



DESIGNCOM
TECHNOLOGIES



Control Centre

emFONE[®]
Emergency Telephones

Control Centre

The emFONE emergency lift telephone will test itself automatically at a periodic time interval not exceeding 3 days to comply with EN81-28 code, and report back to our Control Centre. The Control Centre database will record the call and verify that the unit is operational.

If the product fails to report within the schedule time, the Control Centre will alert the assigned contact to investigate the problem out in the field. If the emFONE is diagnosed to be faulty, Design-Com will despatch a replacement unit under its warranty*

WHAT DO I NEED TO JOIN THIS SERVICE?

You will require an emFONE EM-C83 or LX System purchased from Design-Com Technologies after June 2005.

Procedure to update all emergency lift telephones:

We will go through a program to replace all existing lift telephones with the new software. There are two methods to change:

1. If the lift telephone is a C82 or C83 series purchased before June 2005, we can provide a service to update the phones software, service and test the unit*. It will then be ready to put back into service.

2. If the product is a model earlier than a C82, or even another manufacturers product, we will buy back the unit as a trade-in and provide a new unit at a reduced cost to put back into service*. A range of emFONE's are available to suit new lifts, existing COP's, refurbishment's & upgrades.

Once you have a compatible emFONE, fill out the service contract form available from our website: www.designcom.com.au

Alternatively contact us to discuss things further.



features include:

- Lift telephones will perform self diagnostic tests.
- Lift telephones will report back to our Control Centre periodically.
- 24 hour / 365 days a year monitoring.
- Fault alerts are sent to lift maintainer and/or tenant.
- Monthly custom reports sent by email.
- Complies to EN 81-28 : 2003 Code.
- Save time and money on manual telephone tests.



All calls made from lift cars are charged at standard call rates per call within Australia by your telephone service provider.

*Conditions apply, Please see terms and conditions from our website for more information.

Designed and manufactured in Australia

Design-Com Technologies Pty Ltd

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SERVICE CONTRACT

Contract between the parties:

Design-Com Technologies Pty. Ltd. A.B.N. 31 091 941 838
14 Redland Drive, Mitcham, 3132, Victoria, Australia.

And

Name of Company:

A.B.N:

Authorized Person s Name:

Address:

Email address 1:

Email address 2:

Phone number: Fax. number:

Site Details

Lift No.	Location (eg. High Rise)	Serial Number Written on emFONE	Site Phone Number Phone line the unit is connected to. Please include area code.

You may choose to keep your client(s) confidential by providing us with a job or reference number to use in the event of a unit failure.

Site job number:

Job / Reference:

Or you can provide the full site details (optional)

Building name:

Building address:

I accept and agree to the terms and conditions of this contract.

Authorized Person: _____

Signature: _____ Date: _____

SERVICE CONTRACT - Terms and Conditions

Terms and conditions of Design-Com Technologies Pty. Ltd. A.B.N. 31 091 941 838

“Company”, refers to the organization entered into a contract with Design-Com Technologies (DCT)

1. Design-Com’s Control Centre will provide the equipment to monitor the emergency lift telephone for functionality and reliability in each lift car telephone installation.
2. All company information and data is strictly confidential between the two contracted parties only. No person outside the nominated staff is permitted to enter the Control Centre or obtain access to confidential information.
3. Design-Com will monitor the lift telephone 24 hours a day 365 days of the year for functionality and reliability. Upon detection of a fault the system will automatically send an email to the nominated email address. Monthly reports will be sent to the nominated email address.
4. Design-Com will trade an old unit for new;
 - (a) The old unit can be any manufacturers product and any type of lift telephone.
 - (b) The trade in price will be \$150.00 +GST
 - (c) All freight costs will be additional.
 - (d) A full trade in credit note will be issued when the traded in items are returned back to Design-Com.
5. Design-Com will offer Life Time Warranty on the emergency lift telephone while this contract is valid;
 - (a) Life Time Warranty will cover the product for the life of the service contract against all possible failures. Exclusions are: Floods, Earthquake, Vandalism, Power Surge(Lightning), and obvious misuse.
 - (b) Life Time Warranty Claim Fee is \$60.00 + GST, per unit.
 - (c) Freight costs are charged to the company.
 - (d) Replacement Unit is to be installed by the Lift Service Provider
6. Design-Com will cancel this contract if the payment for services is not made by the company after 3 months of the nominated due date.
7. The Annual Service Charge (**\$91.25 + GST, per Lift**) will be billed annually in advance.
8. This Contract will have a 5 Year Term.

Name of the authorized person:.....

Date:.....

Signature of the authorized person:.....