



**SLOVENSKI STANDARD**  
**oSIST prEN 13269:2015**  
**01-julij-2015**

---

**Vzdrževanje - Smernice za pripravo pogodb o vzdrževanju**

Maintenance - Guideline on preparation of maintenance contracts

Instandhaltung - Anleitung zur Erstellung von Instandhaltungsverträgen

Maintenance - Lignes directrices pour la préparation des contrats de maintenance

**Ta slovenski standard je istoveten z: prEN 13269**

<https://standards.iteh.ai/catalog/standards/sist/3b469757-da94-4bfc-ae85-5d7a3c7094b5/sist-en-13269-2016>

---

**ICS:**

03.080.10      Industrijske storitve      Industrial services

**oSIST prEN 13269:2015**

**en,fr,de**



EUROPEAN STANDARD  
NORME EUROPÉENNE  
EUROPÄISCHE NORM

**DRAFT**  
**prEN 13269**

April 2015

ICS 03.080.10

Will supersede EN 13269:2006

English Version

**Maintenance - Guideline on preparation of maintenance  
contracts**

Maintenance - Lignes directrices pour la préparation des  
contrats de maintenance

Instandhaltung - Anleitung zur Erstellung von  
Instandhaltungsverträgen

This draft European Standard is submitted to CEN members for enquiry. It has been drawn up by the Technical Committee CEN/TC 319.

If this draft becomes a European Standard, CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration.

This draft European Standard was established by CEN in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and United Kingdom.

Recipients of this draft are invited to submit, with their comments, notification of any relevant patent rights of which they are aware and to provide supporting documentation.

**Warning :** This document is not a European Standard. It is distributed for review and comments. It is subject to change without notice and shall not be referred to as a European Standard.



EUROPEAN COMMITTEE FOR STANDARDIZATION  
COMITÉ EUROPÉEN DE NORMALISATION  
EUROPÄISCHES KOMITEE FÜR NORMUNG

**CEN-CENELEC Management Centre: Avenue Marnix 17, B-1000 Brussels**

<b>Contents</b>	<b>Page</b>
Foreword.....	3
Introduction .....	4
1 <b>Scope</b> .....	6
2 <b>Normative references</b> .....	6
3 <b>Terms and definitions</b> .....	6
4 <b>Maintenance activities and stages to the maintenance contract</b> .....	7
5 <b>Proposed contract structure and content</b> .....	8
Bibliography .....	23

**iTeh STANDARD PREVIEW**  
**(standards.iteh.ai)**

SIST EN 13269:2016

<https://standards.iteh.ai/catalog/standards/sist/3b469757-da94-4bfc-ae85-5d7a3c7094b5/sist-en-13269-2016>

## Foreword

This document (prEN 13269:2015) has been prepared by Technical Committee CEN/TC 319 “Maintenance”, the secretariat of which is held by UNI.

This document is currently submitted to the CEN Enquiry.

This document will supersede EN 13269:2006.

**iTeh STANDARD PREVIEW**  
**(standards.iteh.ai)**

SIST EN 13269:2016

<https://standards.iteh.ai/catalog/standards/sist/3b469757-da94-4bfc-ae85-5d7a3c7094b5/sist-en-13269-2016>

## Introduction

The value of maintenance to the owners of items (as defined in EN 13306) cannot be overemphasized. Proper maintenance protects the value of the capital invested and ensures that the required availability is attained.

In addition, as technical and economic developments increase, the demand for contracted maintenance services both nationally and across borders also increases.

It is therefore important that maintenance contracts be approached in a structured and careful manner.

The purposes of this European Standard are

- to promote cross-border company/maintenance contractor relationships and to produce a clear interface between the company and the maintenance contractor for maintenance services,
- to improve the quality of maintenance contracts so that disputes and adjustments are minimized,
- to draw attention to the scope of maintenance services and to identify options for their provision,
- to give assistance in, and advice on, the drafting and negotiation of maintenance contracts and in specifying arrangements in the case of dispute,
- to identify types of maintenance contracts and to make recommendations for the attribution of rights and obligations between the parties of the contract including risks,
- to simplify comparison between maintenance contracts.

Moreover, this European Standard promotes to qualify all the involved competences, that is

- personnel, to whom it is required to increase competences, defined as knowledge, experiences and personal, social and / or methodological capacities;
- organizations, including those that have to require, offer or control the outsourcing maintenance activities, that need to improve effectiveness of their operation processes.

This European Standard also could facilitate in specifying the required output of maintenance activities.

This European Standard is simply a working tool intended for parties who wish to draw up a maintenance contract. It offers headings which are not exhaustive and which parties may or may not include, exclude, modify and adapt to their own contractual relationship.

This working tool does not bind the parties to use any part of this European Standard.

Not all the clauses discussed in the guideline will be applicable to every contract.

Each individual contract should be drafted, and negotiated where appropriate, to take into account the requirements arising from the work required on the items to be maintained, the parties involved and any applicable laws and regulations.

This European Standard contains the following clauses to assist the user:

- Clause 4 "Maintenance activities and stages to the maintenance contract" gives a structured overview of possible maintenance services offered or required. Its purpose is to give advice on activities which may be required in preparing a contract and prior to signing of agreements and also those activities which may be required during the period of any contract;

- Clause 5 “Proposed contract structure and content”, provides a standard checklist for use when drafting maintenance contracts together with important elements for content.

When using this European Standard, a three-step approach should be followed:

- Step 1: The company should decide which maintenance services will be provided in-house and which services will be contracted out; i.e. which maintenance services should be bought from a maintenance contractor and therefore be subject to a maintenance contract;
- Step 2: A pre-qualification stage follows any decision to contract out part or all of any maintenance and it is during this period that the company will identify any contractor or contractors with the capability of performing the required maintenance tasks;
- Step 3: The contract may be prepared using the guidance in this European Standard and the maintenance contractor selected either by price negotiation or by competitive tender.

iTeh STANDARD PREVIEW  
(standards.iteh.ai)

SIST EN 13269:2016

<https://standards.iteh.ai/catalog/standards/sist/3b469757-da94-4bfc-ae85-5d7a3c7094b5/sist-en-13269-2016>

## 1 Scope

This European Standard provides guidance on the preparation of private contracts for maintenance work.

It can be applied to

- cross-border as well as national company/maintenance contractor relationships,
- the whole range of maintenance services including planning, management and control in addition to maintenance operations,
- every type of item with the exception of computer software unless the software has to be maintained as an integral part of, and together with, technical equipment.

It does not

- provide standard forms for maintenance contracts,
- determine rights and obligations between company and maintenance contractor,
- provide rules for agreements with public administrations.

## 2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 13306:2010, *Maintenance - Maintenance terminology*

EN ISO 9000, *Quality management systems - Fundamentals and vocabulary (ISO 9000)*

## 3 Terms and definitions

For the purposes of this document, the terms and definitions given in EN 13306:2010 and the following apply.

**3.1**  
**certification**  
procedure by which a third party gives written assurance that a product, process or service conforms to specified requirements

**3.2**  
**maintenance contractor**  
contracting party (e.g. organization, joint venture, etc.) that has agreed to undertake responsibility for providing a given maintenance service and obtaining, when specified, supplies in accordance with a contract

Note 1 to entry: This may include the provision of a consultancy service.

**3.3**  
**company**  
recipient of a maintenance service provided by the maintenance contractor

**3.4**  
**maintenance location**  
place at which a maintenance task has to be performed

Note 1 to entry: In case of remote maintenance, the contractor's location from which the operation proceeds.



**3.5****maintenance task**

range of elementary maintenance activity carried out for a given purpose

EXAMPLE Examples are replacement and repair.

**3.6****operation location**

area within defined boundaries where the item to be maintained is required to function

**3.7****sub-contractor**

organization appointed either by party to the contract and responsible to the maintenance contractor for carrying out such work or by services that enable the main contract to be fulfilled

**3.8****verification of contract**

process for determining whether the requirements imposed in a maintenance contract have been achieved

**4 Maintenance activities and stages to the maintenance contract****4.1 General**

Activities can be broadly divided into those required prior to the signing of the contract and those required after it has been signed.

**4.2 Pre-contract activities**

Pre-contract activities consist of actions, which are required prior to preparing, and in order to prepare, a contract.

Such activities may comprise the following:

- identifying the maintenance service required;
- preparing a maintenance policy and a strategy for its implementation;
- making a decision on whether to provide the maintenance service in-house or to contract it out;
- deciding the type of maintenance contract which may be appropriate and preparing the required specification;
- identifying maintenance contractors who are capable of carrying out the tasks required;
- assessing the competences of the candidate companies as maintenance contractors and the competences of its personnel that will be involved in the contract;
- preparing the contract;
- calling for tender and/or negotiating a price;
- evaluating the returned tenders received and selecting the successful maintenance contractor.

**prEN 13269:2015 (E)****4.3 Contract activities**

Contract activities consist of those actions to be carried out by the maintenance contractor and those, which will be carried out by the company after the contract has been signed.

There should be adequate liaison between each party to ensure the smooth running of the contract.

In case of contracts of several years duration, the contractors should agree on a periodic verification and validation in order to adjust the contracts.

The maintenance contractor's actions may cover the following:

- a) supplying the resources of men, material and equipment to complete the work required by the contract. The maintenance contractor should demonstrate to be able to provide the work required by the contract as:
  - 1) managers, supervisors, engineers and technicians are qualified, or better certified, as for all that will be required during the contract;
  - 2) all the equipment necessary to prepare, build, commission and control the required works is owned by the company (or in the availability such as determined by the laws) and are kept in good working order, including permits and authorizations for use by control bodies.

This may include dividing the work down into discrete tasks;

- b) preparing a work programme and carrying out the work in accordance with that programme and the requirements of the contract;
- c) providing the management required to control the programme and the work force at every stage;
- d) submitting claims for payment;
- e) management of possible contract changes.

The company actions may cover

- f) budget control of the contract and validation of maintenance contractor's claims for payment;
- g) agreeing any extra work which may be required or other variations to the contract;
- h) quality assurance requirements and overall management to ensure that the contractor meets the requirements of the contract;
- i) verifying that maintenance performed complies with the contract requirements;
- j) payment.

**5 Proposed contract structure and content****5.1 General**

Table 1 gives a checklist of important elements in a maintenance contract, and their content. Other elements may also be included.

Table 1 — Checklist of important elements in a maintenance contract and their content

Elements of contract		Intention	Proposed content
5.2	Heading	Identification of the contract and the parties.	Name of the parties, addresses, registration details, identity of signatories of the contract, title of signatories  The heading should include the notion of “maintenance service agreement”.  Further specifications should be made in a subtitle.
5.3	Objective	The contract document should start by defining the general intention of the parties.	Specific statements of agreed intentions of the parties to the contract.
		The preamble helps interpretation of the contract in case of dispute and wording of amendments in case of future variation to the contract.	Avoid general phrases. Name the type of contract.
		Stating the general intention of the parties and the purposes of the contract may be especially important for long-term contracts when changing conditions may make adjustments to the contract necessary.	
5.4	Definitions for the contract	In the area of maintenance, many terms are often used with different or ambiguous meanings.  Therefore, the meaning should be defined in a way binding on both parties.	Technical, commercial and legal terms of major concern.  It is recommended that adopted national, European or international standards be used instead of the parties own definitions.  The type, name, date and source of the standard for definitions should be specified.  EXAMPLE EN 13306.
5.5	Scope of the tasks		
5.5.1	Operation location	Description of the area where the item to be maintained is located.	Specific description as appropriate: <ul style="list-style-type: none"> <li>• country;</li> <li>• town;</li> <li>• building;</li> <li>• machinery, equipment;</li> <li>• section of process;</li> <li>• etc.</li> </ul>