

Service Plans 2021 Product Conditions - Breman Installatiegroep

- You can depend on expert assistance and 24-hour service in the event of a disruption.
- A disruption 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 Heat Recovery appliances.
- All plans are possible for appliances between 0 and 11 years old. If the appliance is 12-19 years old, you can choose for a Basic or Comfort plan.
- If the appliance is 20 years or older, you can only choose for a Basic plan.

| Basic plan (with a capacity of up to 45 kW) | Comfort plan (with a capacity of up to 45 kW) | All-In plan (with a capacity of up to 45 kW) |
|--|---|--|
| Includes: <ul style="list-style-type: none"> • Periodic maintenance; • Call-out costs; • Minor maintenance equipment up to €30. | Includes: <ul style="list-style-type: none"> • Periodic maintenance; • Call-out costs; • Labour costs; • Minor maintenance equipment up to €30. | Includes: <ul style="list-style-type: none"> • Periodic maintenance; • Call-out costs; • Labour costs; • Material costs.¹ |

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;
- Disruptions of 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 valve spiral;
- Replacing appliances, radiators, and pipework, along with water-side and cooling-related work to the installation;
- Control equipment added to the system and extras such as weather-dependent controller and thermostat cable;
- Declogging and/or rinsing the entire underfloor heating system, distributor, and hoses;
- Replacement of CO2 sensors, humidity sensors, and control units of MV boxes;
- Including any necessary repairs, upgrades, and modifications;
- Disruptions:
 - 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.

Product conditions 2021:

- The rates specified in the 'Service and maintenance brochure 2021' are monthly, 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 the registration;
- This agreement has a minimum duration of 24 months, after which it can be terminated in writing/by email every month;
- The customer will be contacted within 3 months of the effective date of the agreement 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 transferred to a new address in consultation with Breman;
- Replaced parts will become the property of Breman;
- A Comfort or an All-In plan for your central heating boiler can be concluded for the following brands: ATAG (except for appliances built before 2010), AWB, Bosch, Daalderop, Intergas, Itho, Nefit, Remeha, and Vaillant. A Basic plan is the only option for all other brands;
- A Basic or a Comfort plan for your heat pump can be concluded for the following brands: AWB, Daikin, Ecoforest, Inventum, Itho Daalderop, Mitsubishi Ecodan, Nathan (Alpha Innotec), Nefit, Remeha, Stiebel Eltron, and Vaillant;
- 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;
- Annual maintenance is required for some brands. You will pay a small surcharge for this. You can choose for annual maintenance for other brands if you prefer.
- The price is revised on an annual basis, based on the Netherlands Bureau for Statistics index for the construction industry (average wage increase for construction and installation companies);
- All previous agreements will lapse once this agreement is signed;
- The customer agrees to the General Terms and Conditions for maintenance and service plans for home installations of Techniek Nederland (previously known as Uneto-VNI). These terms and conditions are available for inspection at Breman and will be provided immediately upon request at no cost. The conditions can also be found on the www.breman.nl website;
- The accessibility of the appliances to which work must be performed by the technician must be sound, safe, and in line with occupational health and safety conditions;
- Parking costs for maintenance work covered by the contract include exemptions and permits, except for one-day tickets;
- The customer must periodically clean the filters and air inlet and outlet valves of Heat Recovery Units in accordance with the applicable manufacturer's instructions;
- Replacement of Heat Recovery filters is included in the performance of maintenance work;
- Breman reserves the right to amend, refuse, not extend, or end a plan;
- When concluding this plan, you accept to the automatic collection of the plan fees in the form of monthly collection.
- The design details of the installation and the source codes of the heat pump must be available at the customer.