

Immaculate

by

The Residences at Mandarin Oriental, Bangkok





Dear valued Resident

The on-site Maintenance and Engineering team at Mandarin Oriental, Bangkok consistently delivers products and services of the highest standard.

We are delighted to be able to offer the same services to your private home at the Residences at Mandarin Oriental, Bangkok.

We are also able to tailor our services to suit your needs. All work is undertaken by our highly skilled and comprehensively trained team.

To make an enquiry about any of the service, please contact the residence concierge.

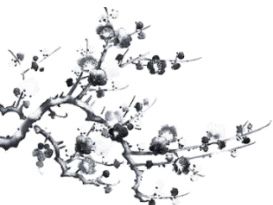


Unit Type and Details

Unit Type	Rooms	CDU	Condenser	FCU	Drainage	Bathrooms	Kitchen
6th - 42nd Floor							
BA 2Bedroom 127.87 sqm	2	1	1	4	7	3	1
BB 2Bedroom 150.17 sqm	2	1	1	5	8	3	1
BC 2Bedroom 165.40 sqm	2	1	1	5	8	3	1
CA 3Bedroom 222.21 sqm	3	1	1	7	9	4	2
43rd - 47th Floor							
BB 2Bedroom 150.17 sqm	2	1	1	5	8	3	1
CA 3Bedroom 222.21 sqm	3	1	1	7	9	4	2
CB 3Bedroom 228.88 sqm	3	1	1	6	8	4	2
48th Floor							
PA Penthouse 380.93 sqm	3	3	3	10	13	6	2
49th Floor							
PB Penthouse 380.93 sqm	3	3	3	10	13	6	2
50th Floor							
PC Penthouse 383.98 sqm	3	3	3	10	13	6	2
51st Floor							
PE Penthouse 707.28 sqm	3	2	2	8	5	4	2
52nd Floor							
PE Penthouse 707.28 sqm	3	3	3	10	13	6	2

All units have 1 balcony and 1 water heater

Prices are in THB and subject to 10% service charge and applicable government tax.





The Silver Package

This package is designed to provide a maintenance service for your annual visit and ensure your home away from home is ready for you, this package has the below schedule.

Monthly:

- Water system management
- Running of water taps
- Flushing cistern
- Pouring water into the drains
- Check Air Conditioning functionality

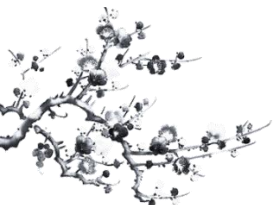
Yearly:

- Cleaning of shower heads and all tap filters
- Window blinds functional check
- Fridge and freezer checked for temperature with result logged
- Checking all switches & sockets secure
- Checking all light fittings cleaned & secure
- Checking all kitchen equipment for functionality only

- Taps secure, filters cleaned & sanitised
- All pop-ups working
- Checking all drains running free & shower drains cleaned
- Checking toilet seal & replace if necessary
- All fittings, hinge, handles checked for functionality only and tightened as necessary
- Ventilation/ Extracts cleaning
- Fan coil unit check (A/C) & maintenance
- Condenser coil cleaning (A/C) & maintenance (Energy Saving tool)
- Air conditioning system check and maintenance
- Portable appliance test & Earth leakage circuit breaker test
- Water heater cleaning and disinfection

Unit Type	Annual Charge (THB)
BA, BB, BC, PD	20,000++
CB, CA	26,000++
PA, PB, PC	35,000++
PE	50,000++

Prices are in THB and subject to 10% service charge and applicable government tax.





The Gold Package

This package is designed to provide a moderate maintenance service, with the below schedule.

monthly:

- Water system management
- Running of water taps
- Flushing cistern
- Pouring water into the drains

Quarterly:

- Cleaning of shower heads and all tap filters
- Window blinds functional check

Every 6 months:

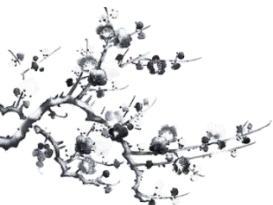
- Fridge and freezer checked for temperature with result logged
- Checking all switches & sockets secure
- Checking all light fittings cleaned & secure
- Checking all kitchen equipment for functionality only
- Taps secure, filters cleaned & sanitised

- All pop-ups working
- Checking all drains running free & shower drains cleaned
- Checking toilet seal & replace if necessary
- All fittings, hinge, handles checked for functionality only and tightened as necessary
- Ventilation/ Extracts cleaning
- Fan coil unit check & maintenance
- Condenser coil cleaning & maintenance (Energy Saving tool)
- Air conditioning system check and maintenance

Every year:

- Portable appliance test & Earth leakage circuit breaker test
- Water heater cleaning and disinfection

Unit Type	Annual Charge (THB)
BA, BB, BC, PD	32,000++
CB, CA	38,000++
PA, PB, PC	47,000++
PE	62,000++





The Platinum Package

This package is designed to provide a peace of mind, with health and safety as a priority this maintenance service have below schedule.

Monthly:

- Water system management
- Running of water taps
- Flushing cistern
- Pouring water into the drains

Every 3 months:

- Cleaning of shower heads and all tap filters
- Window blinds functional check
- Kitchen drains flushing
- Fan coil unit check & maintenance
- Condenser coil cleaning & maintenance (Energy Saving tool)
- Air conditioning system check & maintenance
- Disinfection drainage system
- Ventilation/ Extracts cleaning

Every 6 months:

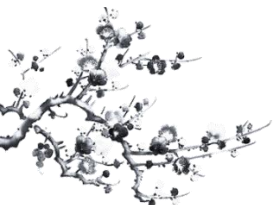
- Fridge and freezer checked for temperature with result logged
- All switches & sockets secure
- All light fittings cleaned & secured
- All kitchen equipment for functionality only
- Taps secure & filters cleaned & sanitised
- All pop-ups working
- All drains running free & shower drains cleaned
- Toilet seal check & replace if necessary
- All fitments, hinges, etc., checked and tightened as necessary

Every year:

- Portable appliance test & Earth leakage Circuit breaker test
- Water heater cleaning and disinfection
- Balcony floor drainage check
- Safety box batteries replacement
- Light sockets check Safety Standard

Unit Type	Annual Charge (THB)
BA, BB, BC, PD	54,000++
CB, CA	65,000++
PA, PB, PC	81,000++
PE	108,000++

Prices are in THB and subject to 10% service charge and applicable government tax.





A la Carte Services

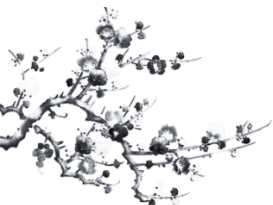
A la Carte Services can be tailored to your needs and focused on specific areas of your Residence. Please note that prior to providing the service, the Chief Engineer may need to evaluate the scope of work and the need for spare parts before proposing the price to you.

The below services are offered upon your request:

- Light sockets check Safety Standard
- Toilet bowl remove and install
- Bathroom silicone
- Shower regrouting
- Shower head replacement
- Shower beading replacement
- Ceiling Repair / patch, plaster and paint
- AC drain unclog
- TV installation (Hanging)
- Wall painting
- Door painting
- Closet door repair

- Curtain rail fix
- Electric curtain motor replacement
- Balcony door lock repair
- Balcony door wheels replacement
- Internet router install, reset and assistance
- Door lock change
- Need door lock installation
- Kitchen Faucet replacement
- Verify Shower cartridges service and replace if necessary type
- Safety Box battery replacement (excluding spare part)
- Supply additional fire extinguisher
- Supply and install fire blanket
- Light bulb replacement service (Excluding of costs of spare parts)

*Kindly note that the Technician Hourly Rate: THB 1,000 per person.





General Terms and Conditions

- Please allow at least 48 hours advance notice to Concierge to schedule our services.
- All prices are note: rates are subject to 17.7% Service charge and applicable Government tax.
- Rates quoted for Maintenance packages do not include spare parts.
- The Hotel will not be responsible for any damage or breakage when providing these services.
- Stated rates are applicable for service starting at 08.30 and/or completed prior to 18:00.
- Residents and occupants of the apartment shall put away all valuables, breakables (antiques, artworks etc) and items of intrinsic value, during the period of service.
- The above rates, terms and conditions are subject to changes.

If the Resident is not personally present to open and permit the entry on her or his Residence, the Resident permits the above-named service provider and its employees to enter the Residence unaccompanied. If any key or keys are entrusted by the Resident or by an agent, service personnel, employee, licensee or guest to Residences Manager, any employee of the CJP or any employee of the above-named service provider, the use of the key shall be at the sole risk of Resident, and neither the CJP nor Residences Manager shall be liable for injury, loss or damage of any nature whatsoever, directly or indirectly, resulting there from or connected therewith.