



Helpdesk / Enquiries: 04 308 9500 (24 hours / 7 days per week)

Fax: 04 333 9148 – email premium@emrill.ae

Package Details – for EMAAR Communities - Villa

EMRILL is a tripartite joint venture with equal shareholding between Emaar Properties PJSC, Al Futtaim Real Estate Investment LLC and Carillon PLC.

Premium Services includes a wide range of services which aim to take away much of the stress, inconvenience and expense that goes with looking after your home.

We are able to provide a resource for all maintenance services and improvements to your property, including the implementation of a planned preventive maintenance programme.

We hope you benefit from the peace of mind, which Premium Services can bring, in knowing that if a crisis does occur, there is someone you can call on to take care of it.

We look forward to making your life easier.

YOUR HOME

Your Home is probably the single largest investment that you have made and we would strongly urge you to ensure that it is properly maintained, if you wish to grow the level of your investment.

It is important too, that you entrust the maintenance of your property to a qualified company that knows the specific installations and materials in your home, with technicians who are familiar with your property type.

BENEFITS

There are many advantages to maintaining your systems and the most important is improved over all efficiency.

- Advantage to your air conditioning systems are - reduced operating / running cost, maintaining the air quality, air movement and comfort and a reduction in breakdowns.
- Maintaining your water systems ensures reduced water losses through flushing system and pipelines, consistent water pressure and pump efficiency.
- Your electrical distribution system will benefit from regular safety checks.

The Signature Package (For Villa)

Villas	2 – 4 Bedrooms	5 – 6 Rooms
Electrical Safety	■	■
Air Conditioning	■	■
Plumbing	■	■
Water Tank Cleaning	■	■
Monthly Cost	AED 500	AED 600

What's included?

A Preventive maintenance programme will be put in place for all electrical, air conditioning and plumbing systems which will involve three planned visits per year.

Our service teams will respond to unlimited technician callouts on systems under maintenance.

Emergency Callouts-Unlimited - One-hour response

Our service team will respond to unlimited technician Emergency callouts within an hour response time, on systems under maintenance.

Emergencies are defined as: Complete failure of the A/C, electrical, water and drainage systems.

Routine callouts will be placed on a priority calendar of non - emergency work.

Electrical Safety

- Check MDB, DB as a contactor, breakers-electrical outlets at switches, sockets, plugs, checking the exhaust fan, electrical connection for the kitchen appliances and wiring.

Air Conditioning

- Out door Units - (washing condenser coils/check refrigerant pressure, checking fan motor / fan blades, minor repairs)
- Indoor Units - (filter cleaning, cleaning of drain line & trays, cleaning grills, diffusers, checking a/c remote control operation, checking of the a/c noise).

Plumbing

Checking pumps, water tanks, float valves, Visual checks of water heaters, checking cleaning the drain traps in the property, checking for visual pipe leaks, checking the toilet cistern mechanism.

Annual Water Tank Cleaning

Draining and cleaning of water tank will be done once in a year

Window Cleaning

The windows will be cleaned manually externally once in a month on a pre fixed schedule

The Initial Package (For Villa)

Villas	2 – 4 Bedrooms	5 – 6 Rooms
Electrical Safety	■	■
Air Conditioning	■	■
Plumbing	■	■
Water Tank Cleaning	■	■
Monthly Cost	AED 400	AED 425

What's included?

A Preventive maintenance programme will be put in place for all electrical, air conditioning and plumbing systems which will involve three planned visits per year.

Our service team will respond to two free technician callouts per month on systems under maintenance.

Emergency Callouts-Two Per Month - One-hour response

Our service teams will respond to two free technician Emergency callouts per month within one-hour response time, on systems under maintenance.

Emergencies are defined as: Complete failure of the A/C, electrical, water and drainage systems.

Up to two routine callouts per month will be placed on a priority calendar of non - emergency work.

Electrical Safety

- Check MDB, DB as a contactor, breakers-electrical outlets at switches, sockets, plugs, electrical connection for the kitchen appliances and wiring.

Air Conditioning

- Out door Units - (washing condenser coils/checking refrigerant pressure, checking fan motor / fan blades, minor repairs)
- Indoor Units - (filter cleaning, Cleaning of drain line & trays, cleaning grills, diffusers, checking a/c remote control operation, checking of the a/c noise, checking the exhaust fans).

Plumbing

Checking pumps, water tank, float valves, Visual checks of water heaters, checking cleaning the drain traps in the property, checking for visual pipe leaks, checking the toilet cistern mechanism.

Annual Water Tank Cleaning

Draining and cleaning of water tank will be done once in a year.

What's not included in the package?

Spare parts and consumables in excess of AED 20 per visit that need to be replaced - these will be charged at cost plus 10% handling fee.

Water and electricity - to be supplied by the customer.

Any other system not mentioned above.

In addition to our maintenance package we also offer the following services

- **PERMAFrost** reduces your energy bills, greenhouse gas emissions and increases performance.
- **Emergency call out service**
- **Air conditioning service**
- Window Cleaning
- Home improvements
- Painting
- Swimming pool construction

Payment Details

Payment can be made annually, in advance, by credit card, by cheque made payable to EMRILL services LLC. Or cash. We will then prepare your contract and maintenance schedule.

Is there a service you require that we are not offering?

Contact us on premium@emrill.ae

We will do our best to provide the services you are looking for.

We are also able to respond to individual enquiries regarding security for your home.

[Terms & Conditions are available on request.](#)