



1300 278 226  
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Park Ridge QLD 4125  
www.aquachiller.com  
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Your Partner in Cool.

**Preventative Maintenance Service Contract No:**

**Between**

**AQUA COOLER PTY LTD and [INSERT CUSTOMER HERE]**

**For the Industrial Chiller**

- **Model Number:** [INSERT MODEL HERE]
- **Serial No.:** [INSERT SERIAL HERE]

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| Site Details           |                        |
|------------------------|------------------------|
| Details                | Information            |
| Application of Chiller | [INSERT APPLICATION]   |
| Serial No.             | [INSERT SERIAL NO.]    |
| Located at             | [INSERT LOCATION]      |
| Address                | [INSERT ADDRESS]       |
| Suburb                 | [INSERT SUBURB]        |
| State                  | [INSERT STATE]         |
| Primary Site Contact   | [INSERT NAME]          |
| Phone                  | [INSERT PHONE NUMBER]  |
| Mobile                 | [INSERT MOBILE NUMBER] |
| Email                  | [INSERT EMAIL]         |

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## Contract Details

- **Start Date of this contract:** [INSERT START DATE]
- **Term of the contract:** [INSERT TERM]
- **Contract ends:** [INSERT END DATE]
- **Total cost for the term of this contract:** [INSERT TOTAL COST]
- **Preventative Maintenance Scheduled:** [INSERT FREQUENCY]
- **Invoice Terms:** 30 days from invoice date.
- **The service contract fee covers pre-scheduled preventative maintenance as per the below procedure, done during normal business hours.**

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## PREVENTATIVE MAINTENANCE INCLUSIONS AND PROCEDURES

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| <p>Customer Requirements</p> | <ul style="list-style-type: none"><li>• Ensure chiller is accessible</li><li>• Ensure chiller will be installed in position and have power connected</li><li>• Provide details on any site access restrictions including hot works permits, induction course requirements etc.</li></ul> |
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| <b>Pre Check Procedure</b> | <ul style="list-style-type: none"> <li>• Check the clearances around the chiller, ensuring they are adequate for service access and for free and unobstructed access for primary air to the chiller</li> <li>• Check for any obstructions above the condenser fans that may hamper free air flow, or may lead to air re-circulation through the condenser. Clean condenser fins.</li> <li>• Check that an isolation switch has been provided close to the chiller in a clearly visible location and that power has been supplied to the chiller</li> <li>• Check that there is adequate provision of drainage should the tank need to be emptied at any point</li> <li>• Isolate the chiller and check that all terminals within the electrical enclosure are tight. Re-apply power.</li> <li>• Tighten all electrical connections</li> <li>• Using leak detector search for evidence of gas leaks.</li> <li>• Connect refrigerant gauges to the chiller and confirm that the refrigerant charge has not been lost.</li> </ul> |
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| <b>Check Chiller Operation:</b> | <ul style="list-style-type: none"> <li>• Measure line voltages on each phase entering the chiller</li> <li>• Confirm water temperature is set to the desired level and operating at that level</li> <li>• Measure the current draw on the fans. Check that the fan cycle control activates the 2<sup>nd</sup> fan by restricting air flow if necessary</li> <li>• Note the ambient temperature</li> <li>• Check the refrigerant sight glass for evidence of moisture or excessive bubbling.</li> <li>• Check oil levels in compressor</li> <li>• Monitor high and low pressure levels and superheat</li> <li>• Check for any indication of a temperature difference across the drier</li> <li>• Inspect refrigerant filter driers for blockages</li> <li>• As the water temperature approaches the set point check the current draw on each compressor phase, note discharge and suction pressures then measure the Tx bulb temperature and the liquid line temperature between the drier and the Tx valve.</li> <li>• Clean coils (annually)</li> </ul> |
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| <p><b>Check Chiller Water Circuit:</b></p> | <ul style="list-style-type: none"> <li>• List down any relevant notes regarding the chilled water circuit noting any problems that could pose problems including susceptibility to condensation or poor workmanship.</li> <li>• Note down the pipe size used and the approximate distance the pipe run travels from the chiller to the process (Do not add up the total length with the return run)</li> <li>• Note down the approximate height difference between the process and the chiller.</li> <li>• Check whether a balancing valve, or other suitable device, has been installed into the process line for controlling the flow rate</li> <li>• Check that isolation valves have been provided adjacent to both the process and the chiller</li> <li>• Note whether any water treatment is being used, or if provision has been made for water treatment. Check whether the customer or the customer's agent has proposed to use water treatment.</li> <li>• Clean out return solenoid valve if fitted</li> <li>• Check condition of filter if fitted – advise if replacement is required</li> <li>• Clean strainer</li> <li>• Check whether the make up water is directly connected to mains pressure</li> <li>• Check if bleed valve points are in place on both supply and return lines</li> <li>• If running, check the supply pressure and flow rate</li> <li>• Check the pump current draw and list</li> </ul> |
| <p><b>On completion:</b></p>               | <ul style="list-style-type: none"> <li>• Re-fit and clean all panels</li> <li>• Ensure no rubbish is left around the outside of the chiller</li> <li>• Make any notes relevant to the installation or relevant to the design of the chiller</li> <li>• Discuss results of preventative maintenance with the customer, or the customer's agent. Detail basic operation of the chiller to the customer, or the customer's agent. Detail that any problems with the chiller should be referred directly to Aqua Cooler by calling 1800 278 226 per the service sticker on the chiller and quoting the serial number.</li> <li>• Ask the customer, or the customer's agent to sign the preventative maintenance report.</li> <li>• Service Report to be returned to Aqua Cooler and entered and copy forwarded to customer.</li> </ul>   |

## AQUA COOLER SERVICE TERMS AND CONDITIONS

|                          |                                 |  |
|--------------------------|---------------------------------|--|
| Service Level Inclusions | Service Level:                  | Preventive Maintenance Only  |
|                          | Technical Support Access:       | By phone, email 8am – 5pm Monday to Friday.<br>Access to 24/7 after hours call lodging service which is responded to within business hours or after hours technician at customers cost.<br><br><b>Phone: 1800 278 226</b><br><br><b>Email: <a href="mailto:service@aquacooler.com">service@aquacooler.com</a></b><br><br><b>Website: <a href="https://aquachiller.com/contact/">https://aquachiller.com/contact/</a></b> |
|                          | Initial Contact Time            | 1 hours within technical support access hours.<br>Initial response by phone or email.  |
|                          | Onsite Response Time            | Within 4 hours, 8am – 5pm Monday to Friday.<br>Outside hours response available at additional cost.  |
|                          | Preventative Maintenance        | Quarterly preventative maintenance scheduled   |
|                          | Parts and consumables:          | Service consumables covered. Customer pays for anything else (unless covered under initial purchase warranty)  |
|                          | Labour (inside business hours)  | Customer pays (except for preventative maintenance visits)   |
|                          | Labour (outside business hours) | Customer pays  |

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| Terms Of Contract: | <ul style="list-style-type: none"> <li>• Costs for specialised site access will be to the customer's account including site induction. .</li> <li>• All maintenance on the chiller is to be coordinated by Aqua Cooler.</li> <li>• If a requirement for water treatment is established then maintenance costs associated with the treatment will be to the customer's account.</li> <li>• Service costs associated with the provision of filtration changes are not covered</li> <li>• Water treatment costs not included</li> </ul> |
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| <b>At Each Site Service:</b> | <ul style="list-style-type: none"> <li>• Routine service work to be carried out is detailed the preventative maintenance procedure.</li> <li>• A service report will be written at the conclusion of each site service, a copy of which will be forwarded to our customer.</li> </ul> |
|------------------------------|---|

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|---------------------|-----------------------|--|
| <b>Definitions:</b> | Service Enquiry Line  | Toll free call within Australia on 1800 278 226 within Australia or +61 2 9721 9300 from other countries. Calls are answered per procedure by a call centre. Support requests can be lodged via <a href="mailto:service@aquacooler.com">service@aquacooler.com</a> |
|                     | Phone Support         | Service enquiries will be passed on to an Aqua Cooler employee who will in turn call the originator of the service call. The Aqua Cooler employee will then attempt to diagnose any problems and co-ordinate all necessary service work.                           |
|                     | Normal Business Hours | 8.00am to 5.00pm Monday to Friday excluding public holidays.   |

## Additional Charges for Site Attendance Outside of Maintenance eg for Breakdown Assistance Not Covered Under Warranty

### Call Out Fees

| Description   | Charge |
|---|--------|
| AC-IND-CALLOUT-NORMALTIME<br>Industrial Chiller Call Out and Admin Fee - Normal Time                                      | \$     |
| AC-IND-CALLOUT-METRO-AH<br>Industrial Chiller Afterhours Call Out and Admin Fee - Metro - Includes minimum 4 hours labour | \$     |

### Per Hour Rate Type

| Description              | Normal Charge | Overtime Rate |
|--------------------------|---------------|---------------|
| Tradesman Rates per hour | \$            | \$            |

### Response Time

| Response Time         |                                  |
|-----------------------|----------------------------------|
| During business hours | Technician onsite within 2 hours |
| After hours           | Technician onsite within 4 hours |

### Exclusions

| Exclusion Type                 | Details      |
|--------------------------------|--------------|
| After-hours maintenance visits | Not included |
| Parking fees                   | Not included |
| Inductions and induction times | Not included |
| Parts replacement              | Not included |
| Service call-out fees          | Not included |



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**Authorisation Process:**

- Works not covered by the service agreement will require a quote and formal purchase order.
  - For urgent cases where quoting isn't possible, an estimate may be provided, and authorisation given via email.
  - In emergencies requiring immediate action, a purchase order will be provided onsite, with work initiated accordingly.
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**Sign off**

**For Aqua Cooler**

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Date: \_\_\_\_\_

**For Customer**

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Date: \_\_\_\_\_