

ANNUAL SERVICE CONTRACT

(You're in "Safe Hands")

TYPE OF CONTRACT – LABOUR CONTRACT

PERIOD OF CONTRACT –ONE YEAR

General terms and conditions of this labor contract:

- a) The period of contract is for one year from the date of receipt of order.
- b) 24/7 Breakdown registration facility included in this contract.
- c) The call back/Service failure components quotation is valid for a period of 30 days from the date of offer and thereafter subject to our confirmation.
- d) Upon the notification by the customer of breakdown or failure in the elevator, the company shall Send as soon as may reasonably be possible during the company's normal working hours, a technician to carry out necessary repairs in order to restore the elevator to satisfactory working condition.
- e) Notify the company immediately of any malfunction whatsoever of the elevator.
- f) In case of call back company will depute a trained technician to attend the call back as normal working hours. In the case of replacement of any damaged worn or faulty parts, customer shall bear the cost of the replaced or repaired parts in advance.
- g) Elevator **service will Monthly Once**, lubricate and clean the machine, controller, bearing, guides and if required make minor adjustments to ensure smooth and safe operation of the Elevators.
- h) Not to interfere with the lift and not to allow or permit any other than Contractors authorized technicians, to do any breach of this clause being discovered by contractor, contractor has the right to cancel this agreement and to claim any cost / charges or expenses or damages suffered by contractor.
- i) Carry out the service work whenever possible on a day convenient to the customer other than Sundays & Holidays and during regular working hours.
- j) Be entitled to depute its authorized service personnel to attend all call backs during normal working hours, free of charges

k) Apart from the lubrication oil and grease. The Gear oil, Rope lubrication oil replenish/refill is the additional cost in this contract.

l) During the period of servicing, the lift shall not be available for your use but the lift operator should be present till the servicing work is completed

m) Where damage or delay is caused due to strikes, lock outs, civil commotion, war, theft, floods, riots, explosion or act of God or Cause beyond our control.

n) Ensure that two trained persons in the building are available for emergency rescue of trapped passengers.

o) Keep the machine room under lock and key to prevent pilferage and theft.

p) Keep the machine room clean and don't dump any materials/electronic equipments inside the Machine room.

q) In case of a reported breakdown being attended by the company which it finds is due to extraneous causes such as failure of power supply, Improper closing of doors, unauthorized interference by strangers over which the company has no response.

r) In case of termination / Cancellation of contract, refund of payment if already received, will be made after deducting the charges proportionately towards Service already rendered.

s) Acceptance of this contract, kindly sign the copy of this contract and provide us the payment in favor of Steven Elevators. We shall sign the Original and return back to you.

Accepted By

STEVEN ELEVATOR

Customer's Signature & Seal

Authorized signatory