

Annual Maintenance Contract — Terms & Conditions

Simple, fixed-price maintenance for Dubai apartments, villas and commercial properties. No hidden charges, in writing.

Version 1.0 · Effective 9 September 2026 · SKN Technical Services LLC · Office 301-16, Riggs Business Center, Al Muraqbaat, Dubai, UAE · +971 52 519 4951 · skntechservices@gmail.com

The simple version

This is what you are buying, in plain words. The full terms below say the same thing in more detail — nothing in them contradicts this page.

- 1 One fixed annual fee.**
It covers every scheduled visit in your plan and the labour rules your plan states. It never changes mid-contract.
- 2 Schedule B is the complete list of what you can be invoiced.**
Your annual fee, parts you approve in writing, work outside the plan you approve in writing, out-of-hours attendance only if you ask for it, and 5% VAT on its own line. Nothing else exists.
- 3 No call-out fees. No trip charges. No admin fees. No diagnosis fees.**
During business hours, on a covered system, these do not exist under any plan. We do not sell a "premium" plan and then charge to turn up.
- 4 Nothing is fitted before you say yes.**
Any part or extra work is quoted on WhatsApp or email with a price, and we wait for your approval. A quote is never an invoice.
- 5 Parts at cost, and you can see the invoice.**
Parts are charged at our supplier invoice price plus a flat 10% handling charge. Ask for the supplier invoice and you get it.
- 6 Response windows are real targets with a credit if we miss.**
Each plan states a response window in business hours. If we miss it for a reason that is ours, one-twelfth of your annual fee is credited back — see Schedule A. We do not advertise a 24-hour service because we do not run one.
- 7 No auto-renewal. No auto-charge.**
Thirty days before the end we send a renewal offer with the price written on it. Nothing happens unless you say yes.
- 8 Cancel with 30 days notice. No exit fee.**
A full refund inside the first 14 days, even if the onboarding visit has happened. After that, unused whole months are refunded; if we already did free call-outs under your plan, their member-rate value is deducted and shown line by line.
- 9 90-day workmanship warranty.**
If a repair we did under the plan fails within 90 days for a workmanship reason, we come back and put it right at no charge.
- 10 A written report after every visit.**
Photos, what was checked, what was found, what we recommend and why. It is yours to keep, forward to a landlord, or use at handover.

Schedule A — Plans and response windows

These are the published apartment plans. Villa, multi-unit and commercial contracts use the same terms with their own Plan Schedule (asset list, visit count, response window and labour rule) written into the Proposal.

Apartment plans	Essential	Premium	Platinum
Annual fee	AED 1,500 + 5% VAT = AED 1,575	AED 2,500 + 5% VAT = AED 2,625	AED 4,000 + 5% VAT = AED 4,200
Scheduled AC service visits	2 per year	3 per year	4 per year
Plumbing inspection	1 per year	Quarterly	Quarterly, full
Electrical inspection	1 per year	Quarterly	Quarterly, full
AC coil and drain cleaning	Quoted	Included where specified in the Plan Schedule	Included
AC duct cleaning	Quoted	Quoted	Included, once per year
Reactive call-outs on covered systems	Labour at member rate	Labour included, up to 4 per year, then member rate	Labour included, fair use 12 per year
Response window (business hours)	Next business day	Same day if reported before 2pm, else next morning	Within 4 business hours
Out-of-hours attendance	If available, at the published band	If available, at the published band	If available, no surcharge
Written report with photos	Every visit	Every visit	Every visit + annual condition summary
Asset register at onboarding	Yes	Yes	Yes
Payment	Annual in advance	Annual, or two half-yearly instalments	Annual, or two half-yearly instalments

Missed-window credit: if SKN does not attend a properly reported fault within the plan window and the delay is SKN's (not access, weather, or building rules), one-twelfth of the annual fee is credited against the next invoice or added to any refund, for each missed window, up to two per contract year. The credit is applied automatically; you do not have to claim it.

Schedule B — What you can be charged, and what you cannot

The complete list of possible charges

1. The annual fee in Schedule A (or the fee in your Proposal), paid on the schedule your plan states.
2. Parts and materials beyond the included consumables, at supplier invoice cost plus a flat 10% handling charge, quoted and approved in writing before they are fitted.
3. Work outside the Plan Schedule (Section 5), quoted in writing at the AMC member rate — 15% off the labour line SKN would quote a non-contract customer for the same job, with both figures shown on the quote — and approved before it starts.
4. Out-of-hours attendance, only where the plan says “at the published band” and only if the Customer asks for it after being offered the next business-hour slot. The band is AED 300–600 and is stated before dispatch.
5. VAT at 5%, shown as its own line on every invoice.

Never charged under any plan

- Call-out fees, trip charges, travel time, or parking on covered systems during business hours.
- Diagnosis or inspection fees on covered systems, including the Onboarding Visit.
- Administration, documentation, reporting or “contract management” fees.
- Surcharges for scheduled visits falling in summer or peak periods.
- Any part or work that was not approved in writing first.
- A price increase during the contract term.

Included consumables on every plan: AC filter cleaning, drain-line flushing and treatment, tap washers and cartridges up to AED 40 each, silicone and sealant, small fasteners and fixings, fuse replacements, standard switch and socket faceplates where the wiring is sound. Anything else is a part under item 2 above.

Full terms

1. Who this agreement is between

“SKN”, “we” or “us” means SKN Technical Services LLC, Office 301-16, Riggs Business Center, Al Muraqbaat, Dubai, UAE. “Customer” or “you” means the person or company named in the Proposal. Together, the “Parties”.

The “Proposal” is the written quotation SKN sends for a specific property. It contains the Plan Schedule: the property address, the asset list, the plan name, the annual fee, visit count, response window, labour rule, payment schedule and any property-specific inclusions or exclusions. These Terms and the Proposal together are the whole agreement; the Proposal wins if the two ever conflict.

If you are a tenant, you confirm that your tenancy contract allows you to appoint a maintenance contractor for the covered systems, or that the landlord has agreed. Under Article 16 of Dubai Law No. 26 of 2007 the landlord is responsible for maintenance unless the tenancy contract says otherwise; this agreement does not change who is responsible between you and your landlord, only who does the work.

2. Term and start date

The contract runs for 12 months from the Start Date in the Proposal. The Start Date is the later of the date the Proposal is accepted and the date the first payment is received.

Within 10 business days of the Start Date SKN carries out the Onboarding Visit: the asset register is completed, each covered system is inspected, and its current condition is recorded with photos. This baseline is shared with you and forms part of the Plan Schedule.

3. What is covered

Covered systems are the assets listed in the Plan Schedule. For the published apartment plans these are: split, ducted or FCU air-conditioning units inside the property; internal plumbing from the property’s isolation valve to the fixtures, including water heaters; and the electrical installation from the property’s distribution board to the sockets, switches and light points.

Scheduled visits are preventive: cleaning, testing, adjustment and inspection to the checklist for each system, with a written report. Reactive call-outs are for faults on covered systems reported between visits, handled under the labour rule of your plan.

Included consumables are listed in Schedule B and are fitted during any visit without a quote.

4. What is not covered

The following are outside every plan unless the Plan Schedule specifically adds them. They are quoted separately at the AMC member rate, and never started without written approval:

- Major components: AC compressors, PCBs and control boards, fan motors, water heater tanks, distribution boards and consumer units, booster pumps.
- Refrigerant gas beyond a top-up of 500 g on a system with no detected leak; leak repair itself is quoted.

- Anything owned or controlled by the building, community or utility: district cooling, chillers and central plant, risers, roof tanks, DEWA supply and meters, common-area systems, fire and life-safety systems, lifts.
- Civil, structural, finishing and wet-area work: tiling, waterproofing, plastering, painting, ceilings, carpentry, doors and locks.
- Pools, gardens, irrigation, pest control, water-tank cleaning and other licensed specialist services.
- Faults recorded as pre-existing at the Onboarding Visit, until repaired.
- Damage from misuse, accident, third-party work, unapproved modification, power surge, flooding, storm or other events outside SKN's control.
- Equipment the manufacturer has withdrawn parts support for, where SKN has told you so in writing.

5. Extra work and parts: the approval rule

Every part or piece of work outside the plan is quoted in writing (WhatsApp or email) with a price before it starts. Nothing is fitted, ordered or invoiced without your written “yes”. If a technician is on site and finds something outside scope, the visit is completed on the covered items and the extra is quoted for a separate approval.

Parts are charged at SKN's supplier invoice cost plus a flat 10% handling charge. You may ask to see the supplier invoice and SKN will provide it. You may also supply your own parts; SKN fits them at the member labour rate, and the warranty in Section 9 then covers workmanship only.

The AMC member rate is 15% off the labour line SKN would quote a non-contract customer for the same job. Both figures are shown on the quote so the discount can be checked. It applies to any work at the covered property during the term, whether or not it involves a covered system.

6. Response windows, hours and emergencies

SKN operates Monday to Saturday, 8:00am to 8:00pm (Sunday by prior appointment). Response windows in Schedule A are measured in business hours from the time a fault is reported on WhatsApp or by phone with the property address, the affected system and a photo or short description. SKN does not offer a 24-hour service and does not describe itself as one.

Out of hours, SKN gives safety guidance by WhatsApp where possible (for example, isolating a tripping water heater or shutting a stop valve) and books the first business-hour slot. Out-of-hours attendance is offered only if a technician is available, and only at the terms in Schedule B.

If the fault is a genuine emergency — a burst pipe, water on electrics, burning smell, gas smell, or exposed live conductors — make the area safe if you can, call DEWA on 991 for a supply-side fault or Civil Defence on 997 for fire or gas, and contact SKN afterwards. SKN's response window does not replace the emergency services.

The missed-window credit in Schedule A applies automatically; you do not have to claim it.

7. Access, scheduling and missed visits

Scheduled visits are booked at least 3 business days ahead by WhatsApp with a 2-hour arrival window. You provide safe access to the property and to every covered asset, including any building permits, security registration or NOC the building or community requires. SKN provides technician IDs and licence copies for that purpose on request.

If SKN cannot gain access at a confirmed appointment and was not told at least 24 hours before, the visit is rescheduled once at no charge. A second failed access on the same visit counts as that visit delivered.

If SKN misses a confirmed scheduled visit for reasons within its control, it is rescheduled within 5 business days at no charge. If the rescheduled visit is missed too, one-twelfth of the annual fee is credited in the same way as a missed response window, and the visit is still delivered.

SKN may substitute a technician of equal qualification and may decline to work where a site is unsafe, until the hazard is removed.

8. Reports, records and your data

After every visit SKN sends a written report with photos: what was checked, what was found, what was done, what is recommended and why. Platinum plans also receive an annual condition summary at month 11 to support renewal, sale or handover decisions.

Photos, the asset register and reports are stored by SKN for the term plus 12 months and are used only to deliver and evidence this contract. They are not sold or shared with anyone outside SKN; a supplier is only ever sent the part specification, never your photos or address. You may ask for a copy of everything held at any time.

9. Warranty

Workmanship on any repair or installation SKN performs under this contract is warranted for 90 days from the date of the report that records it. If the same fault recurs within that period for a workmanship reason, SKN returns and puts it right at no charge, including labour on any plan.

Parts SKN supplies carry the manufacturer's or supplier's warranty, which SKN passes on to you and manages on your behalf. Parts you supply carry no SKN parts warranty.

The warranty does not cover fair wear, consumables, misuse, third-party interference, or faults SKN recorded as pre-existing or recommended for replacement in writing.

Nothing in this section reduces your rights under Federal Law No. 15 of 2020 on Consumer Protection and its Executive Regulations.

10. Payment

The annual fee is invoiced on acceptance of the Proposal and is due within 7 days. Where the plan allows two instalments, the second is due at the start of month 7. Accepted methods are bank transfer and card; the invoice shows the fee, any approved extras, and VAT at 5% as separate lines.

Parts and extra work approved under Section 5 are invoiced on completion and due within 7 days.

If an invoice is more than 14 days overdue SKN may pause scheduled visits and reactive call-outs after giving 7 days' written notice. Coverage resumes on payment; the term does not extend. SKN does not charge late-payment interest or fees.

The fee is fixed for the whole term. It cannot be increased mid-contract for any reason.

11. Renewal

This contract does not renew automatically and SKN never charges a renewal without your written acceptance.

30 days before the end of the term SKN sends a renewal Proposal stating the price and any change to the Plan Schedule. If you accept, the new term starts the day after the old one ends. If you do not, the contract

simply ends and your final report and asset register are yours to keep.

12. Cancellation and refunds

You may cancel within 14 days of the Start Date for a full refund, whether or not the Onboarding Visit has taken place. Only reactive repair labour provided free under the plan in that period is deducted, valued at the member rate.

After that you may cancel at any time on 30 days' written notice. There is no exit fee. SKN refunds the fee for every complete unused month remaining after the notice period, less the member-rate value of any reactive call-out labour already provided free under the plan. Scheduled visits already delivered are not deducted. The refund is never less than zero, and the calculation is shown line by line on the refund note.

SKN may end the contract on 30 days' written notice with the same pro-rata refund, or immediately if the site is unsafe, if payment is more than 45 days overdue after notice, or if SKN staff are abused or asked to work unlawfully. In the immediate case the refund is still calculated pro-rata.

If the property is sold or the tenancy ends, the contract may be transferred to the new occupier for the remaining term at no charge with SKN's written confirmation, or cancelled under this section.

13. Responsibility and limits

SKN is responsible without limit for death or personal injury caused by its negligence, and for damage to your property caused by its negligent work. For any other claim under this contract, SKN's liability is limited to the annual fee for the year in which the claim arises.

To the extent the law allows, SKN is not responsible for indirect loss such as lost rent, lost business or alternative accommodation, nor for the failure of a system whose replacement it recommended in writing and which was not replaced. Nothing in this section removes rights you have under Federal Law No. 15 of 2020 on Consumer Protection or the UAE Civil Transactions Law.

You are responsible for accurate information about the property and its systems, for access, for approvals from the building or landlord, and for following written safety advice SKN gives.

Neither Party is liable for delay caused by events outside its reasonable control, including severe weather, government restriction, utility failure or building-management action; the affected obligation is suspended for the duration and the term extends by the same period if the delay exceeds 14 days.

14. Changes to these Terms

The version in force is the one on your Proposal. SKN may publish updated Terms for new contracts, but changes do not apply to a running contract unless you accept them in writing. The current published version is always available at the address in the footer of this document.

15. Problems, disputes and law

If something goes wrong, message +971 52 519 4951 or email skntechservices@gmail.com with the property address and the issue. SKN acknowledges within one business day and aims to resolve within 10 business days, in writing.

If that fails, either Party may refer the matter to the Consumer Protection department of Dubai's Department of Economy and Tourism, or to the Courts of Dubai. This agreement is governed by the federal laws of the United Arab Emirates and the laws of the Emirate of Dubai. Any clause found unenforceable is severed and the rest stands.

Acceptance

This agreement is accepted when the Customer confirms the Proposal in writing (email, WhatsApp or signature) and the first payment is received. Both Parties keep a copy of the Proposal, the Plan Schedule and this document.

CUSTOMER NAME	PROPERTY ADDRESS
PLAN / PROPOSAL REF.	START DATE
CUSTOMER SIGNATURE AND DATE	FOR SKN TECHNICAL SERVICES LLC – NAME, SIGNATURE AND DATE