



**ILUMA**  
Technical Services L.L.C

# COMPANY PROFILE

**Residential & Commercial  
Maintenance Contracts**

Reliable, Affordable,  
and Hassle-Free Solutions!

## About Us

At ILUMA, we specialize in providing comprehensive annual building services and maintenance solutions across the UAE. Our focus is on ensuring the optimal functionality, safety, and aesthetics of both residential and commercial properties.

With a commitment to innovation and sustainability, we deliver tailored maintenance strategies that not only preserve but also enhance the value of our clients' investments.



### Our Vision

To be the premier provider of comprehensive annual building services and maintenance solutions in the UAE, ensuring optimal functionality, safety, and aesthetics of properties through innovation, sustainability, and exceptional customer service.



### Our Mission

Our mission is to deliver tailored, high-quality maintenance and repair services that preserve and enhance the value of our clients' properties. We are committed to proactive maintenance strategies, rapid response times, and the utilization of environmentally friendly practices, all while adhering to international and local standards to ensure client satisfaction and operational excellence.





## Our Services

We offer a comprehensive suite of building services and maintenance solutions, including:

### ▶ Preventive Maintenance:

Regular inspections and servicing to prevent issues before they arise, ensuring the longevity and efficiency of building systems.

### ▶ Corrective Maintenance:

Prompt and effective repairs to address any issues, minimizing downtime and inconvenience.

### ▶ Specialized Services:

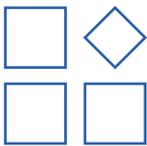
Tailored solutions such as air conditioning maintenance and repair, professional cleaning, tiling, and painting to enhance the functionality and appearance of properties.

Each service is customized to meet the unique requirements of our clients, executed with meticulous attention to detail and a steadfast commitment to quality.



## Our People

Our strength lies in our team of skilled and dedicated professionals who are the cornerstone of our success. We invest in their continuous development, equipping them with the latest industry knowledge and techniques. Their unwavering commitment to excellence and a customer-centric approach fosters lasting relationships with our clients and ensures the highest quality of service delivery.



## Making a Difference

We aim to make a positive impact by:

**Sustainability:** Implementing eco-friendly practices and materials to minimize our environmental footprint and promote long-term sustainability.

**Community Engagement:** Actively participating in local initiatives and supporting community development projects to give back to the society we serve.

**Customer Education:** Empowering clients with knowledge and guidance to maintain their properties effectively between our service visits, fostering a culture of proactive maintenance.

## Our Commitment

We are dedicated to making a positive impact through:

**Sustainability:** Implementing eco-friendly practices and materials to minimize our environmental footprint and promote long-term sustainability.

**Community Engagement:** Actively participating in local initiatives and supporting community development projects to give back to the society we serve.

**Customer Education:** Empowering clients with knowledge and guidance to maintain their properties effectively between our service visits, fostering a culture of proactive maintenance.

At ILUMA, we pride ourselves on being a dependable partner that clients can trust to manage and maintain their properties effectively. Our core values of integrity, quality, reliability, innovation, and respect guide our operations and decision-making processes, ensuring we remain true to our mission and vision while cultivating a positive and productive company culture.

## Preventive Work

A preventive maintenance program will be provided in writing by our company within 30 days after signing the Contract for all air conditioning units every three months and electrical & plumbing, every six months.

## Mechanical, Electrical and Plumbing

### PM's services under this provision include:

- Repair and/or replacement of mechanical & electrical equipment
- Repair of water pumps, which can be done on site
- Repairing of external leaks in pipes
- Cleaning of tanks once a year
- Repair and replacement of sanitary-ware fittings and attention to drainage problems

## Air Conditioning

### PGM does under this provision include:

- One major annual service and three quarterly services of indoor and outdoor units
- Cleaning of filters
- Cleaning and checking of electrical components
- Pressure washing of coils
- Topping up of refrigerant gas (gas will be charged separately)
- Belt replacement, lubrication and cleaning of drain lines
- Placing of drain flow tablets in drip trays
- Changing compressor oil and filters if necessary
- Minor painting touch-up and minor repairs to insulation

## Cleaning

### PM's services under this provision include:

- Cleaning/sweeping of paved outside yards once a week
- Cleaning of windows external once a month
- Deep cleaning of kitchen once a year
- Facade washing every six months

## Pool Service:

With PGM's pool service, we send an expert who attends to your swimming pool two times each week.

The services included are:

- Vacuuming of pool interior
- Testing and accordingly adjusting the chemical properties of the pool water to meet international standards for recreational swimming pools
- Supplying all necessary chemicals for the above
- Maintaining filter and pressure to type and size (sand-filter, DE filter) and backwashing accordingly
- Apart from the scheduled appointments, PGM also offers emergency calls. Be it in a sandstorm, right before a pool party we'll make sure your swimming pool looks its best

## Garden Service:

Our gardening service offers you're the service of qualified gardeners six days a week. Along with daily watering and tidying, these professionals will also trim your lawn whenever necessary. Required chemicals, pesticide and fertilizer will also be provided in this service.

### Other Services which can be provided at customer's request:

- Repairs and/or replacement of electronic items or Home Appliances
- Power, water, drainage and telephone services (being the responsibility of the relevant local authority)
- Internal water leakage, e.g. under the bathtub, WC, inside the wall, ceiling, under the interlock & garden areas
- Major job related to MEP or Civil works
- Garden irrigation system (sprinklers)
- Gardening and horticultural work
- Emptying of septic tanks and janitorial cleaning
- Changing of any insulation material to ductwork chilled water pipe lines
- Changing of any corroded chilled water, domestic water or drainage lines
- Any painting and decoration jobs
- Any carpet cleaning and carpet shampooing jobs
- Replacement of any broken windows, window glasses, doors, door glasses
- Complete filter system installations (Swimming pool)
- Filter repairs plus installations (Swimming pool)
- Pump repairs plus installations (Swimming pool)
- Piping (Swimming pool)
- Re plumbing (Swimming pool)
- Chlorinator installations (Swimming pool)

These services (additional & other services) can be rendered and will be charged separately by PGM after being requested by the customer and the costs being approved by the customer, either by a quote or will be charged like Dhs 25.00 (twenty five UAE Dirham) per man-hour inclusive of tools, supervision and transport to and from the site.

Call-out for work other than that covered by the contract will be invoiced at AED: 150.00 minimum per day. The cost of materials used will be shown separately, together with the location, authority and details of the work carried out. If there is a requirement to get permission's from specific authorities to carry out work on customer's premises customer should assist PM to obtain the necessary approvals.

### Materials & Labour

Only suitable materials of equal or better quality than those originally installed will be used to effect repairs. If any repairs or maintenance services require spare parts or the replacement of any defect items, such spare parts or items to be replaced are not covered by Annual Contracts. Such spare parts or replacement items will be charged separately on supplier costs, after being approved by the customer.

### Terms & conditions

PGM shall be provided with free use of water and electricity from the customer and free access to any part of the premises involved. Prime ME General Maintenance will ensure that adequate and suitable safety measures are taken and see that safety harnesses are used where necessary. All workmen will wear proper uniform & footwear during the work carried out.



**ILUMA**  
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+971 55 493 3645  
[www.ilumats.ae](http://www.ilumats.ae)  
E-mail: [inquiries@ilumats.ae](mailto:inquiries@ilumats.ae)