

Overview of maintenance contract models

Air conditioning/chiller systems and industrial heat pumps

included services	Contract models			
	Leakage control	Management maintenance contract	Fixed rate maintenance contract	our recommendation our recommendation CTAprotect
Maintenance		✓	✓	✓
Operational control		✓	✓	✓
Function check		✓	✓	✓
Leakage control	✓	✓	✓	✓
Supply of consumables and spare parts				✓
Repair of all components supplied by CTA				✓
Warranty services				✓
On-call flat rate	excl.	excl.	excl.	incl.
Response time in the event of faults within maximum (hours)		24	24	24
Troubleshooting during normal working hours				✓
Delivery of original spare parts until at least (number) years			5	5
Providing a functional replacement solution until (number of) years			10	15
Contract duration	unlimited	unlimited	unlimited	2-15 years from commissioning
Contract can be concluded	at any time	at any time	at any time*	only in the 1. year of operation
Accounting	Flat rate after successful leak test	under direction after maintenance	Flat rate after maintenance	Annual fixed rate at the beginning of the contract year
Annual maintenance costs	-	variable depending on labour and material consumption	Maintenance costs fixed, material and malfunctions variable	Fixed cost

* For systems that have not been serviced by CTA Ltd for more than 2 years, the first maintenance is carried out under direction of CTA Ltd.