



To: Board of Parks and Recreation
From: Mark Heintz – Director of Parks and Recreation
Date: June 17, 2025
Re: Pro Shop and Cart Garage HVAC preventative maintenance agreement

The following is a preventative maintenance agreement from Arctic Engineering Co. Inc. to do routine maintenance on the HVAC units at the Centennial Park Pro Shop and Cart Storage Garage buildings. Having a preventative maintenance agreement with them is seen as a best practice to keep the HVAC mechanical equipment operating at its best.

Recommendation:

Staff recommends a motion to approve the following annual preventative maintenance agreement with Arctic Engineering Co. Inc. at a not to exceed cost of \$2,228 and to authorize the Director to sign it.

MAINTENANCE PROGRAM AGREEMENT

Designed for:

Munster Centennial Park Pro Shop & Cart Barn
1000 South Centennial Drive
Munster, IN 46321



8410 Minnesota Street
Merrillville, IN 46410
Phone: (219) 947-4999
Fax: (219) 947-1563

- PROPRIETARY -

EXECUTIVE SUMMARY

Arctic Engineering would like to thank Kevin Dark for this opportunity to propose the following custom tailored mechanical maintenance solutions for your heating, ventilation, and air conditioning equipment. We wish to thank Kevin for his assistance in obtaining the needed information to make this proposal possible.

In today's economy, facilities are charged with finding ways to continually improve upon quality service while containing or reducing costs. During this time, effective strategic decision-making is crucial to meeting these higher standards. Arctic Engineering is a resource that offers turnkey, integrated mechanical maintenance solutions designed to help meet these goals. Arctic Engineering is dedicated to identifying, developing and implementing strategies that will reduce your cost structure through the implementation of optimally designed mechanical maintenance programs and innovative procurement strategies.

Arctic Engineering is not only the best, but also one of the largest service organizations in Northwest Indiana with the most sophisticated computerized dispatch and maintenance management system available. Our purchasing power helps keep our costs lower, which in turn benefits you directly in all categories of HVAC & Plumbing work we perform on your behalf. Arctic Engineering has been able to provide our customers with the best value for their dollar since 1958.

Arctic Engineering also has considerable experience in serving other similar HVAC mechanical systems at the following client facilities:

Munster Medical Center
North Point Orthopaedics
Schepel Buick GMC
Albanese

And many more.

Additional information on the above clients can be furnished upon request.

BENEFITS

This program is designed to **meet the specific requirements of the HVAC equipment**. You will derive many benefits in efficiency from a well-designed and implemented maintenance program.

Arctic Engineering's maintenance program is designed to help you reduce the cost of operating and maintaining your HVAC systems. Studies have shown that an effective maintenance program can help you:

- Minimize expensive downtime, productivity losses and guest and employee complaints
- Reduce utility waste costs by up to 5-20%
- Extend the useful life of your equipment by 20% or more
- Reduce administrative costs associated with managing HVAC services
- Improvement of Indoor Air Quality
- Increase comfort control

Our goal is to help you control your overall maintenance costs with a blend of diagnostic and scheduled maintenance tasking services per manufacturer's recommendations.

FEATURES

The following Maintenance Program Agreement includes a scope of services to be provided in the “List of Maintained Equipment” located in the Appendix A section of this agreement.

- **Scheduled Inspections:** Arctic Engineering will provide **three maintenance visits total. (1) two Operational, and (1) one Start-ups** per year. The maintenance tasking procedures, which our technicians precisely follow, are determined by the manufacturer’s recommendations, equipment application and our experience.
Our program includes all maintenance materials, oils, lubricants and tools required to perform these inspection and maintenance procedures.
- **Primary filters.** Will be changed one time per year. Arctic Engineering Co. LLC. will supply.
- **Exhaust fan.** Maintenance will be done one time per year. Belts will be included.
- **Condenser Maintenance.** Spring start-up, check refrigerant pressures, Check contactors and electrical controls, Check operation.
- **Condenser Coil washing.** Will be completed on a summer visit.
- **Guaranteed Priority Emergency Service Response:** Our Maintenance Program Agreement has continuously proven to reduce emergency or trouble calls. However, when one does occur, you will receive our highest priority response. Arctic Engineering responds to emergency service and trouble calls even during peak periods typically under **four (4)** hours or less of your call.
- **Programmed Maintenance Performed Around Your Schedule:** We have incorporated your business and technical requirements into this maintenance program. Our call center automatically dispatches the manufacturer’s recommended maintenance procedures for your equipment on a predetermined schedule that best meets both your business and your equipment requirements.

ADDITIONAL SERVICES

- **Corrective Maintenance and Component Replacement Coverage:** The main objective of this Maintenance Program Agreement is to maintain your equipment at optimum efficiency. During the course of executing the maintenance procedures, our technicians are trained to identify impending problems and repair them before they cause unplanned downtime. You will be informed of any required repairs. Arctic Engineering will only perform these repairs with your approval. Upon completion of any required repairs Arctic Engineering will remove all defective parts.
- **Emergency and Trouble Call Coverage:** Even with the comprehensive care provided in this program, occasional failures can occur. Emergency response is available 24/7 between scheduled visits, Monday through Sunday, including Holidays additional to this program.
- **Refrigerant Containment Service:** We will leak test and report needed repairs on any equipment found low of refrigerant. We will use recovery, recycling and reclamation of your refrigerant as appropriate to minimize costs of replacement refrigerant. Such work will be done per all federal, state and local regulatory guidelines.
- **Service Documentation:** We will document all scheduled and unscheduled service work showing the time, date, name of service technician, and equipment identification and brief description of work.
- **Performance Assurance Program:** We will meet with you annually or more frequently upon request to evaluate and make modifications, if necessary, to this maintenance program to assure that it continues to meet both your business and technical requirements.

IMPLEMENTATION TEAM of the MAINTENANCE PROGRAM

Arctic Engineering has assembled a specialized maintenance team dedicated to insure a smooth integration of this maintenance program with your normal business activities. This team will ensure consistency in the delivery of your maintenance program, provide for effective lines of communication, and offer reduction of escorting unfamiliar people throughout your facility.

Your Account Manager will continue to work closely with you along with the Implementation Team to preserve the integrity of your equipment, reduce your energy and operating costs and to maintain occupant comfort. The Implementation Team will be made up of the following service professionals:

- **Bill Valentine** **Service Operations Manager**
 (219) 947-4999, ext 33
- **Randy Van Drunen** **Account Executive**
 (219) 947-4999, ext 14
 cell (219) 313-6728
- **Kelly Miller** **Service Coordinator/Dispatch & Billing**
 (219) 947-4999, ext 20
- A **Primary Service Technician** will be assigned to your account. The primary technician will be performing the service and repair functions on all of your HVAC equipment whenever possible. In the event that the primary service technician is not available we will then assign a **Secondary Technician**.

PROGRAM INVESTMENT

Munster Centennial Park Pro Shop & Cart Barn shall receive a 10% discount for any parts and material utilized for emergency service and repair work beyond the scope of this agreement.

Munster Centennial Park Pro Shop & Cart Barn shall be billed at a discounted labor rate of \$169.00 per hour for emergency service and repair work beyond the scope of this agreement. *(labor rate is subject to change June 1st without written notice except when requested)*

This Maintenance Program Agreement will be for an original term of one (1) year, beginning June 1 2025 to May 31 2026. At end of the original term of this agreement, the program will automatically renew from year to year. Either party may terminate this agreement with written notice forty-five (45) days before the end of the renewal date.

The annual investment in this program is \$2,228.00

To be invoiced: ☐ QUARTERLY ☐ MONTHLY ☐ OTHER (specify) _____

The annual agreement price shown above can only be adjusted if equipment is added or deleted from the original agreement. Price adjustments after year one are discussed in the terms and conditions of this agreement.

Payment terms will be thirty (30) days after *Arctic Engineering's* date of invoice. *Arctic Engineering* reserves the right to discontinue its service anytime payments have not been made as agreed. Failure to make payments when due or impairment of customer's credit shall relieve *Arctic Engineering* of any and all obligations pertaining to work or performance of work.

We would like to thank you for your consideration in allowing Arctic Engineering to provide this service and look forward to your acceptance.

Arctic Engineering Company, LLC

Munster Centennial Park Pro Shop & Cart Barn

Proposed By: Randy Van Drunen

Accepted by: _____

Date: 6/1/25

Title: _____

Date: _____

P.O. _____

Randy Van Drunen
Account Executive

APPENDIX A - LIST OF MAINTAINED EQUIPMENT

The following HVAC equipment was identified during our survey and will be covered under the Maintenance Program Agreement.

Qty	Description	Make	Model No.	Serial No.	Tag
1	Furnace	Carrier	59TP6B100V211 220	1323A45833	Furnace-1
1	Condenser	Carrier	24TPA760W0030 0	4023E03910	CU-1
1	Unit Heater	Sterling	TGUA- XF100A1NS111	G2302575003000 042	UH-1
1	Unit Heater	Sterling	TGUA- XF100A1NS111	G2302575003000 402	UH-3
1	Unit Heater	Sterling	TGUA- XF100A1NS111	E2302572395000 017	UH-3
1	Unit Heater	Sterling	TGUA- XF100A1NS111	G2302575003000 018	UH-4

TERMS AND CONDITIONS

- A. Planned and or routine maintenance services provided under this agreement shall be performed during normal working hours.
- B. The guarantees and services provided under the scope of this agreement are conditioned upon ***Munster Centennial Park Pro Shop and Cart Barn*** operating and maintaining systems/equipment in according to industry-accepted practices and in consideration of our recommendations.
- C. This agreement does not include responsibility for system design deficiencies, such as, but not limited to poor air distribution, water flow imbalances, etc. It does not include responsibility for system, equipment and component obsolescence, electrical failures, unserviceable equipment, and operating the system(s).
- D. *Arctic Engineering* shall not be liable for delays or failure to obligate due to fire, flood, strike, lockout, freezing, unavailability of material, riots, acts of God, or any cause beyond reasonable control.
- E. *Arctic Engineering* shall not be responsible for the removal or disposal of any hazardous materials or any cost associated with these materials unless otherwise noted in this agreement.
- F. This agreement does not include repairing any damage resulting from improper/inadequate water treatment or filter service not supplied by *Arctic Engineering*.
- G. This agreement does not include any services occasioned by improper operation, negligence, vandalism, or alterations, modifications, abuse, or misuse, or repairs to equipment not performed by *Arctic Engineering*.
- H. *Arctic Engineering* shall not be required to furnish any items of equipment, labor, or make special tests recommended or required by insurance companies, Federal, State, Municipal or other authorities except as otherwise included in this agreement.
- I. In the event either party must commence a legal action in order to enforce any rights under this contract, the successful party shall be entitled to all court costs and reasonable attorney's fees as determined by the court for prosecuting and defending the claim, as the case may be.
- J. *Arctic Engineering's* scope of work shall not include the identification, detection, abatement, encapsulation or removal of asbestos or products or materials containing asbestos or similar hazardous substances.
- K. This agreement does not include the disposal of hazardous waste; any charges incurred for their proper disposal will be born by the customer as an extra to the contract price.
- L. Should the contract be canceled without due cause, the customer shall pay *Arctic Engineering* 25% of the annual price in addition to any previous amount paid.
- M. This agreement investment price may increase at the time of renewal.
- N. Labor rates are subject to change without written notice except when requested.