal systems are not guaranteed to always remove all stains. We work on a 'Best of effort' basis.
- Sealing provides stain resistance against beverages, house hold cleaners etc. Not harsh chemicals etc.
- Our assessment of Stone, surface condition is Final.
- In general a variation of +/- 7% in measurements is acceptable. Any dispute in area(s) /measurement must be resolved within 7 days of date of respective invoice(s), else it shall be deemed final.
- In the clients own interest, site conditions to be made available as per our recommendations. Any deviations and resultant effects will not be our responsibility.
- Though we take all efforts to complete projects within stipulated /projected time frame, any delays and resultant effects will not be our responsibility.
- Though adequate caution is exercised during our normal working process, damage of stone/ surface/ other items in the work area(s) will not be our responsibility.