

# Super Care Warranty

## Comprehensive Maintenance and Warranty Programmes

Moving & Handling and Showering & Bathing Equipment

Service & Maintenance Solutions



# Moving & Handling Maintenance

## *Why is a maintenance contract advisable?*

Hoisting equipment can play a vital role in both the quality of life experienced by an end user and the prevention of musculoskeletal disorders encountered by carers and healthcare professionals. When that equipment is out of service due to breakdown it can have a significant affect often resulting in the user being confined to bed until the fault can be rectified.

A regular schedule of maintenance and inspection can not only reduce the risk of breakdown but also ensure that any legal obligations are met.



## *Legal Obligations*

Equipment which is provided for use in work activities is subject to the provisions detailed in the Provision and Use of Work Equipment Regulations 1998 (PUWER).

The regular servicing and maintenance of equipment can help ensure that equipment provided remains in good operable condition.

There are additional obligations in relation to lifting equipment. ISO10535 requires lifting equipment to be maintained at least annually by a competent person, this includes a load test. Our extended warranty includes an annual service visit which ensures compliance with this requirement and provides you with the required documented evidence.

## *Through Examination*

LOLER states that a thorough examination must be conducted every six months by a person deemed to be competent. This is a visual inspection of the hoist and all accessories.

A competent person is someone who has sufficient technical and practical knowledge of the lift to be able to detect any defects and assess how significant they are. This person is required to be independent from the person conducting the service and maintenance visits and is usually arranged by your insurer. As the service contractor we are unable to conduct this inspection.

# Moving & Handling Warranties

## *How can Chiltern Invadex help?*

We offer one and four year extended warranty options which help to keep your hoisting equipment in good working order and will also assist you in meeting the legislative requirements for moving & handling equipment.

Each warranty programme includes;

- Annual Service
- Weight Test Certificate
- Parts\*
- Labour
- Breakdown Cover (9am to 5pm Mon to Fri)

We will let you know when your inspections are due and provide you with the necessary documentation to assist with Regulatory compliance.

\* Subject to compliance with the simple warranty conditions detailed in the user guide. A copy can be obtained from the Service Department. Batteries are excluded from all warranties.



## *Extended Warranty Pricing Structure*

| <b>Hoist Model</b> | <b>Bronze Warranty (1 year)</b> | <b>Silver Warranty (4 year)</b> |
|--------------------|---------------------------------|---------------------------------|
| Mobile Hoist       | £200                            | £600                            |
| Portable Hoist     | £250                            | £800                            |
| Overhead Hoist     | £250                            | £800                            |
| X-Y Hoist          | £300                            | £1000                           |

Prices quoted are exclusive of VAT at the prevailing rate. This service is eligible for VAT relief where the applicant is an eligible person as described by HM Revenue & Customs.

# Showering & Bathing Warranties

There is no legal requirement to establish a maintenance and inspection programme for showering and bathing equipment, however, adequate accessible bathing facilities in full working order often form an essential part of daily living for many disabled and elderly people.

Annual service is particularly recommended for units which include a pumped waste system.

Engineers will ensure the shower, pump and macerator continue to work efficiently as well as ensuring that doors and water seals function correctly.



In addition, an extended warranty provides peace of mind that should any of the electrical components fail, they will be replaced without delay using high quality approved parts.

## Extended Warranty Pricing Structure

| Equipment             | Bronze Warranty<br>(1 year)<br>entire installation | Silver Warranty<br>(4 year)<br>without macerator and<br>shower | Silver Warranty<br>(4 year) Including<br>shower where provided<br>with installation |
|-----------------------|--|--|---|
| Shower Cubicle        | £200   | £550   | £575  |
| Shower Toilet Cubicle | £250   | £650   | £675  |
| Shower Tray           | £150   | £450   | £475  |

Prices quoted are exclusive of VAT at the prevailing rate. This service is eligible for VAT relief where the applicant is an eligible person as described by HM Revenue & Customs.

# Service & Maintenance Contracts

Service contracts are put into place to ensure that equipment is adequately inspected to confirm that there is no detrimental wear and tear. Unlike extended warranties they do not include breakdown cover or the replacement of parts.

In addition to hoists and bathing equipment, service contracts can be put into place for shower chairs, cradles and trolleys which we recommend are serviced at least annually, twice per year in areas of high use such as hospitals and care homes.

Our experienced engineers are also able to service, inspect and maintain equipment from other manufacturers.

For further details of service and maintenance contracts and to obtain a quotation, please contact our service department on 01869 365500 opt 3.



# Extended Warranty Applications



If your equipment is within its standard warranty period an extended warranty be arranged by calling our Service Department on 01869 365500 and selecting option 3. Our Service Administrators will be able to put the warranty in place.

Should your equipment be out of its warranty period (12 months from installation) a chargeable inspection visit will be required prior to acceptance. Our Service Team will be able to arrange for this to take place at a convenient time.

Please have the serial number(s) to hand when calling.

Alternatively, you can complete and return the application form below and we will contact you once your application has been received.

Call our Service Team on 01869 365500 option 3 for assistance

## Warranty Application Form

*For service and maintenance contracts, please call for a quotation.*

Please complete the below form in BLOCK CAPITALS and return to: Service Dept, Chiltern Invadex (UK) Limited, Unit 6C Thorpe Drive, Banbury, Oxfordshire OX16 4UZ

### Your details:

Title: Mr/Mrs/Miss Initials:.....Surname:.....

Address:.....

Postcode:.....Tel:.....

Email:.....

**Equipment type:** *Hoisting* Mobile  Portable  Overhead  X-Y System

*Bathing* Shower Cubicle  Toilet Cubicle  Shower Tray

Serial number:..... Installation date\*.....

**Warranty type:** Bronze (1 year)  Silver (4 years)

**Payment:**  I enclose my cheque made payable to Chiltern Invadex (UK) Limited  
 Please call me to arrange card payment

### VAT Exemption Declaration:

I hereby declare that I am an eligible person under Paragraph 3 of HM Customs & Revenue Notice 701/7 (August 2002) and that I am receiving the above service from Chiltern Invadex (UK) Limited.

Signature.....Date:.....

\*Please Note: if the equipment is outside of standard warranty period a chargeable inspection visit will be required prior to acceptance of application. It is recommended that you call our Service Team to make arrangements prior to sending any payment.



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OX16 4UZ

Tel: 01869 365500

Email: [servicedept@chilterninvadex.co.uk](mailto:servicedept@chilterninvadex.co.uk)

Acceptance onto all warranty programmes is subject to acceptance of the company's standard terms and conditions of use, details of which are available from the Service Department and will form part of any contract.

#### *Exclusions*

Chiltern Invadex will not accept claims for;

- Costs arising from failure to install, operate and maintain equipment in accordance with manufacturers instruction
- Breakdown due to limescale or any other water impurity
- Plumbing and electrical installations causing product breakdown
- Repairs carried out by non-authorized repairer or using non-genuine parts
- Failure caused by unauthorised product modification
- Repairs requiring spare parts which are no longer available
- The replacement of batteries is excluded from all warranties

Chiltern Invadex reserve the right to change the product specification and will offer compatible replacement parts at their discretion.

Additional information in relation to VAT exemptions for disabled people can be found on the HMRC website at; <http://www.hmrc.gov.uk/vat/sectors/consumers/disabled.htm>

Additional information in relation to LOLER can be found on the Health & Safety Executive website at; <http://www.hse.gov.uk/work-equipment-machinery/loler.htm>  
and also; <http://www.hse.gov.uk/work-equipment-machinery/lift-persons.htm>

