

Service Plans 2024 Terms and Conditions - Breman Installatiegroep

- The customer 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 carried out once every 24 months. If the manufacturer of the device prescribes that maintenance must be carried out once every 12 months or if the customer so chooses, maintenance will be carried out once every 12 months. The customer pays a surcharge communicated in advance.

Basic plan

(with a capacity of up to 45 kW)

- You can take out a Basic plan for devices up to 15 years old.

Includes:

- Periodic maintenance;
- Travel costs;
- Small maintenance equipment up to €30.

Comfort plan

(with a capacity of up to 45 kW)

- You can take out a Comfort plan for devices up to 15 years old.

Includes:

- Periodic maintenance;
- Travel costs;
- Labour costs;
- Small maintenance equipment up to €30.

All-in plan

(with a capacity of up to 45 kW)

- You can take out an All-in plan for devices up to 12 years old.

Includes:

- Periodic maintenance;
- Travel costs;
- Labour costs;
- Material costs¹.

¹ Includes all components 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 amount of €300 incl. VAT per disruption with the same cause.

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

- The associated piping systems (central heating, gas, water, sewerage, electricity);
- Flue gas discharge systems;
- 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 or accessories;
- Replacing appliances, radiators, and pipework, along with water-side and cooling-related work to the installation;
- Control appliance added to the system and extras such as weather-dependent control and thermostat cable;
- Declogging and/or rinsing the entire underfloor heating system, distributor, and hoses;
- Replacing CO2 sensors, humidity sensors and controls in ventilation systems;
- Carrying out duct cleaning and/or adjusting ventilation systems;
- Including any necessary repairs, upgrades, and modifications;
- Faults:
 - Resulting from incompetent handling of the installation by the customer or third parties;
 - Arising as a result of a 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 not covered by the plan. Travel costs will also be charged for any disruptions resulting from external causes.

Service Plans 2024 Terms and Conditions:

1. The rates specified in the 'Service and maintenance brochure 2024' are per month, per appliance and include VAT.
2. The customer will receive a welcome letter within 10 working days after the customer has taken out the subscription.
3. The customer will be contacted within 3 months after sending the welcome letter to schedule the commissioning test.
4. The subscription is concluded under the condition precedent that Breman accepts the device after the commissioning test.
5. If Breman refuses the device based on the commissioning test, the subscription will therefore not be concluded.
6. If Breman accepts the device on the basis of the commissioning test, the subscription will commence on the date of the commissioning test (hereinafter: Commencement Date). For devices that have not been maintained by Breman, Breman has the right to charge the customer for costs for overdue maintenance/repair work (material costs and labour costs).
7. The subscription has a minimum term of 24 months and can subsequently be cancelled at any time in writing and/or by e-mail by the customer or Breman with a notice period of one month.
8. The customer has the right to cancel the subscription without giving reasons within 14 days after the Commencement Date in writing and/or by e-mail. In that case, Breman has the right to charge the customer for costs already incurred for the commissioning test, maintenance and/or service work, such as material costs, labour and call-out costs.
9. A subscription for a central heating boiler can be concluded for the following brands: AWB, Bosch, Daalderop, Intergas, Itho Daalderop, Nefit, Remeha and Vaillant.
10. No service contract can be concluded for the Agpo-Ferrolli and ATAG brands.
11. A Basic or Comfort plan for your heat pump can be concluded for the brands: AWB, Daikin, Ecoforest, Intergas, Inventum, Itho Daalderop, Mitsubishi Ecodan, Nathan (Alpha Innotec), Nefit, Nibe, Remeha, Stiebel Eltron and Vaillant.
12. A Basic or a Comfort plan for your ventilation system can be concluded for the following brands: Brink, Buva, Comair, Duco, Itho Daalderop, Orcon, Vasco and Zehnder Stork.
13. Maintenance is carried out once every 24 months. If the manufacturer of the device prescribes that maintenance must be carried out once every 12 months or if the customer so chooses, maintenance will be carried out once every 12 months. The customer pays a surcharge communicated in advance.
14. The customer must ensure that the equipment on which work needs to be carried out is accessible to the technician in a good and safe manner, in accordance with occupational health and safety guidelines. Does the customer have a heat pump with an outdoor unit? The customer must then ensure that the outdoor unit is accessible to our technicians in the same way. If scaffolding or an aerial work platform is required, Breman can supply this for a fee.
15. The customer must periodically clean the filters and air inlet and outlet valves of WTW Units in accordance with the applicable manufacturer's instructions.
16. The design details of the installation and the source codes of the heat pump must be available at the customer.
17. Breman would like to reuse old parts and will take them with them for recycling if they are replaced.
18. The prices are revised annually in accordance with the CBS index for the construction industry (average wage increase for construction and installation companies).
19. Day tickets, exemptions and permits are not included in the subscription. Breman will pass on these costs to the customer.
20. In taking out this subscription, the customer consents to the automatic collection of the subscription if he opts for monthly direct debit. Or the customer receives an annual invoice, which the customer transfers to Breman himself.
21. The subscription is subject to the Service Plan Conditions and the General Terms and Conditions for maintenance and service plans for home installations (hereinafter: GTC) of Techniek Nederland (formerly Uneto -VNI). The customer agrees to both terms and conditions. Both terms and conditions are available for inspection at Breman and will be provided immediately upon request at no cost. Both conditions can also be found on the website www.breman.nl/particulier/voorwaarden. In the event of any conflict, these Plan Terms and Conditions take precedence over the GTC;
22. Breman has the right to unilaterally change a plan.
23. Breman has the right to refuse a subscription or cancel it with immediate effect if:
 - a) in the opinion of Breman there is an unsafe, unhygienic or otherwise undesirable situation at the customer;
 - b) Breman is not enabled by the customer to perform its work;
 - c) the customer is in default in fulfilling its obligations under the subscription.
24. If the subscription ends before the first period of 24 months has expired, Breman has the right to invoice the customer for the costs of the commissioning test.
25. The subscription is personal and therefore not transferable. The subscription can be taken to a new address in consultation with Breman.
26. By entering into the subscription, all previous maintenance and/or service agreements between Breman and the customer expire.