



SERVICE & MAINTENANCE

MAINTENANCE PACKAGES

OUR SERVICE

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 are crucial for both integral and remote refrigeration and air conditioning systems. They can lead to fewer breakdowns, lower running costs, quieter operation, and peace of mind.

Commercial refrigeration systems are legally required to undergo leak checking, which is included in all our maintenance packages to ensure compliance with F-GAS regulations. Preventative maintenance not only helps in increasing sales by minimising downtime and waste but also in reducing stock losses.

Ultra Refrigeration Ltd offers tailored maintenance solutions for businesses of all sizes, from small establishments to large chains. Our three standard maintenance plans cater to a variety of budgets and requirements, but we also provide bespoke quotations for more specific needs.

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 & ONSITE 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 & ONSITE 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.

