Company Profile

About US

Prime ME General Maintenance is a division of Prime ME Technical Services LLC.

Prime ME General Maintenance is the fastest growing division at Prime ME Technical Services LLC. Company is based in Dubai and our progress is always fulfilling our customer demands. The company’s principal areas of business interests include General Maintenance, facilities management, technical contracting work on buildings and provision of specialized skilled manpower and technical project management. Customer satisfaction, Integrity and commitment in all aspects of business are the core values of the organization. Our management team has decades of business experience which forms the inner strength of Prime ME Technical Services LLC.

Prime ME General Maintenance (PGM)

In view of the lack and gap of proper maintenance services for building & home owners in Dubai, Abu Dhabi and Sharjah has created our general maintenance division under the Prime ME Technical Services LLC to offer our services to home and building owners. A brand name Prime ME General Maintenance was given to easily identify division’s business areas and is offering its services on ad-hoc basis (where required) and an annual based service contract whereby owners can call upon for services 24 hours a day throughout the year. The company started its operations with one van and five technicians over 8 months ago and today has grown to a fleet of 4 Vehicles with strength of 10plus staff.

The company ensures its specialized and trained staff will reach the customer’s doorstep within 2 hours* of their call. A 24-hour standby number is available for our valued customers to contact. The annual subscription paid by the client means no additional charge for labor and/or service. Services of qualified engineers have been hired to lead Prime ME Technical Services LLC.

Prime ME Technical Services LLC has built a solid reputation as a trusted maintenance company through timely completion of their projects, customer satisfaction and within competitive pricing and with minimal inconvenience and disturbance to our customers.

* Depending on the emirate traffic conditions.
Our Vision

To be the preferred General Maintenance Company of our customers choice. One service provider for all technical works for our customer.

Our Mission

We will always ensure our customer is satisfied, offered the most competitive price in the industry for our services, excel in our service via continuously improving our processes and recruit, retain and grow our employees via training and offering them the right compensation for the right skill and attitude.

Our Services

Second to none! All of Prime ME General Maintenance’s services are some times compiled into annual maintenance contracts, giving attention to our customers needs, our engineers will always ensure you presidential service. Below are our services and offers you the finest in home maintenance service.

Try us!! And talk to us!!! (050-5377174, 055-3575945, 055-2851785, 04-2896206, or Visit www.prime-me.net)

Service

We will respond to any maintenance requests and planned preventive maintenance relating to:

- Electrical supply, equipment and electrical distribution services and maintenance.
- Water supply, sanitary ware and drainage services and maintenance.
- Air conditioning supply and associated equipment services and maintenance.
- Information Technology supply and associated services and maintenance.
- Automation of home & building supply and associated services and maintenance.

Your trusted technical services partner
• Supervised, friendly technicians will respond to all emergencies* (M.E.P) within 2 hours, 7 days a week, and 365 days a year upon you lodging the compliant.

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

PGM’s services under this provision include:

• Repair and/or replacement of mechanical & electrical equipment including distribution boards, circuit boards, circuit breakers, ELCB’s, light fittings, control panels, switches & water-heaters
• 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

(Please refer to Materials & Labour clause below in case of replacements)

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.

(Please refer to Materials & Labor clause below in case of replacements)

Carpentry & Aluminum

PGM’s services under this provision include:

• Repairs of fly screens, windows and doors, excluding replacement of same
• Repairs of broken catches, hinges and drawer slides to fixed cabinets and fixed cupboards
• Repairs of door catches, locks and hinges.

Your trusted technical services partner
(Please refer to Materials & Labour clause below in case of replacements)

**Masonry**

PGM’s services under this provision include:
Minor grouting, application of sealant and fixing of isolated tiles.
(Please refer to Materials & Labour clause below in case of replacements)

**Cleaning**

PGM’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.
Additional Services:

In addition to the above, We also Offer:

- Handyman Services
- Building Fabric Maintenance / Inspection
- Curtain fixing, picture hanging, furniture assembly
- Painting
- Home improvement projects, from idea to implementation and completion
- All kind of Information Technology works and services
- All kind of automation works and services

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 PGM 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.

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Or

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