

# Warranty Terms & Conditions

## Passenger Lift Services Ltd

### Warranty Cover & Period

The PLS Warranty covers parts and labour, and is effective for 36 months from the date of initial commission by PLS or a certified authorised engineer.

If the date of initial commission is in excess of 90 days from date of dispatch, the warranty will start from the date of dispatch.

### Procedure

To qualify for this warranty, it is necessary to register the Lift and Vehicle details on line [www.passengerliftservices.co.uk](http://www.passengerliftservices.co.uk) or via post within 45 days of the initial LOLER inspection.

An operator requiring attention to a unit will contact PLS quoting the Lift serial number.

PLS will then instruct a company engineer, or an authorized approved Service Agent by issuing an official order number to affect the repair.

**NB - ANY WORK CARRIED OUT WITHOUT PLS AUTHORIZATION WILL NOT BE REIMBURSED.**

### Conditions

Warranty does not extend to lifts that have not been regularly serviced by a PLS engineer or factory trained and authorized engineer. This includes the 6 monthly LOLER inspection and separate weight test, which must be current at the date of the Warranty Claim.

All previous LOLER and Weight Test Certificates must have been copied to PLS and run concurrently.

The lift must be made available during the hours of 08.30 and 17.00, Monday to Friday, excluding public holidays.

No delivery costs or travel time will be reimbursed except by prior agreement and as specified on the original Purchase Order.

The initial Warranty period applies to original parts only.

Replacement parts changed under warranty and new parts that are purchased, carry 12 months warranty only.

New parts that have been purchased and require a warranty repair will require either a copy of the original Purchase Order or details of the original Purchase Order number to qualify.

The serial number(s) for the component claiming warranty must match the serial number(s) recorded to the lift it was originally fitted to.

If a customer has an invoice unpaid beyond PLS terms and conditions or is in dispute customers lift will not be visited.

### Warranty Exclusions:

Hydraulic Powerpacks that are fitted to the exterior of the vehicle only carry 24 months warranty.

Hydraulic Powerpacks fitted to the interior of the vehicle qualify for the 36 months warranty.

The following are all excluded from warranty: Consumable parts e.g. Fuses, Bulbs, Electrical Connection, Hydraulic Hoses (with the exception of manufacturing defects).

Driver misuse.

Accident damage.

Items that are subject to the level of wear and tear which would normally involve replacement during normal service, maintenance and operating conditions.

Handsets carry 12 months warranty only.

### No claim will be accepted for:

Replacement vehicle hire.

Loss of Earnings.

The Warranty Agreement does not supersede the Suppliers liability for all components as defined in the Sale of Goods Act 1982.

### Months 24 to 36 of the Warranty:

The vehicle will be required to be returned to the PLS Factory for 'free of charge' warranty work.

When this is not possible, labour and travel will be charged at the current PLS hourly rate, whether it is a PLS engineer or an agent working on behalf of PLS Ltd that conducts the repair.

If an agent is used, it will be at the discretion of PLS Ltd as to who will affect the repair.

Any parts sent to an agent for warranty work within the 24-36 month period, will incur the relevant courier costs at commercial rates, and will be at the expense of the customer.

### Extended Warranty:

Extended Warranty is available for months 37-60 with a written agreement of PLS Ltd, initiated BEFORE month 37 starts.

This warranty will follow the same basis as the 24-36 month period.

Extended Warranty does not include Powerpacks, motors, hydraulic cylinders and hoses.



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