

# Customer Service

Our commitment to the customer does not end with the installation of a product. Regular maintenance will help you continue your lift travels, and we are here to support you through the next step in your journey with Wessex...



We offer a full range of Service Contracts which are designed to give the correct level of maintenance, as recommended by British Standards and additional peace of mind to prevent, or cover, unexpected breakdowns.

Wessex has many years experience in designing, installing and maintaining products that aid mobility. These include through-floor lifts, hoists, stairlifts and lifting platforms.



# About Our Contracts

Equipment Type	5 Year Extended Warranty	3 Year Extended Warranty	Wessex Gold	Wessex Silver	Wessex Bronze
Home Lifts (VM, VE, Elesse)	✓	✓	✓	✓	✓
Low Rise Lifts (LR, SP, LL) - Internal	✓	✓	✓	✓	✓
Low Rise Lifts (LR, SP, LL) - External	✓	✓	✓	✓	✓
Liberty Lifts Enclosed (L3)	✓	✓	✓	✓	✓
Stairlifts				✓	✓
Hoists				✓	✓
Platform Stairlifts					✓
All Other Equipment					✓



**Extended Warranty** – Includes scheduled services, call out charges and parts Available for 3 or 5 years giving comprehensive cover for total peace of mind. Requires one single payment within 30 days of installation.

**Gold** – Includes scheduled services, call out charges and parts Renewable annually (or longer by agreement). Flexible payment terms (3 monthly, 6 monthly or annually in advance). Available for Wessex manufactured and installed products up to 5 years old.

**Silver** – Includes scheduled services and call out charges (parts charged extra) First class cover, renewable annually (or longer by agreement). Flexible payment terms (3 monthly, 6 monthly or annually in advance). Available for Wessex supplied products, installed by Wessex engineers.

**Bronze** – Includes scheduled services (call out charges and parts charged extra) Maintenance cover at competitive prices, renewable annually (or longer by agreement). Flexible payment terms, either in advance or after each service visit.

The Wessex policy is one of continuous product development and the Company therefore reserves the right to alter product or component specifications without notice.

**Please Note:**

- All Service Contract prices include the recommended scheduled visits as per relevant standards.
- Cover for labour available within normal office hours. Response outside these hours may incur additional costs.
- Terms and Conditions apply, as shown on the Contract Agreement.
- Discounted prices for multiple units on any one contract are available.



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