



Technical Support Program



Mechanical Service Agreement

Building
Performance.
Building
Relationships.

Prepared for: Champaign County Physical Plant

An ENTEC Technical Support Program (TSP) is designed and priced for your specific application. We can perform maintenance at intervals that meet your schedule as well as the manufacturer's requirements.

Routine maintenance and inspections will provide a more comfortable, healthy working environment for occupants while minimizing operating costs and future capital expenditures. Professional preventive maintenance by ENTEC minimizes system downtime.

March 6, 2023

Champaign County Physical Plant
1776 E. Washington
Urbana, IL - 61802

Dear Chris,

Through our evaluation process of your staff, equipment and facilities, we are pleased to present a customized Technical Support Program to ensure your facility operates smoothly and provides a comfortable, safe and productive environment.

The program will include the following:

One-Year Three-Year Five-Year

The Agreement starts on **Apr 03, 2023** and ending on **Apr 02, 2024**. The first year investment is **\$5,448.00**, with subsequent years locked in per the listed schedule in the Special Services and Provisions section. A complete inventory of covered equipment and material provided under the agreement.

As a premier HVAC service provider, ENTEC Services invests in our technical support staff to ensure the desired outcome for your facility. Through training and support from leading manufacturers, ENTEC always strives to fix it right the first time. We look forward to great building performance through building great relationships with our clients.

Please contact me if you have any questions

Sincerely,

Dan Orsborn
Territory Manager
+1 2178367000
ENTECC Services, Inc.

System efficiency is greatly impacted by choosing a method of service other than running your equipment to fail. Repair costs and operating costs are uncontrollable when they are not managed. With a Technical Support Program from ENTEC Services you can expect the following:

Extend Equipment Life

By properly maintaining your HVAC equipment through factory recommended maintenance, you may expect to get approximately 20% more life out of your investment.

Reduce Failures and Downtime

Major and costly repairs are often a result of a lack of routine maintenance. Compressor failures are a typical example and can be expensive to rebuild or replace.

Improved Worker Productivity

Comfortable space conditions have been proven to boost overall worker comfort and lead to higher productivity, which can ultimately affect the bottom line.

Improve Employee Health and Safety

Ensuring excellent indoor space conditions can reduce or eliminate bacteria in the airstream which directly impacts employee health and sick time. Proper temperature and humidity can also improve employee safety by reducing accidents.

Energy Cost Reduction

HVAC equipment can be costly to operate, especially if the equipment is not maintained and has to work harder to condition your space. Correct Preventative Maintenance can save anywhere from 10-50% on your equipment's energy consumption.



In addition, ENTEC may provide you with an Annual Report to help you understand if your building and equipment are performing up to expectations and learn where there are areas for improvement.



Equipment Condition	Cause	Results	Possible Outcomes
Dirty Cooling Coils	<ul style="list-style-type: none"> • Insufficient air filter changes • Deficient air filter quality • Missing air filters 	<ul style="list-style-type: none"> • Restricted cooling coils • Plugged motor passages • Dirty blower wheels • Loss of air flow • Refrigerant flooding 	<ul style="list-style-type: none"> • Compressor failure • Bearing failure • Increased energy consumption • Motor failure • Insufficient air flow
Defective Drive Belts	<ul style="list-style-type: none"> • Improper tightening of belts • Worn belts 	<ul style="list-style-type: none"> • Loss of airflow • Refrigerant flooding • Sheave wear 	<ul style="list-style-type: none"> • Compressor failure • Pulley replacement • Noise • Motor failure
Refrigerant Leaks	<ul style="list-style-type: none"> • Improper system charging • Improper leak checking • Inaction on known leaks • Leaking seals / gaskets • Loose expansion joints 	<ul style="list-style-type: none"> • Continual system recharging • Lack of cooling • Short cycle of compressor • System freeze-up • Loss of lubrication 	<ul style="list-style-type: none"> • Substantial additional costs - energy & refrigerant • Potential EPA violations • Compressor failure
Plugged Drains	<ul style="list-style-type: none"> • Improper inspection of drain pans and drains • Lack of cleaning of drains and drain pans • Dirty cooling coils 	<ul style="list-style-type: none"> • Leaks into occupied areas • Water build-up in unit (mold potential) 	<ul style="list-style-type: none"> • Damage to equipment in occupied spaces • Ruined ceiling tiles • Loss of indoor air quality
Burnt Contact Points	<ul style="list-style-type: none"> • Inadequate inspection and maintenance 	<ul style="list-style-type: none"> • Unit short cycling • Contact "welding" 	<ul style="list-style-type: none"> • Premature equipment failure • Increased energy costs • Loss of comfort
Missing / loose Panels	<ul style="list-style-type: none"> • Failure to secure unit panels • Failure to replace all panel screws 	<ul style="list-style-type: none"> • Loss of conditioned air • Water filtration Mold • Water in building • Water in electrical panels • Panels blown off roof 	<ul style="list-style-type: none"> • Major equip. damage • Major building damage • Increase energy costs • Rust and corrosion • Damage to: Buildings, autos & other buildings
Debris	<ul style="list-style-type: none"> • Poor clean-up <ul style="list-style-type: none"> - Air Filters - Refrigerant cylinders - Rags - Belts - Equipment parts 	<ul style="list-style-type: none"> • Safety hazards • Roof damage • Refrigerant venting 	<ul style="list-style-type: none"> • Fire risk • Slips and falls • Roof repairs • EPA violations
Dirty or Blocked Condenser	<ul style="list-style-type: none"> • Lack of proper cleaning and /or straightening of bent coils • Atmospheric dirt • Cottonwood 	<ul style="list-style-type: none"> • Additional run times • Inadequate cooling • Shortened equipment life 	<ul style="list-style-type: none"> • Premature equipment failure • Increased energy costs • Loss of comfort



Maintenance Agreement

BY and BETWEEN

Herein after "ENTEC"

Herein after "CUSTOMER"

ENTEC Services, Inc.
4300 Entec Drive
Peoria, IL 61607

Champaign County Physical Plant
1776 E. Washington
Urbana, IL - 61802

Technical Support Services will be provided at the following location:

Champaign County Courthouse - 101 E. Main St., Urbana, IL - 61801

The agreement coverage will be in effect from Apr 03, 2023 to Apr 02, 2024.. The agreement cost is \$5,448.00 Annually, payable \$1,362.00 Quarterly in advance, beginning on the effective date of Apr 03, 2023.

PROGRAM LEVEL:

Bronze

Silver

Gold

SCHEDULES INCLUDED:

Inventory of Equipment

Temperature Control Service

Special Services/Provisions

Mechanical Service

Security/Access Service

Generator Service

Test & Air Balance

ENTEC will provide the services described in the Technical Support Program and Schedules, which are attached hereto and made a part of this Agreement, in accordance with the terms and conditions set forth. This agreement is the proprietary property of ENTEC and is provided for the Customer's use only. ENTEC guarantees the cost stated in this Agreement for Thirty (30) days from the proposal date above. This proposal becomes a binding Agreement only after acceptance by the Customer and approval by an officer of the ENTEC as evidenced by their signatures below. This Agreement sets forth all of the terms and conditions binding upon the parties hereto; and no person has the authority to make any claim, representation, promise or condition on behalf of the ENTEC, which is not expressed herein.

This annual Agreement shall continue in effect from year to year unless either party gives written notice to the other of intention not to renew 90 days prior to any anniversary date.

ENTEC

CUSTOMER

Daniel Orsborn

Signature

Dan Orsborn

Name

March 6, 2023

Chris Smith
Signature (Authorized Representative)

Chris Smith Building + Grounds Manager
Name / Title

3/7/2023
Date

The Technical Support Program (TSP) is designed to provide the Customer with on-going technical support for mechanical systems. The Program will be initiated, scheduled, administered, monitored and updated by ENTEC. The support activities will be directed and scheduled on a regular basis, by our comprehensive equipment maintenance scheduling system based on manufacturers' recommendations, equipment location, application, type, run-time and the ENTEC's own experience.

ENTEC WILL PROVIDE THE FOLLOWING SERVICES FOR THE EQUIPMENT LISTED ON THE EQUIPMENT INVENTORY:

Bronze	Silver	Gold	SERVICES
X	X	X	Preferred Rates - Lower hourly rates for service work not covered in the Technical Support Program
X	X	X	Operational Assessments - ENTEC will be on-site once before the heating season and once before the cooling season. We will test and inspect the mechanical system to determine its operating condition and efficiency
X	X	X	Service Call Priority - In the event of a service call you will receive priority over non-TSP clients.
X	X	X	Dedicated Site Technician - We will dedicate one service technician who will be most familiar with your site to respond to service calls and perform operational tests.
	X	X	Preventive Maintenance - ENTEC will provide services to extend equipment life and assure proper operating condition and efficiency. Typical activities include:
	X	X	Cleaning - Coil surfaces; fan impellers and blades; electrical contacts; burner orifices; passages and nozzles; pilot and igniter; cooling tower baffles, basin, sump and float; chiller, condenser and boiler tubes, etc.
	X	X	Calibrating - safety controls; temperature and pressure controls, etc.
	X	X	Aligning - belt drives; drive couplings; air fins, etc.
	X	X	Tightening - electrical connections; mounting bolts; pipe clamps; refrigerant piping fittings; damper sections, etc.
	X	X	Adjusting - belt tension; super heat; fan RPM; water chemical feed and feed rate; burner fuel/air ratios; gas pressure; set point of controls and limits; compressor cylinder unloaders; damper close-off; sump floats, etc.
	X	X	Lubricating - motors; fan and damper bearings; valve stems; damper linkages; fan vane linkages, etc.
		X	24-Hour Emergency Service - Job labor and travel labor, including overtime, plus travel and living expenses required for unscheduled work resulting from an abnormal condition.
		X	Repair & Replace Labor - Service labor, travel labor, parts procurement labor travel and living expenses required to repair or replace broken, worn or doubtful components and parts with new or reconditioned components and maintain the system in good operating condition. Exchange parts may become property of ENTEC.
		X	Components, Parts and Supplies - The cost of component, parts and supplies required to keep the equipment operating properly and efficiently.

Maintenance Scope of Work:

- *Maintain and service chillers
- *Test flow rate on the chillers
- *Perform an operational check on the chillers
- *Report any issues found while on site

Equipment	Make	Model	Size /Rating	Location
CHLR-1	TRANE	RTAC 2004 UAON NAFN N1NY 1DDN RAON N1ON NOEX N	200 Tons	Rooftop
CHLR-2	TRANE	RTAC 2004 UAON NAFN N1NY 1DDN RAON N1ON NOEX N	200 Tons	Rooftop

GENERAL

1. ENTEC Services, Inc. agrees to perform all work in a careful and workman-like manner.
2. The customer will provide reasonable access to all areas and equipment and will allow ENTEC to stop and start equipment as may be necessary to fulfill the terms of the agreement.
3. All preventive maintenance tasks and non-emergency repair or replacement will be performed during normal working hours, 8:00 AM to 4:30 PM, Monday through Friday.
4. The customer will notify ENTEC of any defect in the system promptly when it becomes known to them.
5. If any emergency call is made at the customer's request and inspection reveals the defect to be owner's equipment and not that equipment covered under Inventory of Equipment, we reserve the right to charge you at our service labor rate.
6. In addition to any price specified on the face hereof, the customer shall pay and be responsible for the gross amount of any present or future sales, use, excise, value-added, or other similar tax, however designated, applicable to the price, sale or delivery or any products, services or the work furnished hereunder or for their use by ENTEC on behalf of the customer whether such tax shall be local, state, or federal in nature. This will include but not be limited to the recovery, recycling, reclamation, handling and disposal of all refrigerants and the additional costs incurred for refrigerant tax and/or increased costs due to shortages.
7. Payment for this maintenance agreement will be made in advance of the period during which the service is provided.
8. ENTEC may adjust the price of this agreement annually on the anniversary date to reflect prevailing labor and material costs.
9. Acceptance of this agreement by ENTEC assumes that all systems and equipment covered are in maintainable condition. If repairs are found necessary during the new agreement start up inspection or the initial seasonal start-up, a repair proposal will be submitted for approval. If the repair proposal is declined, the non-maintainable items will be eliminated from the maintenance agreement and the agreement price adjusted accordingly or the agreement may be canceled or otherwise revised. (Gold only)
10. Repair, replacement, and emergency service provisions apply only to the systems and equipment covered by this agreement. Repair or replacement of non-maintainable parts of the system(s) such as, but not limited to, duct work, piping, shell, and tube (for boilers, evaporators, condensers, and chillers), unit cabinets, boiler refractory material, heat exchangers, insulating material, electrical wiring, refrigerant, hydronic and pneumatic piping, structural supports and other non-moving parts, are not included in this agreement. (Gold only)
11. If the system(s) or equipment covered is altered, modified, changed or moved this agreement may be adjusted accordingly or terminated.

LIMITATIONS OF LIABILITY AND INDEMNITIES

1. ENTEC will not be liable for damage or loss caused by delay in installation or interrupted service due to fire, flood or corrosive substances in the air, strike lockout, dispute with workmen, inability to obtain material or services, commotion, war, act of God, or any other cause beyond ENTEC's reasonable control.
2. In no event, whether as a result of breach of contract, or any tort including negligence or otherwise shall ENTEC or its suppliers, employees or agents be liable for any special, consequential, incidental, or penal damage including, but not limited to loss of profit or revenues, loss of use of any products, machinery, equipment, damage to associated equipment, cost of capital, cost of substitute products, facilities, services or replacement power, down time costs, lost profits, or claims of Buyer's customers for such damages.
3. No other warranty expressed, or other liability is given and no other affirmation of ENTEC, by word or action, shall constitute a warranty. This warranty is expressly in lieu of any other express or implied warranty including any implied warranty of merchantability of fitness, and any other obligation on the part of ENTEC.
4. ENTEC warrants materials only to the extent and for the time period said materials are warranted to ENTEC by the manufacturer(s) of the same. ENTEC liability, if any, upon any warranty, either expressed or implied, shall be limited to replacement of defective materials and correction of faulty workmanship which is in violation of local, state, or federal building codes at the time of performance of the work by ENTEC.