

Terms of extended warranty

- 1) Where extended warranty is offered, the terms of extended warranty are to be read in conjunction with Shotton Lifts general terms and conditions of trade (terms of engagement).
- 2) Where there is an inconsistency between Shotton Lifts general terms and conditions of trade (terms of engagement) and the terms of extended warranty, the terms of extended warranty shall prevail.
- 3) All warranties (manufacturers and extended) exclude some electrical components and consumables including but not limited to lights, relays, batteries and slides which have a limited life and need replacing at intervals. Intervals vary depending on frequency of use and external influences on lift.
- 4) All warranties (manufacturers and extended) exclude defects relating to the structure by builder.
- 5) Fair wear and Tear – All warranties are offered on the basis they do not cover “fair wear and tear” which is at the sole discretion of Shotton Lifts Pty Ltd.
- 6) All warranties exclude, where allowed by legislation, all parts at risk and subsequently damaged by external influences outside of Shotton Lifts control.
- 7) Extended warranty is offered on parts only including mechanical, electrical (with same exclusions above in clause 3., 4., 5. and 6.) and includes lift cabin, doors etc. Unless otherwise agreed labour is excluded after the initial standard 12-month warranty period.
- 8) Extended warranties are offered on the basis that the client ensures the lift is being serviced to Shotton Lifts recommendations.
 - a) For Residential lifts servicing frequency is to be twice per annum
 - b) For Commercial lifts servicing frequency is to be four times per annum
 - c) Shotton Lifts may recommend a higher servicing frequency depending on the intended or actual usage of the lift.
 - d) At Shotton Lifts discretion, failure to service the lift to Shotton Lifts recommendations may result in warranty claim being rejected.
- 9) All extended warranties are offered on the basis that the Principal has the lift serviced solely by Shotton Lifts Pty Ltd.
- 10) Should payment for services or annual charges not be paid as per invoice due dates the extended warranty will cease to have effect.
- 11) All warranty work will be conducted during business hours and unless otherwise specified in a Shotton Lifts quote, will be subject to normal business hours charges at current rates of the day.
- 12) All after hours work will be subject to after hours labour charges at current rates of the day.