

采葉庭家居小型維修服務

Household Repair Service for The Parcville (Revised)

經與業主委員會多次商討及根據有關的問卷調查報告，業戶均表示對家居小型維修存在需求，而在本苑已入伙逾十二年，個別單位的維修責任仍業主自行負責。鑑於有業戶反映室內小型維修較鎖碎，難以聘請承辦商。故客戶服務處推出以收費形式由本苑維修技工於辦公時間內(公眾假期、假日及星期日暫停提供服務)提供單位的預約維修服務。有關維修項目及收費如下：After the discussion of owners committee and referring to the related survey, many residents reflected that there is a demand for household repair service. Since Parcville has established for 12 years already, flats owners has the responsibility of the repairing work individual flats. Some of the minor repairing work is difficult to hire a contractor. Customer Services Office provided a minor repair booking service within the office hours (no services on Public holidays & Sundays) in the base of per item charges. The fee collection table as below:

項目	Items	收費 Fee (淨工 Labour)	收費 Fee (淨料 Material)	收費 Fee (連工包料 Labour & Material)
甲. 上門檢查		A. Technical Inspection		
1. 技術員到單位檢查 (如作維修, 則可豁免)	1. Technical Inspection for any household problems (This cost would be waived in repair works)	\$50 (每項計算)	N/A	N/A
乙. 廚房/浴室潔具		B. Sanitary fittings of kitchen and bathroom		
2. 清洗花洒/水龍頭隔沙網	2. Cleaning of showerhead filter	\$50	N/A	N/A
3. 供應坐廁水箱水芯	3. Supply of parts for water tank of water closet	N/A	\$380	N/A
4. 供應水箱按手	4. Supply of toilet closet handle	N/A	\$380	N/A
5. 更換浴室抽氣扇(同型號)	5. Replacement of exhaust air fan at bathroom (same model)	\$100	\$300	\$400
6. 更換廚房抽氣扇(同型號)	6. Replacement of exhaust air fan at kitchen (same model)	\$100	\$350	\$450
丙. 電器		C. Electrical Appliances		
		(每支/個計 For each)		
7. 更換 5W 小螺頭黃光慳電膽	7. Replacement of 5W energy-saving light bulb	\$50	\$25	\$75
8. 更換 11W 大螺頭黃光慳電膽	8. Replacement of 11W energy-saving light bulb	\$50	\$25	\$75
9. 更換浴室天花 18W 針腳慳電管	9. Replacement of 18W energy-saving light lamp for bathroom's ceiling	\$50	\$30	\$80
10. 更換 20W 大螺頭黃光慳電膽	10. Replacement of 20W energy-saving light bulb	\$50	\$35	\$85
11. 更換 3 位燈掣	11. Replacement of switch of lamp(3 way)	\$100	\$50	\$150
12. 更換單位燈掣	12. Replacement of switch of lamp	\$100	\$30	\$130
13. 更換 13A 插蘇	13. Replacement of 13A socket outlet	\$100	\$50	\$150
14. 更換冷氣機開關掣	14. Replacement of power switch with indication lamp for air conditioner	\$100	\$50	\$150
15. 更換電熱水爐開關掣	15. Replacement of power switch with indication lamp for electrical water heater.	\$100	\$100	\$200
丁. 其他		D. Others		
16. 鑽孔(連膠塞及螺絲)	16. Drill hole completed with fixture.	\$ 50 (每個孔 per hole)		
17. 更換門鐘/煮食爐電池	17. Replacement of battery for door bell / gas cooker	\$50	\$20	\$70

請各業留意有下列的維修細則：

1. 採葉庭家居小型維修服務之時間為星期一至星期六 (星期日及公眾假期除外), 上午 10 時至下午 5 時, 業戶需最少 2 個工作天前預約。(須視乎當日維修技術人員的工作安排及預約維修數目而定)
2. 上述收費為固定價格, 不論選擇多少維修項目均不會提供額外優惠。
3. 業戶須於完成維修後, 3 天內到**客戶服務處**繳交維修費用, 上門維修的技術人員不會直接向業戶收取維修費用。
4. 客戶服務處暫時祇會為業戶提供上述的維修服務, 如業戶需要其他的維修服務, 可自行聯絡其他承辦商。
5. 有關上述維修的保養期為 7 天, 7 天內如發現安裝或配件本身出現問題, 可致電客戶服務處安排技術人員跟進, 如因業戶人為損壞, 恕不提供保養。
6. 有關上述各項的收費, 會因物料價格變動而有所調整。
7. 各類型燈膽/光管可於控制室小士多自行選購或代購。
8. 客戶服務處歡迎各業戶對有關家居小型維修服務提供意見, 以便客戶服務處作合適的改善。

**如有任何疑問, 歡迎致電:2211 2000 與客戶服務處職員或 2211 2098 與 24 小時控制室職員查詢。

1. The household repair service is provided from Monday to Saturday (except Sunday & Public Holiday), 10:00am to 05:00pm, appointments should be made at least two working days before. (the actual day and time should be arranged by the Customer Services Office according to the order on that day)
2. The charges above is fixed, no extra discount would be provided on bulk purchase.
3. Residents should pay the repairing fee to the **Customer Service Office** within 3 days after the repairing work. Technicians would not collect the fee directly.
4. Presently, Customer Services Office only provides the above listed services. If residents need other repair works, please approach other contractors.
5. Our services provide 7 days warranty. If residents find any problems on the installation and spare parts, you may contact the Customer Services Office to take follow up action. Any man-made destruction contains no warranty.
6. The Customer Services Office would adjust the above listed fee as there may be a float in material cost.
7. All bulbs/ lamps could be purchased from the mini-store at control room.
8. Residents are welcomed to give comments to the Household Repair Service for Parcville, so that the Customer Services Office can make improvements.

**For enquiries, please feel free to call: 2211 2000 for Customer Services Office or 2211 2098 for 24hr Security Control Room.