

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. |
| Contact after incident notification within (hours) | | 2 | 2 | 2 |
| 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 |

* depending on model

** 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.