

Terms and Conditions

Platinum Elevators “EXCLUSIVE LIFT GIFTS” 2025 Black Friday Promotion

This offer is only available for residential lifts ordered from Platinum Elevators and excludes the Crystal Mini Lift. This offer is only available for orders which are confirmed and registered between 14th November 2025 – 1st December 2025. A confirmed order constitutes a signed tender document. You may choose only one offer between:

- a) 5-Year Warranty or
- b) \$1,500 off your lift order.

This offer is not available in conjunction with any other offer or discount. This offer is not available for multi-lift orders.

Platinum Elevators reserves the right to vary the terms of, or cancel, the offer at any time without liability to any participant or other person, subject to applicable laws.

****Appendix A and B terms are also applicable***

Appendix A

“5-Year Warranty” Terms and Conditions

Outlined below are the Platinum Elevators warranty terms and conditions for any residential elevator purchased from 14th November until 1st December 2025, which qualify for the 5-year comprehensive warranty period (Extended Warranty):

- Platinum Elevators warrants under the Extended Warranty that the lift will be free from defects in materials and workmanship under conditions of normal use and service within Australia during the period commencing from the warranty commencement date expiring 5 years later.
- The Extended Warranty remains valid only when the capped price annual service fee is paid from the commencement of the 2nd year (as calculated from the warranty commencement date) and each subsequent year after up to the end of the 5th year following handover. All capped price annual service fees must be paid prior to the due date specified within the invoice issued by Platinum Elevators. The Extended Warranty will automatically expire if the service fees are not paid by the due date specified on the annual invoice issued by Platinum Elevators.
- All accounts must be paid in full within the payment terms. Otherwise, the Extended Warranty will be null and void.

Melbourne Showroom (Head Office):

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Geelong Showroom:

Unit 1/130-140 St Georges Rd, Corio VIC 3214



- The benefit of this Extended Warranty is transferable during the 5-year warranty period only. Platinum Elevators must be notified of any customer details change. Failure to do so may result in the Extended Warranty period expiring.
- All works in relation to any defects or breakdowns covered by the Extended Warranty will be carried out during normal working hours, typically between 7.30am and 4pm Monday–Friday.
- The Extended Warranty does not cover defects due to: failure to have the lift service by Platinum Elevators; failure to replace a part following recommendation by Platinum Elevators to do so; damage, deterioration or corrosion caused by weather or environmental conditions; use of the lift which is not in accordance with the operating instructions; vandalism or abuse of the lift; user damage or faults; nor does it cover instances where a modification to, alteration to, or unauthorised repairs of, the lift have been carried out. User faults resulting in a call out are chargeable.
- Beyond the Extended Warranty period, any maintenance breakdown calls, and after-hours breakdowns are chargeable. Any after-hours breakdowns where attendance is not required immediately (as determined by Platinum Elevators) shall be attended to as soon as possible and as agreed with the customer.
- All program and software updates are included during the 5-year Extended Warranty period.
- The replacement of individual parts during the Extended Warranty period does not increase the Extended Warranty period on that particular part beyond its standard warranty period.
- Additional maintenance visits after the nominated and agreed maintenance period shall be charged in accordance with Platinum Elevators standard schedule of rates and must be paid prior or at the time of servicing.
- Should Platinum Elevators be called to a passenger entrapment and the passenger is released prior to Platinum Elevators arrival, the call out will be chargeable.
- Comprehensive parts replacement under the 5-year Extended Warranty period will only be covered if the annual service fee is paid prior to the due date as stated on the annual invoice issued by Platinum Elevators.
- The annual capped price servicing amount (\$800 + GST) is applicable to any projects within a 100km radius of the CBD of Melbourne VIC and is POA on any locations outside of the 100km radius, applicable only after the first 12 months warranty and servicing period which is included within the new residential lift purchase.

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- Platinum Elevators warrants that for the 5-year warranty period of time it will, at its discretion and final determination without recourse, repair or replace any original equipment components identified as defective in material or workmanship except for items listed in the section “This Extended Warranty does not cover the following.”

The Extended Warranty does not cover the following

- Requests for after-hours work of any kind.
- Wear and tear, scratch, dent and staining meaning the gradual reduction of operating performance of parts.
- Deterioration of interior/exterior skinplates, paint and other appearance items having regard to the age of the elevator, the operating conditions, and the level of care.
- Corrosion or local environmental conditions; any part damaged or deteriorated by corrosion or local environmental conditions must be replaced at the owner’s cost. Failure by the owner to replace any part identified by Platinum Elevators as having deteriorated in this way will void the warranty.
- Items designated for replacement as part of a scheduled service and normal maintenance items.
- Equipment failure or breakage due to vandalism, misuse, or usage not in accordance with the approval.
- Consequential damage that occurs as a result of continuing to operate the elevator with a defect evident.
- Light bulbs and batteries are normal wear and tear parts and are not considered warrantable items.
- Any modification, repair or alteration of the product or part by any third-party voids Platinum Elevators Obligations under this warranty.
- Attempts to do your own repairs or where the part or product has been subject to greater loads in excess of that specified by Platinum Elevators will void the warranty.
- Damage caused by power surges, spikes or voltage drops.
- Acts of God, earthquakes, storms, water ingress, lightning, war or acts of terrorism.

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- Failure to carry out servicing at the intervals and in accordance with the scheduled yearly service requirements.
- Labour for other services, which includes but is not limited to power supply, circuit breakers, cabling from main switchboards to the lift controller, hard wired phone lines, security systems, home/building automation systems or any additional items external to the lift services will not be included under warranty.
- Due to the continuous product improvements, the product design may vary from time to time.

No obligation to replace or upgrade to any later versions or product parts is accepted or implied. This remains at Platinum Elevators' discretion only. This offer is only available on residential lifts ordered from Platinum Elevators. This offer is only available to orders which are confirmed and registered between 14th November 2025 to 1st December 2025. A confirmed order constitutes a signed tender document. This offer is not available in conjunction with any other offer or discount. Platinum Elevators reserves the right to vary the terms of, or cancel, the offer at any time without liability to any participant or other person, subject to applicable laws.

Appendix B

“\$1,500 OFF” Terms and Conditions

This offer is only available on residential lifts ordered from Platinum Elevators and excludes the Crystal Mini Lift. This offer is only available to orders which are confirmed and registered between 14th November 2025 – 1st December 2025. A confirmed order constitutes a signed tender document. This offer is not available in conjunction with any other offer or discount.

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