

# **Euro Lifts Ltd.**

## **Comprehensive Agreement Level ( 2 ) & ( 3 )**

*This agreement forms part of the standard Euro Lifts comprehensive agreement and part of our standard terms and conditions of contract*

The specific mentioned equipment is covered by the standard Euro Lifts comprehensive agreement and subject to our normal standard terms and conditions of business, subject to the following criteria, for the period of time expressed and detailed in your contract of purchase.

The company will, at its discretion, attend site between the hours of 8.00 am to 5.00 p.m. Monday to Friday inclusive, excluding bank holidays to carry out work on the specifically detailed equipment.

### **Providing**

- The goods have been fully paid for and all maintenance payments have been made within the terms of the invoice's raised and the due dates detailed therein.
- The maintenance agreement is in force at the time of the request for attention to the equipment.
- The equipment has been fully serviced and maintained in accordance with our recommendations and requirements.
- No other persons have tampered with or interfered with, worked on or with the equipment, unless with express written permission.
- The equipment is covered for the specific failure to perform correctly, when operated correctly and properly and safely.
- Requests for calls to be made to our normal office telephone number, or letters addressed to our main address, making clear that the call is being requested under the terms of the comprehensive agreement.
- Requests for calls not made to these requirements or not referring to this agreement at the time of the request, will be invoiced at our normal rates applicable for the work carried out, will not be covered by this agreement
- Running adjustments and minor repairs will be carried out at the time of the normal maintenance visit and will not be covered by this comprehensive agreement for specific call outs.
- This agreement does not in any way serve as to cover or to be read to offer insurance for accident or accidental damage, as accidental damage will be charged for at our normal rates and would normally be recovered from your own insurance company.
- Except for as detailed the company will not be liable to the client for any loss or damage nor claims to be made against the client by a third party and arising directly or indirectly from the actions or otherwise of the company under the terms of this agreement.

### **Items excluded from the Comprehensive agreement**

- Any items specifically mentioned or detailed in any quotation, report or advice specifying our exclusion from responsibilities, any items found to be defective, worn or unsuitable at the time of the first service visit, also there after, any parts or equipment due to wear and tear.
- Any items not forming part of our specific installation or equipment, i.e. building work or power supply etc.
- Changes in legislation, recommendations by other bodies and compliance to new U.K. or European directives.
- The replacements of lamps, or cleaning of door tracks, cleaning or polishing of doors or architrave's, shaft or enclosure including the decoration or maintenance of decoration of any part of the equipment or areas of installation
- Any work as a result of failure or interruption of power supply, either incoming or local.
- Intermediate call backs to the equipment, which in the opinion of the company are made without reasonable cause.
- Any work or repairs required due to incorrect usage, vandalism or general mishandling of the equipment.
- Any work on items which are not easily accessible due to being buried or concreted into position or otherwise extending beyond normal confines of the equipment.
- Any work necessary due to building movement, subsidence or physical damage by others.
- This agreement does not cover parts or equipment that needs replacing due to wear and tear or changes in legislation.

Any calls as a result of effects of any of the above items.