

Q&A (Continued)



Q: Can I take out a Programmed Maintenance Agreement on equipment that I did not purchase recently?

A: In most cases, a Programmed Maintenance Agreement can be taken out on equipment that you have had for some time. For a price on this, send a copy of your purchase invoice, plus 3 or 4 current photos, to service@astris-pme.com.au. We will reply with a specific quotation for this agreement.

Q: Can I take out a Programmed Maintenance Agreement on a piece of equipment that I did not purchase from Astris PME?

A: We can provide a quote for you. Please send a copy of your purchase invoice, plus 3 or 4 current photos, to service@astris-pme.com.au. We will reply with a specific quotation for this agreement.

Disclaimer: Astris PME reserves the right NOT to take out an agreement on any piece of equipment. This may occur due to the location of the equipment, the age of the equipment, the way the equipment is being used, or for any other reason at the discretion of Astris PME management.



How do I sign up to the Astris PME Assistive Technology Programmed Maintenance Agreement?

Email service@astris-pme.com.au with the following details:

- Your name
- The equipment user's name
- Your phone number
- Your email address
- The address where the equipment is usually kept
- The Astris PME Unit ID (if known)
- The Astris PME Sales Order (SO) or Invoice (INV) number (if known)
- Details about the equipment (e.g. brand, type, etc.)
- Any other details that you would like to tell us

If more than 3 months old, also include:

- Three or four photos of the equipment
- Copy of the invoice, regardless of supplier

Legally, if there is any known damage or issues with the equipment, you **MUST** notify us prior to signing up for any agreement, otherwise the agreement may be nullified (i.e. cancelled).

Contact Us

Head Office | Sydney (North West)
30 Prime Drive, Seven Hills, NSW 2147

Sydney (South West)
4 Phiney Place, Ingleburn, NSW 2565

Newcastle
109 Munibung Road, Boolaroo, NSW 2284

Wollongong
218 Berkeley Road, Unanderra, NSW 2526

Young
5 McVeigh Street, Young NSW, 2594

Canberra
3 Dominion Place, Queabeyan East, NSW 2620

Melbourne (West)
3 Carmen Street, Truganina, VIC 3029

Melbourne (East)
58 Star Cres, Hallam, VIC 3803

Brisbane
38 Industry Place, Wynnum, QLD 4178



 **02-9135-6440**

astris-pme.com.au | service@astris-pme.com.au



Assistive Technology Equipment



Programmed Maintenance Plan

Using and Maintaining Your Mobility Equipment

To get the best service life from your equipment, it is imperative that it is maintained. This means small issues can be resolved before they cause major issues, and in many cases programmed maintenance can avoid these small issues from even arising.

If you depend on assistive technology equipment or are caring for someone who does, then you should be fully aware of the importance of proper maintenance of equipment.

Assistive Technology Equipment is usually highly complex, with multiple moving parts, often performing under the stress of daily use. Doing routine inspection checks with the backup of the Astris PME Programmed Maintenance Plan will help prolong the life of your equipment and keep everyone safe.



What is included?

- ✓ An experienced Astris PME service technician - who is an authority on Assistive Technology Equipment - will attend your location to inspect your equipment.
- ✓ Your service technician will do an inspection of the equipment, identify anything that requires attention, and check other essential items such as harnesses, tyres, brakes, etc.
- ✓ Your service technician will complete a visual inspection for any damages which may have been caused by incorrect equipment usage, transport, or storage. Advice on correct usage can be arranged with our Product Specialists; this will help prevent damage and maximise the life of the equipment.
- ✓ Small parts (i.e. Consumables) required by your service technician, such as grease, generic nuts / bolts, etc.

What is not included?

- ✗ Spare or replacement parts – such as tyres, tubes, seat covers, new brakes, replacement tray hardware, etc.
- ✗ Emergency call out fee due to sudden equipment issues.
- ✗ Repairs needed due to motor vehicle accidents or other major product damage.
- ✗ Growth adjustment appointments (which require a therapist to be present). A separate fee schedule is required for this.

Q&A



Q: What is the main advantage of having a Programmed Maintenance Agreement?

A: This enables you to have an experienced technician visit your premises and inspect your equipment, to ensure that it is in proper working order and that components are not loose or damaged through excessive wear or incorrect usage. If required, general maintenance will be undertaken at no extra cost during this visit. Keeping equipment properly maintained keeps your equipment safe, and can help maximise the life of the equipment.

Q: How are the maintenance dates set up?

A: When the Astris PME Service Technician is due to visit your area, you will be contacted to see if you would like to have a Program Maintenance visit made, your item of equipment inspected and any maintenance carried out. You are able to decline this date and time, if this option does not work for you. Your next visit will be arranged at another time.

Q: When is the best time to make my first service appointment?

A: For existing equipment, we recommend that your first service is scheduled within 30-60 days of your contract start date. This enables your service technician to assist with any issues you may have with your new equipment. Damage may occur through user error so it is advisable to correct this early on. For new equipment, we recommend the first service at around 3 months from delivery.

Q: How often will my equipment be serviced?

A: In most cases your equipment will be serviced two (2) times each year, approximately every 6 months.

Q: Can I request an urgent appointment / service, if I notice something not right on a piece of equipment?

A: Your Programmed Maintenance Agreement does NOT cover emergency breakdowns or repairs. If you need an urgent repair to be carried out, you will need to request a Repair Appointment, which will be quoted / priced separately to this Agreement.

Q: Can I apply the service agreement to cover other Assistive Technology Equipment that I have?

A: Each Programmed Maintenance Agreement only covers one major item of Assistive Technology Equipment. Whilst the technician is visiting you to carry out an inspection and maintenance appointment, feel free to ask them about any queries you may have about other equipment. Maintenance or repairs for any other equipment not covered under this Agreement will be covered by a separate Agreement or invoice.

Q: What do I do if something becomes broken on our equipment?

A: As soon as you notice anything on your equipment that appears to be damaged or not working, take a photo and email it to service@astris-pme.com.au. Our Service Team will review your photographs, and come back to you with advice on how to proceed.

Q: What should I do if the equipment becomes unsafe to use?

A: Cease to use it, and contact Astris PME for specific advice: 02-9135-6440.

Q: What should we do if our equipment is damaged as the result of a vehicle accident?

A: Cease to use it, and contact Astris PME for specific advice: 02-9135-6440. Take plenty of photos and immediately advise your insurance company.