

ONBPS - Service and Preventative Maintenance Summary

1st January 2020

SERVICE AND PREVENTATIVE MAINTENANCE SUMMARY

Who are we?

O'Neill and Brown Plumbing (ONBP) is a family owned and trusted business, established over 50 years ago and servicing Queanbeyan, Canberra and Brisbane (Queensland) areas.

The O'Neill and Brown Plumbing Service Division (ONBPS) has been operating within ONBP for nearly 20 years and has built a culture of trust and reliability, with both clients and its workforce.

What we are known for?

We are known for building strong relationships with our clients by understanding and delivering all of our customer's requirements.

Not only can we assist with reactive plumbing support, but also pride ourselves in tailored Preventative Maintenance packages to meet site specific requirements for annual service work on commercial properties, new and refurbished, as well as residential properties.

ONBP has a proven record for delivering reliable and cost-effective service with a long history of successful achievements behind it.

Why are we a good fit?

We provide a new level of excellence in customer service, innovation and reliability. We understand our customer's needs, and are an extension of your business.

Our Service team has a proactive approach, delivering outstanding service upfront to minimise costs, including running costs and extending the life of your equipment.

Our team use the latest computer software to ensure hydraulic asset management and reporting is at the highest standard

Not only are ONBP a leader in commercial hydraulic Plumbing, but are now a one stop shop with service, minor works, a design team, work health and safety team and fire services at your fingertips.

1. O'NEILL & BROWN REACTIVE SERVICE

ONBPS pride ourselves in providing the resources and structure to be able to deliver the highest quality maintenance services for all types of plumbing, gas and hydraulic equipment at competitive market rates.

- 24 Hour Emergency Plumbing Service;
- Jetting and Drain Cleaning
- Drain Camera works
- Gas service works
- All hot water/solar servicing and reports;
- All pump maintenance (stormwater, rainwater, sewer);
- Backflow prevention test and certification;
- Thermostatic mixing valves test and certification;
- Fixture/Asset inspection with report (if required).

2. PACKAGES, RATES AND INCLUTIONS

Depending on below package required, ONBPS packages may include

- Call out fee
- Labour
- Drain Machine
- Drain Camera

Parts and materials are additional (if required).

Business Hour Rates (Monday to Friday 7:30am – 4pm)	Package Rate	Additional Hour
Preventative Maintenance agreement rate	\$0	\$ 110
Business Hours General Plumbing	\$ 197	\$ 110
Business Hours Drain Clean (plunge/trap blockage)	\$ 197	\$ 110
Business Hours Drain Clean (machine and camera)	\$ 397	\$ 197

After Hours / Public Holiday Rates	Package Rate	Additional Hour
After Hours General Plumbing	\$ 497	\$ 190
After Hours Drain Clean (plunge/trap blockage)	\$ 497	\$ 190
After Hours Drain Clean (machine and camera)	\$ 647	\$ 197

After hours/Public Holiday labour rate is a minimum of two hours at double time (as per award/EBA)

3. RESPONSE TIMES

3.1 The O'Neill & Brown Service shall provide a 24 hour a day 365 days a year response mechanism for actioning Asset failure. Response times are defined as the maximum time which is to elapse to have a technician attend to the Asset on site from the time it is reported to the O'Neill & Brown Service.

Priority	Description	Response Time
Urgent	Events that reduce or impact operational efficiency or comfort and / or may cause property damage or injury	4 hours
Routine	Less critical requests or complaints	1 day
Standard	Standard: Request for new items	2 days
Scheduled	Requests that advance notice, coordination of multiple contractors and date planning	As agreed

O'NEILL & BROWN PREVENTATIVE MAINTENANCE PACKAGES

(Prices are tailored to only included what's on site, not all below assets may be on every site)

3. Compliance Package; (includes submitting of compliance testing)

This package includes all your site assets that are required by law to be tested in accordance to relevant Australian standards and complies with manufactures service recommendations, it also ensures your high demand assets that service multiple units/customers are serviced to maintain manufactures warranty's, increase longevity and reducing running cost.

Compliance Asset/Plant in package may include;

- Backflow Prevention Test and Certification;
- Hot Water/Solar Hot Water Unit Service;
- All Pump Maintenance;
- Thermostatic Mixing Valve (TMV) Testing;
- Eye wash bay/shower; and
- Fixture/Asset.

Recommended service frequency;

Preventative Maintenance Compliance Package;	Frequency	Maintenance Required
Backflow Prevention Test and Certification	12 Monthly	<ul style="list-style-type: none"> • Test as per Australian Standards • Submitted reports to authority's
Thermostatic Mixing Valve (TMV) Test, Certification	12 Monthly	<ul style="list-style-type: none"> • Test as per Australian Standards
Eye wash bay/shower Test and Certification	6 Monthly	<ul style="list-style-type: none"> • Test as per Australian Standards
All Pump Maintenance and Report <ul style="list-style-type: none"> • Rainwater Pumps (+ UV if fitted) • Cold Water Booster Pump • Pool Pump • Stormwater/Grey Water Pump • Sewer/Black Water Pump • Under bench Sewer Pump • Hot Water Circulation Pump 	6 Monthly	<ul style="list-style-type: none"> • As recommended by manufacturer • Inspect for correct operation • Inspect for leaks • Check inlet and outlet pressure gauges • Check Oil levels (if required) • Ohms Test and document • Check control panel operations (if connected) • Check warning lights and alarms (if connected)
All Hot Water Unit Maintenance and Report <ul style="list-style-type: none"> • Instantaneous Systems, • Storage Systems (Electric and Gas), • Holding/Buffer Tanks • Solar Systems, 	12 Monthly	<ul style="list-style-type: none"> • Check pressure relief valve for operation • Check for leaks • Activate relief valve (replace if defective) • Ensure that the pressure setting is compatible
Jet cleaning of Stormwater/Sewerage Branch	12 Monthly	<ul style="list-style-type: none"> • Jet clean branch drain • Remove and report all debris • Camera line if blockage detected

4. Protection Package; (Includes Compliance Package)

Protection package delivers the peace of mind that all plumbing related assets are protected for operational, running and property insurance requirements.

In this package, we ensure all common area assets are inspected every 12 weeks. when we are on site with the customer receiving a comprehensive condition report on all common hydraulics, this differs from the compliance package as this inspection is used to identify and report any defects to reduce future asset breakdowns and life expectancy.

Protection package assets/plant items and service frequency

Preventative Maintenance Protection Package (Includes Compliance Package)	Frequency	Maintenance Required
<p>Health Check Common area assets; Taps, Hose cocks, Sinks, Basins, Vanity's, Tubs, Baths, Showers, Cisterns, Toilets and Urinals, Tempering Valves Water Meters, Gas Meters, Eye wash Bay/showers, Storm Water Spells, Storm water pits, Sewer manholes, Hot Water Units, Pumps, TMV's, Balancing Valve, Pressure Reducing Valve.</p>	<p>3 Monthly</p>	<ul style="list-style-type: none"> • Inspect for leaks, damage and maintenance signs • Inspect all assets for obvious faults • Ensure correct operations of all assets • Inspect bracketing and supports to ensure firm fixing • Condition reports for all health check assets provided with quotations' for identified defective and/or faulty fixtures/assets

5. O'NEILL & BROWN SERVICE OBLIGATIONS

5.1 ONBPS shall:

- (a) Within three months from the commencement of the Services Agreement, conduct an inventory of all Asset required for maintenance and compile a comprehensive electronic Asset Register;
- (b) Update the Asset Register if and when any Asset is replaced or modified, keep an accurate record of repairs and replaced parts and report back in writing to the Facility Manager on the condition of the Asset and the need for any major repairs;
- (c) Within the commencement of the Services, provide a detailed Maintenance Program for the Asset based on Site Specific Requirements.
- (d) Not reduce the frequency or duration of the Services without the prior written approval of the Facility Manager;
- (e) Provide a parts and labour warranty for all repairs carried out by the O'Neill & Brown Service for a period which will depend upon the type and extent of the repair and therefore the O'Neill & Brown Service shall include the warranties in the quotation for repairs. If no warranty period is stipulated in the submissions, then a minimum of 12 months parts and labour warranty will be deemed to apply.

- (f) Make good any damage to the Site or any part thereof caused by any act or omission of the O'Neill & Brown Plumbing Service;
 - (g) Not materially increase the water or energy consumption of the Asset without the prior written consent of the client;
 - (h) On each occasion when O'Neill & Brown Plumbing Service performs the Services, provide to the Facility Manager a report detailing:
 - (i) Those parts of the Asset inspected and the performance of each such part; and
 - (ii) Recommendations as to any necessary repairs that in the O'Neill & Brown Service opinion should be carried out to the Asset and the cost of such repairs, if applicable.
 - (i) Comply with the provisions of all Awards or industrial agreements in relation to wages and conditions of its personnel engaged in the performance of the Services;
 - (j) Ensure the Clients liability under any relevant Laws is not compromised;
 - (k) Cooperate fully with other trades persons when they are necessarily engaged in working on the Asset. Such other trades persons shall include those working on Asset excluded from the O'Neill & Brown Plumbing Service responsibility such as intercommunications, telephones, fire protection systems and security control;
 - (l) Provide evidence of qualifications and job history of the O'Neill & Brown Service personnel if required by the Facility Manager;
 - (m) All inspections, testing and logging of all maintenance activities of essential Asset shall be carried out in accordance with the latest edition of the relevant Australian Standards, as amended from time to time.
 - (n) The O'Neill & Brown Plumbing Service shall conduct as programmed the testing service to the Asset, which shall include examining, calibrating, lubricating, adjusting and cleaning of the Asset. The O'Neill & Brown Plumbing Service must obtain prior approval from the Facility Manager before undertaking services outside the usual scheduled times or taking any Asset out of service for a maintenance activity.
- 5.2 The O'Neill & Brown Plumbing Service will be responsible for any compensation, reimbursement or repairs for any loss or damage caused by its personnel to Clients premises throughout the term of the contract.