



STANDARD SERVICE PACKAGES

	Eco	Comfort	DeLuxe
Contract Type ⁽³⁾	12 Months	12 Months	12 Months
Maintenance frequency	12 Months	12 Months	12 Months
Check of mechanical parts including safety critical parts	●	●	●
Check of electronics including safety critical functions	●	●	●
Lubrication and cleaning	●	●	●
Complete functional and safety check	●	●	●
Exchange of drive batteries (up to 2 years)		●	●
Technical phone assistance		●	●
Free upholstery change			●
Exchange of drive battery (when necessary)			●
Free de-installation			●
Free return/disposal of the lift system			●
Response time (from calling in an issue to attending)	24h	12h	8h
Spare parts discount ⁽¹⁾	0%	25%	50%
Limited parts discount ^{(1) (2)}	0%	25%	50%
Hourly rate discount ⁽¹⁾	0%	25%	50%
Travel time discount ⁽¹⁾	0%	25%	50%
	£255	£300	£515

⁽¹⁾ after 2 years of installation; all discounts pending as cost calculation to be done; ⁽²⁾ Limited parts (roller bearings, driver batteries) included for 2 years; ⁽³⁾ After 12 months the contract extends by 12 months

T&Cs:

- The warranty service package will automatically renew each year to ensure your stairlift is not without cover, you will receive a written notice of the pending renewal around 1 month prior to renewal.
- The agreed price for the initial service contract will increase by at least the indexation rate from the last January closest to the renewal date as published by the official Consumer Price Index issued by the ONS.
- Should you wish to cancel within 14 days after the renewal date (within the cooling off period) then the contract will be cancelled and an invoice issued for the coverage supplied up until that date of cancellation.
- This does not affect your statutory rights.