

CYFR FITOUT L.L.C



ANNUAL MAINTENANCE CONTRACT OFFER



info@cyfr.ae | +971 52 913 2801

CYFR FITOUT L.L.C IS A TEAM OF EXPERIENCED, QUALIFIED AND CREATIVE SPECIALISTS

- Licensed contractor offering comprehensive solutions and specialized projects.
- Turnkey major repairs: from design to implementation
- Cosmetic renovation of any complexity
- Installation, repair and professional cleaning of air conditioners
- Water supply and sanitation systems maintenance
- English and Russian speaking staff
- The highest level of work, individual approach to each



VISION AND MISSION

Highest standards and quality of execution in the field of comprehensive and customized solutions for maintenance real estate properties in the UAE.

SECTION 4

ANNUAL MAINTENANCE PACKAGES

Our end-to-end maintenance solutions keep your property in great shape and help to maintain its value while reducing maintenance costs.

CYFR FITOUT L.L.C offers 4 types of packages namely **Bronze, Silver, Gold and Platinum**



| DESCRIPTION OF WORK | BRONZE | SILVER | GOLD | PLATINUM |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| Planned Preventive Maintenance (PPM) for AC, Electrical and Plumbing Systems | 2 per Year | 2 per Year | 4 per Year | 4 per Year |
| Materials and Spares included per Year | ✗ | Up To AED 250 | Up To AED 500 | Up To AED 1000 |
| Call Outs per Year for AC, Electrical and Plumbing Systems | Up to 3 Calls | Up to 6 Calls | Up to 9 Calls | Unlimited |
| Manpower (For attending Call out) | Free for First 1 Hour | Free for First 1 Hour | Free for First 1 Hour | Free for First 1 Hour |
| Rate per hour for additional call out | AED 100 | AED 100 | AED 75 | - |
| Move In & Move Out Inspection | ✓ | ✓ | ✓ | ✓ |
| Response Time (Emergency Call) | Within 2 Hours | Within 2 Hours | Within 2 Hours | Within 1 Hours |
| Response Time (Reactive Call) | Within 24 Hours | Within 12 Hours | Within 8 Hours | Within 4 Hours |
| Booking Requests via info@cyfr.ae | ✓ | ✓ | ✓ | ✓ |
| Customer Maintenance Centre (24/7) | ✗ | ✓ | ✓ | ✓ |
| Pest Control (free/year) | 1 | 1 | 1 | 2 |
| Disinfection (free/year) | 1 | 1 | 1 | 2 |
| MEP Ad-hoc Works* (Minor repairs for Masonry, Carpentry, Painting touch-up – 2 person / Hrs.) | ✗ | 1 | 2 | 2 |
| Cleaning Ad-hoc Works* (Glass Cleaning – 2 person / Hrs.) | ✗ | ✗ | 1 | 2 |
| Business Relationship Manager | ✗ | ✗ | ✗ | ✓ |

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| TYPE OF WORK | RESPONSIBLE | NOTES |
|--|----------------------------|---|
| General inspection of engineering systems | Quality control group | Fault diagnostics, report to the client |
| Checking ventilation and air conditioning | HVAC department | Membership Filters and Heat Exchangers |
| Plumbing works | Plumbing department | Checking tightness, eliminating leaks |
| Cleaning and prevention of drainage systems | Work team | Cleaning of risers and sewers |
| Electrical installation work | Electricians | Replacing burnt out elements |
| In-depth diagnostics of heating systems | HVAC department | System Pressure Tests |
| Tile maintenance | Finishing works department | Restoration of tile seams |
| Paint coating inspection | Painting department | Touch-up, chip repair |
| Checking door and window structures (3 times) | Carpentry department | Adjusting door hinges and window mechanisms |
| Water supply system maintenance | Plumbing department | Water pressure test, filtration |
| Final inspection and report on the facility | Quality control group | Final reporting and work plan for the next year |
| Periodic inspection (3 times) | Quality control group | <ul style="list-style-type: none"> Checking the general condition of the property Diagnostics of engineering systems Final analysis before the end of the year |
| Air conditioning and ventilation maintenance (2 times) | HVAC department | <ul style="list-style-type: none"> Filter cleaning and diagnostics Prevention before the hot season |
| Painting and tiling work(3 times) | Finishing works department | <ul style="list-style-type: none"> Cosmetic repairs of walls and floors Correction of defects, restoration Final coating restoration |
| Carpentry and aluminum works (3 times) | Carpentry department | <ul style="list-style-type: none"> Repair of door hinges and locks Correction of defects in windows and furniture Adjustment of mechanisms, quality control |
| Basic cleaning (2 times) | Cleaning department | <ul style="list-style-type: none"> Cleaning glass, floors, bathrooms Deep cleaning before the New Year |
| Landscape Maintenance | Landscape department | Watering, lawn mowing, fertilizers |

SECTION 4

ANNUAL MAINTENANCE PACKAGES



INCLUSIONS

1. Schedule of periodic maintenance within the scope of work.
2. Call Out fees depend on package type within the scope of contract.
3. Manpower charges within the scope.
4. Spare Parts are covered up to 250, 500 or 1000 per year for (Silver, Gold & Platinum).
5. Free Complimentary Maintenance depend on package type:
 - Move-in and Move-out Inspection Reports
 - Pest Control
 - Disinfection
 - Minor repairs for Masonry, Carpentry, Paint Touch up – 1 or 2 free hours per year
 - Glass Cleaning Ad-hoc Works (1 or 2 free hours per year – 2 persons to be provided)

Notes:

- Working hours from Monday to Saturday, from 8 am to 6 pm
- For any items outside the scope of work, a separate quotation will be provided to the client for approval

EXCLUSIONS

1. Replacement of all spare parts if exceed as per package plans (Bronze- all spares are chargeable/ Silver-up to AED 250 per year/ Gold-up to AED 500 per year/Platinum- up to AED 1,000 per year).
2. Subcontractor works or Major capital repairs related to roofing and waterproofing, carpentry, civil work and masonry works including full grouting of bathrooms/rooms, full painting, or outdoor painting (texture paint), doors replacement, cupboards/cabinets replacement, aluminum windows glass Locks/gaskets/rubber, humidity and mold issues, concealed pipes leakage and related civil works.
3. Kitchen appliances.
4. Specialized works are not covered in the contract other than mentioned above (including but not limited to Fire Alarm and fire systems, Duct cleaning works, BMS & Home Automation maintenance or programming).
5. Pest Control treatment for Termite, Fumigation, Locust, Wood borer, Birds, Bedbugs, Store grains insect.
6. DLP issues and MEP initial snags are excluded from our contract scope.
7. More than 3 meters heights any equipment maintenance.
8. High rise equipment's any kind of maintenance such as (Scissor lift, Boom lift, Man Lift & Scaffolding).
9. Permit to works, and Special permits which require specific approval and/or fee from government agencies.

SECTION 5

PLANNED PREVENTATIVE AND REACTIVE MAINTENANCE CHECKLIST



AIR CONDITIONING

| | |
|-----|---|
| 1. | Check Room Temperature |
| 2. | General Check for Abnormality, Noise & Vibration |
| 3. | Check Electrical Connections & Clean the Panel |
| 4. | Check Operation of Safety Switches. |
| 5. | Check Fan Motor Speed Operation. |
| 6. | Check Damper Operation |
| 7. | Check the Motor & Blower, clean and lubricate it. |
| 8. | Check Duct Joint for Air Leak |
| 9. | Check Thermostat Operations |
| 10. | Check & Clean Drain Tray |
| 11. | Check and align the drain tray for water to drain in slope |
| 12. | Clean Air Filters |
| 13. | Check and Clean Cooling Coil with Blower (if necessary, at least once a year) |
| 14. | Measure Blower Motor Current & Voltage |
| 15. | Check and Note Grill Temperature |
| 16. | Check Installation & Appearance for rust |
| 17. | Check Air Flow (High / Medium / Low) |
| 18. | Check Grill of any gaps (Fix if not fixed properly) |
| 19. | Inlet & Outlet Grilles Dust (clean) |

ELECTRICAL

| | |
|----|--|
| 1. | Check all DBs for overheating cables/breakers |
| 2. | Check exhaust fans for correct operation |
| 3. | Check all internal light fittings |
| 4. | Check all external light fittings |
| 5. | Check all switches and sockets |
| 6. | Check all cable terminations and clean panels/lights |
| 7. | Manpower for Replacement of Water heater and Exhaust fan if required |
| 8. | Check the amps/Volts in the panel |

PLUMBING WORKS

| | |
|----|--|
| 1. | Check all sanitary fittings that are in good condition |
| 2. | Check all exposed pipelines for any leaks |
| 3. | Clean bottle traps under sinks in K/C and toilets |
| 4. | Clean all tap filters |
| 5. | Check and clean all drain lines |
| 6. | Check water heaters and thermostat settings |

PEST CONTROL WORKS

| | |
|----|---|
| 1. | General insect pest control work |
| 2. | Spray treatment, gel application, misting, and fumigation if required |

REACTIVE MAINTENANCE WORKS (24/7)

| | |
|----|--------------------|
| 1. | AC Repairs |
| 2. | Plumbing Repairs |
| 3. | Electrical Repairs |

EMERGENCY CALLOUTS

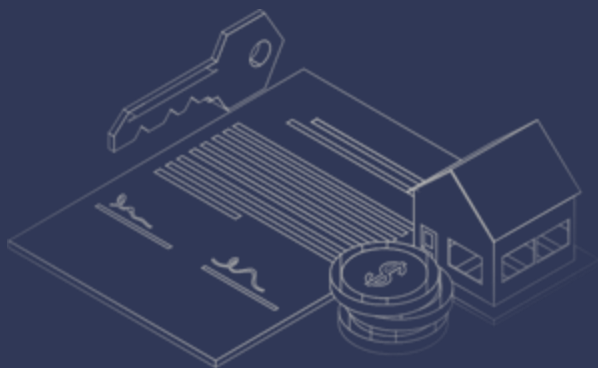
| | |
|----|--|
| 1. | Complete electricity failure |
| 2. | Breakage of water lines and flooding |
| 3. | Complete unavailability of water supply |
| 4. | Complete failure of AC systems in the entire premise |

MINOR REPAIRS FOR CARPENTRY, MASONRY & PAINTING TOUCH - UP

| | |
|----|---|
| 1. | Fixing of hinges inside cabinets, doors, drawers, and shelves |
| 2. | Fixing of damaged door handles & locks |
| 3. | Minor grouting of tiles - limited to 1sq meter |
| 4. | Minor paint touch-up works (single coat paint) - limited to 1sq meter |

SECTION 6

PRICING STRUCTURE



5% VAT is included in the rates provided

| FEES | | | | |
|---|---------------------------------|---------------------------------|-------------------------------|-----------------------------------|
| PACKAGE PLAN / AMOUNT (AED) | | | | |
| UNIT TYPE | <input type="checkbox"/> BRONZE | <input type="checkbox"/> SILVER | <input type="checkbox"/> GOLD | <input type="checkbox"/> PLATINUM |
| <input type="checkbox"/> Studio Apartment (480-650 ft ² 45-60 m ²) | 10 000 | 10 700 | 11 900 | 13 550 |
| <input type="checkbox"/> 1-Bedroom Apartment (860-1,180 ft ² 80-110 m ²) | 11 550 | 12 350 | 13 750 | 15 650 |
| <input type="checkbox"/> 2-Bedroom Apartment (1,290-1,720 ft ² 120-160 m ²) | 15 850 | 16 950 | 18 900 | 21 500 |
| <input type="checkbox"/> 3-Bedroom Apartment (1,720-2,370 ft ² 160-220 m ²) | 22 650 | 24 250 | 27 000 | 30 750 |
| <input type="checkbox"/> Town House (excl. Garden) (2,370-3,770 ft ² 220-350 m ²) | 33 250 | 35 550 | 39 650 | 45 000 |
| <input type="checkbox"/> Villa (excl. Garden) (4,300-7,000+ ft ² 400-650+ m ²) | 50 000 | 53 500 | 60 000 | 70 000 |

PAYMENT METHOD

We offer below payment methods for your convenience. Kindly inform us of your preferred payment option, and we will provide the relevant details accordingly:

- Online Subscription (via info@cyfr.ae)
- Online Payment (via credit/debit card)
- Bank Transfer - typically takes approximately 2 working days for verification.

ACCOUNT TITLE: CYFR FITOUT L.L.C

BANK NAME: WIO BANK PJSC

ACCOUNT NUMBER:

BRANCH NAME:

IBAN NUMBER:

SWIFT CODE:

Note: Payments made in foreign currency will be converted into AED at the prevailing exchange rates set by the bank.

We trust that our above offer is in line with your requirements and eagerly await your valuable confirmation of the order.

In the case where further information and/or clarification is required regarding this offer, please do not hesitate to contact us. Rest assured, we are fully committed to assisting you in any way we can.

SECTION 7: CUSTOMER AND PROPERTY DETAILS

Customer Information

Customer Name:

Customer email:

Customer Tel.:

Object address:

Tenant Information (required for Appointments)

Tenant Name:

Tenant email:

Tenant Tel.:

SECTION 8: CONTRACT DURATION

12 MONTHS

SECTION 9: CONTRACT DATES

Start Date

End Date

SECTION 10: VALIDITY OF OFFER

This offer is valid for 30 days only. Any inquiry concerning this quotation will no longer be accepted after the validity date. Rates are subject to change without prior notice.

SECTION 11: PAYMENT TERMS

100% ADVANCE PAYMENT

SECTION 12: APPROVAL AND SIGNATURE

By signing this offer, the Customer agrees to its terms, including the General Terms and Conditions attached.

Signed on behalf of Contractor

NAME: Mr. Aliaksandr Kiyenia

TITLE : General Manager

DATE: 19 June 2025

Signed on behalf of Customer

NAME:

TITLE:

DATE:

GENERAL

TERMS & CONDITIONS

THESE TERMS AND CONDITIONS ("Terms") are entered into as on the date of the Form by and between:

- (1) CYFR FITOUT L.L.C a Limited Liability Company duly incorporated and existing under the laws of Dubai, United Arab Emirates; having its principal place of business at Office 124, Oud Al Muteena 3, Dubai, UAE ("Contractor")

AND

- (2) The Customer, details of which is provided in the Form ("Customer")

BACKGROUND

- A. The Contractor is engaged in the provision of works, as detailed in the Form, and has considerable skill, knowledge, and experience in that field to perform such works
- B. In reliance upon that skill, knowledge and experience, the Customer has agreed to engage the Contractor to provide the works to the Customer pursuant to the Terms and the Form (collectively "Agreement")

IN CONSIDERATION OF the matters described above and of the mutual benefits and obligations set forth, the Contractor and Customer (individually the "Party" and collectively the "Parties") agree as follows:

1. DEFINITIONS:

- 1.1. Company Representative: Shall mean a representative appointed by the Contractor under the Form to supervise the works as and when required.
- 1.2. Confidential Information: Shall mean trade secrets, confidential information, and know-how (including but not limited to ideas, formulae, compositions, processes, procedures and techniques, research and development information, computer program code, performance specifications, support documentation, drawings, specifications, designs, business and marketing plans, general data, financial data and customer and supplier lists and related information).
- 1.3. Form: Shall mean the form attached to these Terms, detailing the works, prices, and the duration of the works.
- 1.4. Works: Shall mean those works to be provided and implemented by the Contractor, as more fully described in the Form.
- 1.5 Variations: Shall mean additions to the works as requested by the Customer and determined against the current rates of the Contractor.
- 1.6. Intellectual Property Rights: Shall mean all, but not limited to, patents, rights to inventions, utility models, copyright and related rights, trademarks, work marks, trade, business and domain names, rights in trade dress or get-up, rights in goodwill or to sue for passing off, unfair competition rights, rights in designs, rights in computer software, source codes, database right, topography rights, rights in confidential information (including know-how and trade secrets) and any other intellectual property rights, in each case whether registered or unregistered and including all applications for and renewals or extensions of such rights, and similar or equivalent rights or forms of protection in any part of the world.



2. WORKS PROVIDED:

2.1. Contractor shall perform the works in accordance with (i) the Form; and (ii) market standards.

2.2. In performing its works under this Agreement, Contractor, its employees, representatives, consultants, and subcontractors shall at all times comply with (i) all applicable laws, regulations, rules, ordinances, orders and decrees of the United Arab Emirates; and (ii) all standard health and safety requirements, procedures and policies.

2.3. Contractor will use qualified, competent, and experienced personnel suitable to perform the works in accordance with the terms of the Agreement.

3. VARIATIONS:

The Customer reserves the right to increase the works, in accordance with the current rates of the Contractor. In any event, such variation shall, at all times, be approved by the Parties.

4. TERM OF AGREEMENT:

The term of the works shall be in accordance with the duration provided in Form, subject to early termination in accordance with Clause 9 hereto.

5. PERFORMANCE:

5.1. The Contractor shall devote its time, attention, skill, and care as may be necessary for the proper performance of the works.

5.2. The Customer undertakes to provide the Contractor with access to the Object for the provision of services.

6. CURRENCY:

Except as otherwise provided under these Terms, all monetary amounts referred to this Agreement are in AED.

7. COMPENSATION:

7.1. In consideration of performance of the works, the Customer will pay the Contractor compensation in accordance with the details set out in the Form.

7.2. Payment will be made in accordance with the payment terms set out in the Form.

7.3. In addition to the Compensation, the Contractor will be reimbursed from time to time for reasonable and necessary expenses incurred by the Contractor in connection with providing the works. The Customer is obligated to pay for Spare Parts and additional services not included in the Annual maintenance package within 3 business days from the date of the invoice issued by the Contractor.

8. CONFIDENTIALITY:

The Customer undertakes that it will not disclose, divulge, reveal, report or use, for any purpose, any Confidential Information which the Customer has obtained, except as authorized by the Company in writing or as required by law. The obligations of confidentiality will apply during the term of this Agreement and will survive for a period of one (1) year after termination of this Agreement.

9. TERMINATION:

9.1. The Contractor shall be entitled to terminate the Agreement without cause and for convenience at any time on giving the Customer not less than five (5) days prior notice of termination.

9.2. The Customer shall be entitled to terminate the works upon giving thirty (30) days written notice should Contractor be in breach of the Agreement and remain in breach subsequent to receipt of fifteen (15) days written remedy notice from the Customer.

9.3. This Agreement will automatically be terminated on completion of the works, unless otherwise agreed in writing by the Parties.

10. LIABILITY:

10.1. The Contractor shall be liable for direct losses incurred by the Customer as a result of proven material breaches of this Contract, including significant delays or substandard performance of the works.

10.2. The Contractor's total cumulative liability under this Contract shall not exceed 50 % (fifty percent) of the total Contract value. This limitation shall not apply in cases of gross negligence, willful misconduct, personal injury, or damage to tangible property caused directly by the Contractor.

10.3. The Contractor further agrees to rectify any substantiated deficiencies in the executed works at its own cost within a 10 (ten) business day period, from the date of receipt of written notice from the Customer.

10.4. The Contractor assumes no responsibility for service quality or resulting failures if the repairs involve materials or Spare Parts supplied by the Customer, including those with inherent defects or inferior quality.

11. INSURANCE:

The Customer must procure, as on the date of the Form, an insurance policy issued from a reputable insurance provider in the UAE to cover its property for losses and damages.

12. CAPACITY/ INDEPENDENT CONTRACTOR

In providing the works, it is expressly agreed that the Contractor is acting as an independent work provider and not as an employee or partner. The Contractor and the Company acknowledge that this Agreement does not create a relationship of partnership, employment or joint venture, and is exclusively a contract for work.

13. GOVERNING LAW AND DISPUTE RESOLUTION:

13.1. This Agreement shall be governed by and construed in accordance with the laws of the United Arab Emirates as interpreted in the Emirate of Dubai.

13.2. Any dispute or difference arising out of or in connection with or arising out of this Agreement or the breach, termination or validity hereof shall be referred to the competent Courts of Dubai.

14. AMENDMENTS:

The Agreement may only be amended or modified in writing signed by the authorized representative of the Company and Contractor.

15. ENTIRE AGREEMENT:

This Agreement contains the entire agreement and understanding among the Parties hereto with respect to the subject matter hereof, and supersedes all prior and contemporaneous agreements, understandings, inducements, and conditions, express or implied, oral or written, of any nature whatsoever with respect to the subject matter hereof.

