



Passenger Lift Solutions Limited UK and Ireland Warranty Terms and Conditions

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Period of Cover:

Passenger Lift Solutions Ltd ("PLS") provide a product warranty with limitations as set out in this document, see conditions. This warranty period lasts for 37 months from date of shipping for Access "Product" - those fitted into passenger carrying vehicles under category M1 and M2, or 62 months from date of shipping for coach "Product" - passenger carrying vehicles under category M3, from the date of product manufacture. The additional 1 or 2 month grace period is provided for the transport, installation, commissioning and delivery of the vehicle the vehicle that the product is fitted in to. In the case where specialist or extended warranty terms have been agreed with a client, this document forms the basis of the cover provided and applies in full in all cases not specifically covered by any additional agreement.

The original warranty period is not modified, influenced or extended by any servicing, repair, works or replacement of parts on the Product.

Manufacturer recommended service and maintenance schedules and instructions should be followed as a minimum, in addition to any legal obligations placed upon the product in its country of operation

Terms:

This warranty covers the repair or replacement, to include labour, of any part or Product that fails within the period of cover as a result of defective material or workmanship.

The warranty does not cover malfunction, defect or damage caused by accident, misuse, abuse, neglect of service or maintenance, improper adjustment, modification/alteration, road hazards, overloading, failure to follow operation instructions or force majeure.

A claim against PLS under warranty can only be made if the Product has been maintained in its original delivery condition and specification set out in maintenance documents provided by appropriately qualified service partners. PLS have the right to examine the defect/failure either in person or via photographic/video evidence, or to have it examined on their behalf by a party appointed by PLS. For this purpose, PLS may request that the product is presented for this examination at a specified location.

Defects or failures in general that restrict the use of the Product due to faulty design or workmanship, material or component failure or failure of construction may be resolved by rectification works or by replacement components or product at the discretion of PLS.

When considering a warranty claim, the following information will be required:

- Valid Product serial number
- Date of discovery of defect



Conditions:

The final decision on a valid warranty claim will lie solely with Passenger Lift Solutions Ltd.

It is the decision and right of PLS to have specific warranty works carried out in specified workshops and by persons appointed by PLS. In the scenario where by repeated warranty claims are made against the product, PLS reserved the right to use alternative non-specified workshops and persons for remedial works as the discretion of PLS.

Failure to abide by any of the Terms and Conditions of Warranty may result in a void claim or a void warranty of the Product.

The product must be made available during the hours of 8:30 and 17:00, Monday to Friday excluding public holidays.

Labour will only be reimbursed at the standard repair times prescribed by PLS in this document, which represent the average time required by a trained product engineer to diagnose, rectify/repair and examine/test workmanship.

Labour and Travel costs relating to a roadside repair may be reimbursed only if evidence is provided showing the vehicle is physically unable to move due to the nature of the Product failure.

All replacement parts provided under warranty will be temporarily invoiced for administrative reasons. Once defective parts are received back and inspected by PLS (or authority to dispose is given) a credit for the charges will be issued.

All replacement parts provided and replaced under warranty carry a warranty period limited to the remaining balance of cover for the product.

Specific Limitations:

All handsets (any device used to control the Product) have a limited warranty of 12 months from the date of commission.

A powerpack that is fitted to the exterior of a vehicle with a cover and not exposed to the elements is limited to a 36-month warranty from the date of commission.

Powerpack warranty is void if the external cover is not fitted correctly, damaged or missing.

Exclusions to warranty:

The following detailed specifics not included under warranty:

Consequential damage/loss such as but not limited to immobility of a vehicle, other transport or logistics costs, the cover for replacement or hire vehicles, loss of earnings/missed sales, transport costs to and from approved workshops and driver waiting times.

Any administrative costs pertaining to a warranty claim

Any consumable parts (included but not limited to fuses, bulbs, electrical connectors, bearings and bushes designed to wear under normal use, non-slip adhesives, decals and artwork, and fasteners that should be checked at service intervals.

Any part or component failure as a result of customer damage.



Exclusions to warranty (cont):

Any regular Product activities relating to its service/maintenance, installation and inspection, including those required by law.

A Product warranty may be considered void as a result of the use of polluted hydraulic oil - water contamination in the oil or use of hydraulic oil with differing technical characteristics not compatible with the original specification oil provided with the Product. Adjustments of the hydraulic cylinder after its first use.

Additional non standard components added to the Product construction after delivery of the Product, and damages caused as a result of the use of non-original options or accessories.

Defects/damages to the electrical connections of the product to the vehicle as its source of main power supply, defects to the vehicle battery and power capacity, poor earth/grounding connections (including corrosion) or devices such as low-battery appliances and alarms/anti-theft equipment prescribed by the customer.

Damages to electrical components as a result of low/poor power supply or insufficient earthing/grounding of the product.

Components subject to natural wear and tear.

Damages or Product failures as a result of incorrect fitting (unless fitted by PLS, or its appointed third party).

Damage or failure as a result of negligence or disregard to the specified maintenance intervals of the Product.

Damage or failure as a result of abuse or use of the Product in an application other than for which its intended design is for.

Failure or damage as a result of overloading the product, collision of the vehicle or by all other causes which cannot be attributed to as a fault of PLS.

Defect caused as a result of the unauthorised modification to the original construction or safety devices without prior written approval from PLS.

As far as any given incident is not covered by the legislation on Product Liability and Warranty, a warranty case cannot lead to a damage claim of any kind.

Please consult exclusions before completing any work or repairs on behalf of PLS. For the execution on non-listed works please consult PLS prior to commencing any repairs.

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

Passenger Lift Solutions reserve the right to alter or amend its Terms and Conditions of Warranty as described in this document without prior notice.



Making a claim:

Warranty claims may be made either using the "Get Help" form which can be found within the PLS Assist paged on our website, in writing by email or by telephone to the PLS Assist support team. Claims older than 30 days may be rejected at the discretion of PLS.

www.passengerliftsolutions.com/get-help

plsassist@passengerliftsolutions.com

+44 (0)121 552 0660 (option 3)

To make a claim, the lift serial number must be provided on the initial application for warranty work to be completed.

Only cases that have been pre-authorised by PLS will be accepted, and no retrospective claims will be authorised for remedial works completed without first seeking approval.

If work is required outside of normal working hours to return a vehicle to service, the vehicle operator may carry out the minimum work required without prior authorisation from Passenger Lift Solutions. Any work carried out under these circumstances must adhere to the claim times detailed below and must be reported to Passenger Lift Solutions at the earliest possible opportunity and always within 48 hours of the work being conducted for consideration for a warranty claim.

Final remuneration will only be granted in cases where the serial number is valid, photographic evidence of the failure is provided, a prescribed 31-Point examination is made after works are completed and invoiced labour is within the given period as detailed in this document.

All parts requested to be returned by PLS for inspection will be collected by PLS and credited on their return.

Invoices must be submitted to PLS within 20 days of works completed.



Approved claim times:**Lifts**

Mechanical	Repair/Release platform lock	30 Minutes
	Replace end cap on cylinder	45 Minutes
	Replace cylinder extension	45 Minutes
	Replace roll off ramp	30 Minutes
	Replace bridging plate	60 Minutes
Hydraulic	Replace hydraulic hose	30 Minutes
	Repair oil leak, replace o-ring/washer on valves	30 Minutes
	Replace crash valves	30 Minutes
	Replace hydraulic cylinder	60 Minutes
	Replace cylinder seal (x1)	60 Minutes
	Replace cylinder seal (x2)	90 Minutes
	Replace hydraulic pump	60 Minutes
Replace oil tank	45 Minutes	
Electrical	Replace starter solenoid	30 Minutes
	Exchange of electric motor	60 Minutes
	Repair or replace control switch/button	45 Minutes
	Measure of electric power circuit and replace fuse	30 Minutes
	Replace any single electrical harness	60 Minutes

Steps

Mechanical	Exchange step corner	15 Minutes
	Adjust drive line	20 Minutes
	Replace gear arm	35 Minutes
	Clean and lubricate	20 Minutes
	Replace bottom cover	10 Minutes
Electrical	Replace motor	45 Minutes
	Replace ECU	40 Minutes
	Repair primary wiring harness defect	30 Minutes
	Repair secondary wiring harness defect	15 Minutes
	Replace magnetic switch	15 Minutes
	Replace door switch	15 Minutes
	Replace LED assembly	15 Minutes

Manual Ramps

Mechanical	Replace long gas springs	20 Minutes
	Replace centre gas spring	20 Minutes
	Operational adjustments	15 Minutes
	Replace both front wheels	15 Minutes



31-Point Examination

	Full examination	15 Minutes
One complete examination must be completed with any warranty work, adjustment or repair on any PLS lift product, and the additional time is permitted to be invoiced with a copy of this examination report.		



31- Point Check (sample):

LOLER/SERVICE Inspection Check List		Lift Serial:
Access, Mega and Easy Access Lifts		
Engineer name:		Vehicle reg:
		Date:
Customer Name:		
Address:		
Telephone number:		
		Pass
1	Ramp stop (roll-off) operation/condition	
2	Bridging plate operation / condition	
3	Platform stowage set correctly	
4	Handrail and side guard operation / condition	
5	Handrail plunger locks engaging correctly and secure	
6	Anti-slip cleating and wear strip condition	
7	All set pins secure / grub screws or locking bolts tight	
8	All fasteners tight	
9	Check lift isolator	
10	Condition of lifting cylinders	
11	Up/down hydraulic pump operation / condition (relief valve) within SWL of the lift	
12	Hand pump operation /condition / check tightness (bleed system whilst checking)	
13	Condition of all bearings and cam followers / grease (lower arm pivot on EA lift)	
14	All hoses in good condition / arm hose / cylinder hoses and platform pipe and hose	
15	Hydraulic fittings in good condition / ports on power pack tight	
16	Wiring loom condition (crimps, fuse holder, earth wires, etc)	
17	Lift correctly lubricated (cam followers / extension/ switches and cam and cranks)	
18	Condition of stowage box, fitting brackets and fasteners	
19	Speed of operation within limits	
20	Handset condition	
21	Labels and operating instructions in legible condition	
22	Check hydraulic oil level correct and condition (no contamination)	
Cassette lifts only below		
23	Condition of ramp stop cylinder (corrosion, leaks, loose caps)	
24	Carriage lock and rocker(s) working correctly	
25	Platform stability	
26	Platform extension operation (stops tight)	
27	In/out motor operation / condition / check top cog and switches	
28	Umbilical hose condition	
29	Box lock operation / condition (if coach check cable lock operation fully)	
30	Condition of box tracks (not bent or indented)	
31	Top and bottom sheets secure	
Additional comments:		



Extensions to warranty:

An extended warranty may be made available if requested no later than month 36 or 60 depending on the original product and agreed in writing by Passenger Lift Solutions. Individual levels of extended cover can be made available subject to the condition and examination of the product, and replacement of components.

Restrictions:

In the event that the customer account has an invoice unpaid beyond the terms and conditions of their account or is in dispute, PLS reserve the right to withhold warranty approval until this is rectified.

Warranty of spare parts:

Parts purchased from PLS as a replacement spare part; not provided as a warranty item carry a 12-month warranty only.

