

# Service subscriptions product features 2020 - Breman Installatiegroep

- You can depend on expert assistance and 24-hour service in the event of a fault.
- A fault includes: the unexpected shutdown, in whole or in part, of the ventilation, heating and hot water system(s).
- Maintenance is performed once every 24 months on average, or once every 12 months for WTW appliances.
- If the appliance is 0-11 years old, you can select from the Basic, Comfort and All-in subscriptions.
- If the appliance is 12-19 years old, you can select a Basic or Comfort subscription only.
- If the appliance is 20 years or older, you can select a Basic subscription only.

<b>Basic subscription</b> (with a capacity of up to 45 kW)	<b>Comfort subscription</b> (with a capacity of up to 45 kW)	<b>All-in subscription</b> (with a capacity of up to 45 kW)
Includes: <ul style="list-style-type: none"> <li>• Periodic maintenance;</li> <li>• Travel costs<sup>2</sup>;</li> <li>• Small maintenance equipment up to €30.</li> </ul>	Includes: <ul style="list-style-type: none"> <li>• Periodic maintenance;</li> <li>• Travel costs<sup>2</sup>;</li> <li>• Labour costs<sup>2</sup>;</li> <li>• Small maintenance equipment up to €30.</li> </ul>	Includes: <ul style="list-style-type: none"> <li>• Periodic maintenance;</li> <li>• Travel costs<sup>2</sup>;</li> <li>• Labour costs<sup>2</sup>;</li> <li>• Material costs<sup>1</sup>.</li> </ul>

<sup>1</sup>Includes all components to be found inside the casing of the appliance along with the peripherals: expansion vessel, overflow, filling valve, inlet combination, radiator valve(s) and a brand-name or Honeywell thermostat up to a maximum sum of €300 incl. VAT per fault, with the same cause of fault.

<sup>2</sup> For maintenance and faults.

## The Basic, Comfort and All-in subscriptions do not cover:

- The associated piping systems (central heating, gas, water, sewerage, electricity);
- Flue gas discharge;
- Faults or repairs to and/or caused by the solar collector and its connections, as well as work on or to the roof;
- Descaling the kettle, boiler, geyser or tap spiral;
- Replacing appliances, radiators and pipework along with water-side treatment of the installation;
- Control appliance added to the system and extras such as weather-dependent control and thermostat cable;
- Replacement of CO2 sensors, humidity sensors and controls at MV boxes;
- Including any necessary repairs, upgrades and modifications;
- Faults:
  - Resulting from inexpert handling of the installation by the customer or third parties;
  - Arising as a result of failure to perform repairs or work deemed necessary by Breman;
  - Caused by negligence or external causes, including insufficient gas pressure on the appliance, defective fuses, lack of electricity, insufficient water pressure, air in the installation, freezing, lightning strike, insufficient range of RF connector(s), etc.

Labour and material costs will be charged for any work falling outside the subscription. Travel costs will also be charged for any faults resulting from external causes.

## Product features 2020:

- The rates specified in the 'Service and maintenance brochure 2020' are per month, per appliance and include VAT;
- The effective date is the date confirmed in the welcome letter, which the customer receives from Breman within 10 working days of registration;
- This agreement has a minimum duration of 24 months, after which it can be terminated in writing/by email every month;
- Contact will be made within three months following the effective date of the contract in order to arrange the commissioning test;
- Breman reserves the right to charge costs for overdue maintenance for appliances that have not been maintained or replaced by Breman in the past two years;
- The agreement is personal and therefore non-transferable, but can be brought to a new address in consultation with Breman;
- Obsolete replaced parts become the property of Breman;
- A Comfort and All-in subscription can be taken out for the following brands; ATAG (excluding appliances manufactured in 2010), AWB, Bosch, Daalderop (excluding Daalderop Combinair), Intergas, Itho, Nefit, Remeha and Vaillant. It is not possible to take out a subscription for Agpo-Ferrolli appliances. For all other brands, a Basic subscription is the only option;
- The price is revised on an annual basis, based on the CBS index for the construction industry (average wage increase for construction and installation companies);
- All previous agreements shall lapse once this agreement is signed;
- The customer agrees to the Terms and Conditions relating to maintenance and service subscriptions for Techniek Nederland home installations (previously known as Uneto-VNI). These terms and conditions are available for inspection at Breman and will be provided on request at no cost. The terms and conditions can also be found on the website, [www.breman.nl](http://www.breman.nl);
- The appliances on which work is to be carried out must be freely accessible and reachable to the installer;
- The customer must periodically clean the filters and air inlet and outlet valves of WTW Units in accordance with the applicable manufacturer's instructions;
- Replacement of WTW filters is included in the performance of maintenance work;
- Breman reserves the right to amend, refuse, not extend or end a subscription;
- In taking out this subscription, you consent to the automatic collection of the subscription fee in the form of monthly collection.