**Program Options & Pricing (per site)**

**1) Starter PM (Quarterly) — billed monthly**

**Who it’s for:** Small retail/office suites that need a quarterly checkup, not monthly service.

* **Small (≤5,000 sq ft):** **from $89/mo** *(includes 1 quarterly visit, up to 1.5 labour hrs)*
* **Medium (5,001–20,000 sq ft):** **from $129/mo** *(1 quarterly visit, up to 2.0 hrs)*
* **Large (20,001–60,000 sq ft):** **from $189/mo** *(1 quarterly visit, up to 3.0 hrs)*

**Included each quarter**

* Lighting walk-through (common areas/tenant spaces), lamp/driver/fault notes
* **Panel inspection** (labels, breaker torque visual, thermal “spot” scan of hot circuits)
* Test sample outlets/GFCI in common areas, quick tighten/replace covers as needed
* **Deficiency report** with photos and quotes for remedials

**Extras (as needed)**

* Lamps/drivers/fixtures, breakers, devices, contactors, signage parts *(materials @ cost +* ***30%****; labour at contract rate)*
* Bucket truck / pole-light access if required

**2) Standard PM (Monthly) — best value for most sites**

**Who it’s for:** Busy stores/offices/warehouses that can’t afford downtime.

* **Small (≤5,000 sq ft):** **from $249/mo** *(1 monthly visit, up to 1.5 hrs each)*
* **Medium (5,001–20,000 sq ft):** **from $399/mo** *(1 monthly visit, up to 2.5 hrs each)*
* **Large (20,001–60,000 sq ft):** **from $699/mo** *(1 monthly visit, up to 4.0 hrs each)*

**Included monthly**

* Full **lighting + panels + outlets** walk-through and tidy-ups
* **Photo report** with timestamped findings & recommendations
* **Priority scheduling** (next-business-day for non-urgent issues)
* **Kelowna city travel/dispatch included** (outside city billed below)

**Preferred rates for members**

* Additional labour beyond included hours at **$95/hr (Jman)**, **$65/hr (Appr)**
* After-hours **1.5×** (min 2 hrs); Stat/emergency **2.0×**
* **No call-out fee** inside Kelowna for scheduled member visits

**3) Premium PM (Custom / Multi-Site) — retainer + 24/7**

**Who it’s for:** Multi-site retailers, property managers, facilities with uptime requirements.

* **Tier A (up to 3 small sites):** **from $999/mo** *(pooled 4 labour hrs/mo included)*
* **Tier B (up to 5 sites or larger footprints):** **from $1,999/mo** *(pooled 8 hrs/mo included)*
* **Enterprise:** **bespoke** *(SLA, stocked parts, dedicated windows)*

**Included**

* **24/7 callout** with **4-hour on-site SLA** (Kelowna; outside city best-effort SLA)
* **Annual thermal scan & torque check** of main panels
* **Common parts stock** (devices, breakers, lamps, drivers) kept on the service truck for your sites
* **Monthly roll-up report** (per-site and portfolio summary)
* Member labour rates **10–15% off** published; travel/dispatch included within Kelowna

**Scope Checklist (what we maintain)**

* **Lighting & Controls:** relamps, drivers, sensors, signage power
* **Panels/Breakers:** labeling, hot-spot check, minor tighten/tidy
* **Circuits/Outlets:** damaged device swap, cover plates, GFCI tests
* **Equipment Feeds:** kitchens, shop tools, HVAC disconnects (visual)
* **Data/Low-Voltage tie-ins:** quick rack tidy, patch labeling, PoE power checks *(full data work quoted via Pfitztech Data)*

*Fire alarm testing/certification is handled by your FA vendor. We coordinate dedicated circuits, bonding, and power as needed.*

**Commercial Service Rates (for work beyond included hours)**

* **Journeyman:** **$95/hr** (regular) • **1.5× after-hours**, **2.0× stat/emergency**
* **Apprentice:** **$65/hr** (regular)
* **Truck/dispatch:** **Included** within Kelowna city for program visits; outside city **$1.25/km** and/or **$65** trip charge
* **Materials:** **Cost + 30%** (Gescan/Wesco)
* **Bucket truck / lift:** at cost + 15% handling or client supplied

**SLAs & Admin**

* **Response:** Priority members get **next-business-day** for non-urgent; Premium gets **4-hour** emergency SLA (Kelowna)
* **Reporting:** PDF with photos, deficiency list, quotes
* **Term:** 12 months, **billed monthly** (Starter billed monthly; services delivered quarterly)
* **Cancel:** 30-day notice; any unused included hours do not carry over
* **Payment:** Net 15; late **2%/mo**; applicable taxes (GST, PST on materials as applicable)
* **Insurance/WCB/TSBC:** Proof provided on request

**Add-Ons**

* **Exterior/parking-lot lighting** night checks: **+ $49/mo** (visual; repairs quoted)
* **Annual detailed thermal scan & report:** **from $249/site**
* **Signage power maintenance:** **from $15/sign/mo** *(check monthly; repair quoted)*
* **Emergency lighting monthly test:** **from $89/mo** *(note: FA certification by FA vendor)*
* **Rack tidy & label pack (data):** **from $299** one-time, then included in PM checks