

## Home Lift Maintenance Options

Melbourne Elevators offers two standard options for lift maintenance. If the two options do not suit your requirements, an individual agreement can be arranged. All rates are applicable as of financial year 2023-2024; CPI increase applies after each financial year.

### Option 1: This option is referred to as “Do and Charge”

- There is no written agreement in place.
- Melbourne Elevators contacts the Homeowner each year to arrange a service visit.
- The service is fully documented for the Homeowner's records
- If the customer requires repairs, call-outs or additional work, the charge-out rate is \$315.00 + GST per hour, for a minimum of two hours.
- All servicing is done by trained and qualified technicians who are both electricians and lift mechanics.
- If the customer requires repairs, call-outs or additional work, the charge-out rate is \$315.00 per hour + GST for a minimum of two hours.
- The cost for the service is \$585.00 + GST.

### Option 2: Standard Residential Maintenance Agreement (SRMA)

- There is a formal agreement in place between Melbourne Elevators and the Homeowner, so all parties are clear on what is expected and allows Melbourne Elevators to enter the home in the event of a passenger entrapment.
- The Agreement includes an annual service, fully documented for the Homeowner's records.
- An annual safety check is performed at the time of the service to check and test the lift safety systems. This is a requirement for lifts and needs to be included in home sales documentation and may be referenced by statutory bodies and insurers in the event of issues regarding the lift.
- The labour rate is \$195 per hour + GST for a minimum of 1 hour only.
- The Agreement entitles the Homeowner to priority attendance over non-contracted customers.
- There are no lock-in clauses in the SRMA so Homeowners are free to exit the agreement at any stage. This is Melbourne Elevators' way of guaranteeing quality service and workmanship; we like to work cooperatively with our customers.
- The Agreement can just roll over from year to year to ensure a hassle-free cover for your lift.
- If the customer requires repairs, call outs or additional works the charge out rate is \$197.00 + GST per hour for a minimum of 1 hour only.
- The annual cost for the Standard Residential Maintenance Agreement is \$871.00 + GST.