

Repairs

If your equipment requires repair, visit our premises at 78A Hammersmith Drive, Wigram during normal business hours, 8.00am – 5.00pm Monday to Friday.

Or phone 0800 222 656 to arrange for a repair.

In some cases it may be easier to provide a replacement equipment item of the same type.

Collection

When no longer required, equipment can be returned during normal business hours, 8.00am – 5.00pm Monday to Friday at 78A Hammersmith Drive, Wigram.

Or phone 0800 222 656 to arrange collection.

Please leave a message with the following details:

- Client name
- Address for collection
- Two contact names and phone numbers.

Contact us



website: enable.co.nz

phone: **0800 ENABLE (362 253)**

email: enable@enable.co.nz

If your equipment requires repair, contact the Enable New Zealand service agent in your area.

If the equipment requires permanent or temporary replacement, the Enable New Zealand service agent will contact your Assessor or Therapist to discuss your equipment needs.



Palliative Care Service

Equipment Operating Instructions

FIRSTPORT

For disability information and advice, visit Firstport - bringing together key facts about funding, equipment and where to find and access support, it's your first port of call for everything you need to know about disability services in New Zealand.

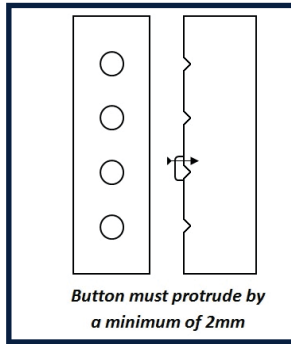
www.firstport.co.nz



The safe and correct use of equipment

Your Assessor or Therapist will discuss the use of your equipment with you. If you have any issues regarding the use of the equipment please contact your Assessor or Therapist.

If your equipment came with manufacturer's instructions, please ensure you read these carefully and that you are aware of all safety precautions and user responsibilities associated with the correct use and operation of the equipment.



Some equipment items feature multi-hole adjustments on the legs which facilitates a minimal setting to compensate for uneven floor covering.



Day to day care and maintenance

Under the terms and conditions of the issue of long-term loan equipment, it is your responsibility to ensure that the equipment is properly cared for and maintained in a clean and safe working condition.

General care and cleaning

- Clean your equipment weekly using a damp cloth and mild detergent/ disinfectant. Ensure no moisture comes into contact with any electrical parts.
- Keep the equipment dry and ensure it is thoroughly dried after cleaning. Placing equipment out in the sun can assist with drying adjustable parts.
- Inspect your equipment monthly for loose or worn parts, torn/frayed material and any unusual noises from moving parts.
- Clean any build-up of hair etc. from around wheels and castors.
- Warm machine wash any seat covers or mattress covers.

Regular maintenance

Some equipment may require regular maintenance that may include:

- Tightening screws (with the exception of cross-arm bolts on manual wheelchairs).
- Tyres can be filled using bike pumps or by visiting your nearest petrol station.
- Ensuring tyre pressure is kept at the correct level. Do not inflate above the pressure noted on the side of the tyre.
- Replacement of worn tips on walking frames and sticks.

Electrical equipment

- check weekly for worn or damaged cables/ wires
- do not allow moisture to come into contact with any electrical components or controllers

Battery chargers

For equipment using rechargeable batteries.

Operation:

- Ensure the wheelchair/equipment is turned off.
- Plug the battery charger into the socket on the equipment.
- Connect the charger to the mains outlet.
- Turn the charger on at the wall socket.

Hints and Precautions:

- Always recharge batteries nightly after use and charge for as long as possible.
- Some batteries may take as long as 12 hours to fully recharge.
- Charging should only be done at room temperature and in a well ventilated area.

Warranty

Equipment that has been purchased new from a supplier (i.e. not reissued equipment) will come with warranty provisions. Warranty periods may range from six months to three years.

Should your equipment fail and you consider it to be covered under the terms of the supplier's warranty, please advise the Enable New Zealand service agent of the asset number and date you received the equipment.