



**GPLUS ELEVATOR**  
DURABLE . RELIABLE . ENERGY EFFICIENT

## Annual Maintenance Contract (AMC)

Dear **Customer**,

It is often said that '**Prevention is better than cure.**' This principle is especially true for elevator maintenance, where periodic preventive care is crucial for ensuring that lifts operate safely and efficiently. Timely maintenance not only mitigates the risk of sudden component failures but also significantly reduces the frequency of breakdowns.

Our comprehensive maintenance services encompass both preventive and breakdown maintenance. Preventive maintenance is conducted at regular intervals, designed to minimize wear and tear on elevators during normal operation. This proactive approach enables us to monitor critical components, detect potential issues early, and prevent future breakdowns.

In the event of a malfunction, our breakdown maintenance service swiftly restores the elevator to operational status. Maintenance services are scheduled at fixed intervals and are also available on-demand whenever a breakdown occurs. By prioritizing preventive measures, we help maintain the longevity and reliability of your elevators, ensuring optimal performance at all times."

### AVAILABLE MAINTENANCE CONTRACTS:

#### 1. **Comprehensive (All-Inclusive) Maintenance Contract (CMC):**

The Comprehensive (All-Inclusive) Annual Maintenance Contract covers both Periodic Preventive Maintenance and Breakdown Maintenance of the elevators. It includes the repair and replacement of parts and components that need to be overhauled or replaced. This solution ensures that no additional costs are incurred for spare parts that fail during the maintenance contract period.

#### 2. **Basic Maintenance Contract (BMC):**

Basic Maintenance Contract includes regular preventive and breakdown maintenance but does not cover the costs for repairing or replacing any components. Any such repairs or replacements will incur additional charges. The basic wear and tear of the elevator is monitored, and clients will be informed if parts need replacement.



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## The Importance of Annual Maintenance for Elevators

### Enhancing Safety Through Regular Servicing

Modern elevators are equipped with safety systems designed to prevent any failures. However, neglecting routine maintenance can introduce less dramatic but equally concerning safety risks. A poorly maintained elevator may suffer electrical failures that could impact essential systems such as lighting, ventilation, control, and door operation. Regular servicing is the most effective strategy to mitigate the risk of component failure. Trained Lift Design technicians carry out thorough inspections to ensure that all elevator components function safely and reliably, thereby minimizing potential hazards.

### Prolonging Operational Life

An elevator represents a significant investment for any residential or commercial property, making it imperative to maximize its operational lifespan. Routine maintenance services are key to achieving this goal. Qualified Lift Design technicians conduct comprehensive checks during service appointments, identifying and addressing minor issues before they escalate into more serious concerns. This proactive approach not only extends the elevator's life but also guarantees that your investment yields the greatest value over time.

### Cost Efficiency through Preventive Maintenance

Regular servicing of your elevator can lead to significant long-term savings. As various components wear down over time, the energy efficiency of the elevator declines, potentially driving up operating costs. Engaging a qualified Lift Design technician for routine maintenance ensures that your elevator operates at peak efficiency, thus lowering running costs. Moreover, a well-maintained elevator is less likely to experience major faults that require urgent after-hours attention. With Lift Design offering 24/7 emergency callout services, the likelihood of needing such assistance dramatically decreases.

## Coverage and Services:

### 1. Scheduled Inspections and Maintenance Services

Regularly scheduled inspections and servicing are essential to ensure the optimal performance and safety of elevators. Each maintenance visit encompasses a comprehensive evaluation of all critical components, including:

1. **Motors:** Inspection and testing of motor functionality to ensure smooth operation and efficiency.
2. **Control Systems:** Checking the electronic systems that manage elevator operations, including software updates and diagnostics to ensure reliability.



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3. **Shafts:** Thorough examination of the elevator shafts for any signs of wear or damage, ensuring safe and efficient travel.
4. **Cables:** Inspection of cables for fraying or corrosion, along with tension checks to maintain safety and performance.
5. **Lubrication of Moving Parts:** All moving parts are lubricated to minimize friction and prevent wear and tear, thus prolonging the lift's operational life.
6. **Oil Inspection:** To ensure proper gearbox function, we proactively monitor oil levels and quality, and will perform oil changes or refills accordingly.
7. **Cleaning:** We will thoroughly clean the elevator cabin, doors, and both the Landing Operating Panel (LOP) and Car Operating Panel (COP). In addition, we will remove any accumulated dust from the control panel and motors.

## Service Frequency

Elevator maintenance services will be conducted **quarterly**, amounting to **four scheduled** services annually. Each service includes the following:

- Detailed inspections as outlined above
- Adjustment and calibration of components for optimal performance
- Cleaning of components to prevent dust and debris build-up
- Replacement of worn-out parts as needed, and recommendations for any necessary repairs or upgrades

By adhering to this maintenance schedule, elevator systems remain in excellent condition, enhancing safety, improving reliability, and extending the life of your lift investment.

## 2. Emergency Repair Service

Our Emergency Repair Service is designed to provide immediate support for urgent repair needs or unexpected issues that may arise with your elevator system. Understanding the critical role that elevators play in day-to-day operations—from transporting residents in residential buildings to ensuring smooth logistics in commercial settings—our commitment is to minimize downtime and ensure safety through swift response and resolution.

### Key Features of Our Emergency Repair Service:

- **24/7 Availability:** Our dedicated team of experienced technicians is available around the clock to respond to any emergency repair requests. Whether it's a malfunctioning elevator, a power failure, or any other unforeseen issue, help is just a phone call away.
- **Rapid Assessment:** Upon receiving an emergency call, our technicians will promptly assess the situation using their expertise and diagnostic tools to identify the root of the problem.



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- **Timely Resolution:** We are committed to rectifying the identified issues within a **minimum timeframe of 24 hours and a maximum of 72 hours**. This time frame ensures that we can allocate the necessary resources and personnel to resolve the problem effectively, while also prioritizing safety and thoroughness in the repairs.
- **Safety Assurance:** Following repairs, we conduct thorough testing to guarantee that the elevator is safe for use and fully operational. Our goal is to restore service with minimal inconvenience while upholding the highest safety standards.

Choosing our Emergency Repair Service means you can have peace of mind knowing that professional help is readily available when you need it most, ensuring that your elevator systems remain functional and safe at all times.

#### **Response Times for Repairs:**

**Standard Hours:** During standard service hours (defined below), the guaranteed response time for emergency repairs is within **6 hours** from the time the service request is received.

**Off-Peak Hours:** During off-peak hours (defined as outside standard service hours), the guaranteed response time for emergency repairs is within **8 hours** from the time the service request is received.

#### **Service Hours:**

**Standard Service Hours:** Standard service hours are Monday to Saturday from 9:00 AM to 6:00 PM.

**After-Hours Service:** Services requested outside of standard service hours will be subject to additional charges.

**Government Holidays:** Service availability may be limited during government holidays. Customers are advised to plan accordingly and report any issues in advance.

### **3. Parts Replacement Service**

The Parts Replacement Service is a vital component of elevator maintenance, focusing on ensuring that all essential parts of the system are in optimal condition to maintain safe and efficient operation. The replacement of worn-out or damaged parts helps prevent performance issues and enhances the overall lifespan of the elevator.

#### **Key Aspects of Our Parts Replacement Service:**

- **Comprehensive Maintenance:** Under this contract, any damaged or worn parts will be promptly replaced at no extra charge. This proactive approach minimizes the risk of unexpected breakdowns and



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ensures that the elevator operates efficiently at all times. Electrical and electronic parts damaged by power surges, voltage fluctuations, or outages will be replaced.

- **Basic Maintenance:** In contrast, the Basic Maintenance Contract does not cover the replacement of damaged parts. If a component is found to be worn or defective during inspections, the client will be informed, and replacement costs will be additional. This allows for flexibility but requires clients to budget for potential repair expenses.

By choosing the appropriate maintenance contract, customers can ensure that their elevators receive timely parts replacement, contributing to smooth operations, enhanced safety, and reduced likelihood of service interruptions. If new parts are not immediately available, our company will investigate temporary repair options or component refurbishment to restore elevator functionality as quickly as possible.

#### 4. Detailed Reporting Service

Our Detailed Reporting Service provides comprehensive insights after each maintenance visit, ensuring clients are well-informed about their elevator systems. Key features include:

- **Thorough Documentation:** Reports detail all work performed, including inspections, repairs, and parts replaced.
- **Upcoming Needs:** Identifies future maintenance requirements and potential issues, enabling better planning.
- **Service and Upgrade Recommendations:** Offers expert suggestions for additional services or enhancements to improve performance and safety.
- **Record Keeping:** Facilitates effective tracking of maintenance history for informed decision-making.

#### 5. Cost Management:

Our Cost Management approach ensures fixed pricing for all maintenance and repair services, providing clients with predictable budgeting. This structure eliminates unexpected costs associated with elevator maintenance, allowing for more effective financial planning. Clients can confidently allocate resources, knowing that the expenses for necessary services are clear and consistent throughout the contract period. This transparency fosters trust and helps prevent any surprises related to service costs.

#### 6. Renewal Terms:

This section outlines the terms for renewing the Annual Maintenance Contract (AMC), including automatic renewal clauses, potential price adjustments, and conditions for changing the level of service.

##### 1. Renewal Notification:



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Customers must notify our company of their intention to renew or terminate the AMC at least one month before the contract's expiration date. Failure to provide timely notification will result in the automatic termination of the contract upon its expiration date.

**2. Contract Renewal:**

To renew the contract, customers must sign a new AMC agreement. The terms and conditions of the new agreement may be subject to change.

**3. Price Adjustments:**

Renewal prices may be adjusted based on factors such as inflation, changes in service costs, or modifications to the scope of work. Any price adjustments will be communicated to the customer at least one month before the renewal date.

**4. Service Level Upgrades:**

Customers may upgrade from a Basic AMC to a Comprehensive AMC at any time during the year. The new AMC will take effect immediately upon payment of the difference in price.

**5. AMC Enrollment:**

Customers can enroll in an AMC at any time during the year. The AMC start date will be the date on which payment is received.

**6. Service Level Downgrades:**

Customers may downgrade from a Comprehensive AMC to a Basic AMC, subject to the following conditions:

A fee of 30% of the Comprehensive AMC cost will be charged.

The remaining balance will be refunded to the customer.

If the Comprehensive AMC has been in effect for six months or more, downgrading to a Basic AMC is not permitted within that contract year.

This section ensures that customers are fully informed about the renewal process and any associated conditions, promoting transparency and facilitating a smooth continuation of service.



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## Here are the exclusions from coverage:

1. Damages resulting from misuse, abuse, or neglect of the elevator system by users.
2. Damages caused by natural disasters such as earthquakes, floods, storms, or fires.
3. Damages or malfunctions resulting from unauthorized modifications or repairs.
4. Purely cosmetic damages that do not affect the elevator's functionality or safety.
5. Damages caused by the actions of third parties, including accidents or vandalism.
6. Pre-existing conditions or damages present before the AMC commencement.
7. Damages caused by external factors such as building structural issues or environmental conditions.
8. Outside structure glass cleaning will not be provided, if a customer requests to clean, then proper scaffolding or staircase must be available for the employee to clean the glass. This service will come at an additional cost.

## Termination Clause

This section clearly defines the conditions under which either party—our company or the customer—may terminate this Annual Maintenance Contract (AMC), including any applicable penalties and required notice periods.

### Termination by the Customer:

1. Termination for Cause: The customer may terminate this AMC for cause if our company fails to perform its obligations as outlined in this contract. Such cause may include, but is not limited to:
  - Repeated failure to provide maintenance services as scheduled.
  - Failure to respond to emergency repair requests within the guaranteed response times.
  - Provision of substandard workmanship or use of non-approved parts.
  - Violation of safety standards or regulations.
2. To terminate for cause, the customer must provide written notice to our company, specifying the grounds for termination. Our company will have 30 days to remedy the situation. If our company fails to remedy the situation within the specified timeframe, the customer may terminate the AMC immediately without penalty.
3. Termination Without Cause: The customer may terminate this AMC without cause by providing written notice to our company at least 60 days prior to the desired termination date. In such cases, the customer may be subject to a termination fee equivalent to 25% of the remaining contract value.





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### **Termination by Our Company:**

1. Termination for Cause: Our company may terminate this AMC for cause if the customer fails to fulfill its obligations as outlined in this contract. Such cause may include, but is not limited to:
  - Failure to make timely payments for services rendered.
  - Refusal to provide access to the elevator for scheduled maintenance.
  - Misuse or abuse of the elevator system by the customer or its users.
  - Unauthorized modifications or repairs performed by the customer or third parties.
2. To terminate for cause, our company must provide written notice to the customer, specifying the grounds for termination. The customer will have 30 days to remedy the situation. If the customer fails to remedy the situation within the specified timeframe, our company may terminate the AMC immediately.
3. Termination Without Cause: Our company may terminate this AMC without cause by providing written notice to the customer at least 30 days prior to the desired termination date. In such cases, our company will refund 50% of paid AMC.

This clause ensures that both parties have a clear understanding of the conditions under which the contract can be terminated, promoting transparency and minimizing potential disputes.

If the AMC is terminated by either the customer or our company within one month of the contract start date, a full refund will be provided. However, if the customer cancels the AMC after this initial one-month period, no refund will be issued.



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## Pricing Structure

All prices are quoted on an annual basis. Clients have the flexibility to make payments in one of two ways: either as a single upfront payment for the entire year or in two installments—one at the beginning of the year and the second six months later, covering the latter half of the year.

Basic AMC		
Airis Model (Manual Door)	Classic	Ultra
G+1	8,000	12,000
G+2	10,000	14,000
Airis Model (Auto Door)	Classic	Ultra
G+1	10,000	14,000
G+2	12,000	17,000

Comprehensive AMC		
Airis Model (Manual Door)	Classic	Ultra
G+1	30,000	35,000
G+2	40,000	45,000
Airis Model (Auto Door)	Classic	Ultra
G+1	40,000	45,000
G+2	50,000	55,000





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1. Customer Details:

- Full name:
- Address:
- Phone number:
- Email address:

2. Elevator Information:

- Type and model of the elevator:
- Installation date:
- Any existing warranty or maintenance history

3. Service Requirements:

- Preferred level of maintenance (e.g., comprehensive or basic):

4. Payment Information:

- Chosen payment option (one-time or two installments):

5. Contract Duration:

- Start date of the AMC:
- End date of the AMC:

I have read and understood the terms of the Annual Maintenance Contract (AMC) document, and I hereby agree to its provisions by signing below.

GPlus Team

Date:

Customer Signature,



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