



Yes, you can.™

Invacare Technical Services Policy and Procedures

Canada Head Office:
Invacare Canada L.P.
570 Matheson Blvd. E, Unit 8
Mississauga ON L4Z 4G4
(905) 890-8300
(800) 668-5324
Fax (800) 668-5478

This Policy revision supersedes and replaces each previous Service Policy issued by Invacare Canada LP. If there exists a mutually written and executed contractual obligation currently in force between Invacare and provider, and if there is a conflict between the terms of this Policy and the terms of said contractual obligation, the contract provisions will be honored and will govern and control the conflict. Invacare reserves the right to reject any return that does not comply with the terms of this policy. Invacare reserves the right to change this Policy revision and any products without prior notification.

TECHNICAL SERVICE CANADA REPAIR POLICY

**All Repairs Require a TS order number for all warranty and non-warranty repairs.
Contact Tech Service Repairs to obtain a TS number.**

In order to continue providing quality and timely service, evaluations and repairs Invacare Technical Services has instituted the following policies and procedures effective September 1, 2014. These policies are geared towards improving services offered and turnaround time for warranty and non-warranty repairs.

All repairs have a specific lead time that is communicated by our Tech Service agents. Lead times are calculated when your product reaches our returns facility and are staged in a FIFO (first in, first out) rotation. Lead times variances are based on repair volumes.

Invacare Canada Technical Services fee schedule

Evaluation fee (Waived if repair is authorized).....	\$95.00 NET
Repair labour rate.....	\$95.00 per hour or \$23.75 per 1/4 hour NET
Supplies (shop supplies apply to non-warranty repairs only)	\$5.00 NET
Disposal Fee	\$95.00 NET
Minimum repair fee.....	\$50.00 NET
Corporate handling fee (Non-warranty only).....	\$19.95 plus tax

NOTE: Schedule fees are NET, no additional trade discounts apply

NOTE: A shipping or handling fee may be applied for warranty and non-warranty items

All repairs carry a 6 month warranty on the parts replaced and workmanship.

Repair Policy - Procedure and Process.

When equipment is received and evaluation is completed charges associated for non-warranty items will be communicated and must be approved before the repair is initiated. **Customers are provided 30 days to approve the repair estimate. Wherein the repair estimate is declined customers will be provided the option to have the item returned at their expense or scrapped incurring applicable fees.** After 30 days, a re-assessment fee may apply. Customers requesting an "Estimate only" will be subject to a \$95.00 flat rate fee for bench evaluation and/or diagnosis. Estimate fees are waived for all approved non-warranty repairs. Technical services repair fees are invoiced to the providers Invacare Canada account number. Standard Corporate handling fees may be applied to items where applicable. Reconditioned product may be offered where available.

Invacare reserves the right to modify or update policy guidelines

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Repair Warranty Refer to the product owner's manual for additional detail.

Warranty shall not apply to serial numbered products where the serial number has been removed or defaced. Additionally warranty does not apply to product that is subject to negligence, accidents, improper operation, improper maintenance or storage, and/or product modified without Invacare's written consent. Products damaged by reason of repairs made to any component without the specific consent of Invacare or to a product damaged by circumstances beyond Invacare's control and such evaluation will be solely determined by Invacare. Warranty shall not apply to problems arising from normal wear and tear or failure to adhere to the products instructions as detailed in the product owner's manual. **A copy of the Sellers invoice may be required for coverage under this warranty prior to processing a claim.** Warranty does not include labour or shipping charges incurred in the replacement part installation or repair of defective product.

Warranty products solely repaired by Invacare (i.e.: Tech only parts) will be completed at no charge to customer.

Repair Estimates

Incoming repairs pre-approved by the provider and not requiring an estimate will automatically be repaired and invoiced. If the repair exceeds the estimate amount quoted by a Tech Service representative, we will contact the customer with the updated charge for the repair without any evaluation fees applied unless the repair is denied. If a unit is beyond repair, where available a reconditioned product may be offered to the provider at market value. NPF units (no problem found) are also subject to an evaluation fee (on all repairs) for bench time to diagnose the unit and return it to the customer.

Repairs that are not approved or are found to be beyond repair, will be handled as follows:

1. Reconditioned equivalent will be offered (where available) at market value.
2. Non-repaired equipment will be shipped back to the customer, evaluation fee applies.
3. Non-repaired equipment scrapped by Invacare Canada Technical Services are subject to disposal fee.
See Fee Schedule page 2.

INVACARE CANADA LP WARRANTS IT'S PRODUCTS WHEN PURCHASED NEW AND UNUSED TO BE FREE FROM DEFECTS IN MATERIALS AND WORKMANSHIP.

This warranty does not include normal wear and tear or routine preventive maintenance parts.

**ALL PRODUCTS TO BE REPAIRED OR REPLACED AS PER APPLICABLE WARRANTY.
REFER TO THE PRODUCT OWNER'S MANUAL FOR ADDITIONAL DETAILS.**

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TECHNICAL SERVICE CANADA REPAIR POLICY

Generic Estimates (Average cost) for Non-Warranty Repairs (Parts and Labour)

Joystick Estimate.....	\$250.00
Controller Estimate.....	\$300.00
Control Module Estimate.....	\$300.00
Electronic Accessories Estimate.....	\$200.00
*Power Wheelchairs.....	Parts+Labour call for estimate
*Scooters.....	Parts+Labour call for estimate
*Manual Wheelchairs.....	Parts+Labour call for estimate

Respiratory

Stationary Concentrator Estimate.....	\$250.00
Portable Concentrator Estimate.....	Minimum labour charge \$300.00 + Parts
Transportable Concentrator Estimate	Minimum labour charge \$ 300.00 + Parts
Home fill Estimate.....	\$350.00
Stationary Concentrator compressor rebuild Estimate.....	\$200.00

NOTE: All estimate repair pricing is MSRP less all applicable discounts

If a quote is needed for repair on a power wheelchair, scooter, or manual wheelchair, please contact Invacare Technical Service at 800-668-5324 X 2655 for a quote form. Once we receive your completed quote form, we will contact you within 72 hours by fax, email, or phone.

All repairs carry a six (6) month warranty on workmanship and parts.
HomeFill Pump rebuilds carry a one (1) year warranty on workmanship and parts with no hour limit on workmanship and parts.

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Products Repaired by Invacare Canada Technical Services

Electronics Components

- All Invacare MKIV Electronics & Accessories (Limited Parts Availability)
All MKI, MKII, MKIII Electronics refer customer's to TAG for repair request
- All Invacare MK5 Electronics & Accessories (Limited Parts Availability)
- All Invacare Mk6i Electronics & Accessories

Respiratory Products

- Invacare LX Series 3/5/6 Liter Concentrators
- Invacare Platinum 5/10 Liter Series Concentrators
- Invacare Perfecto2 5 Liter Series Concentrators
- Invacare XPO2
- Invacare SOLO
- Invacare HomeFill

Wheelchairs & Scooters

- Manual Wheelchairs
- Custom Manual Wheelchairs
- Pronto Series Power Wheelchairs
- Storm Series Power Wheelchairs
- TDX/FDX Series Power Wheelchairs
- Formula Power Seating Systems
- Neutron Series Power Wheelchairs
- ATM Power Wheelchairs (Discontinued Product limited parts call for availability)
- Scooters Canadian and Invacare series

Aquatec & Alber products

- Aquatec Series bath lifts
- Alber power products (E-motion, E-fix)

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TECHNICAL SERVICE CANADA REPAIR POLICY

Loaner Program

Based on equipment availability, Invacare Service Repair may be able to provide loaner equipment while a customer's equipment is being repaired. The loaner will be shipped the same day or the following day that the repair TS is issued by the Invacare Tech Service Department. If expedited shipping is necessary, please notify us as soon as possible to accommodate the request (customer will be responsible for shipping costs). **The loaner must be returned back to Invacare within 30 days of customer receiving their repaired unit from Invacare.**

Loaner Program Product List – Based on Availability

- Electronics (controllers, joysticks etc.)
- ASL products (Customer incurs the shipping costs to return product back to ASL in the USA)
- XPO2 – Portable Concentrator
- Stationary Concentrator
- Home Fill

Procedure for requesting a Loaner:

Step 1: Contact Invacare Technical Service Repair at 1-800-668-5324 x2655 to verify loaner availability.

Step 2: Upon availability of loaner equipment, the unit will be shipped to a specific address within 24 hours.

A Tech Service Repair Coordinator will contact the customer with the tech. bill Order ID for future reference. At that time, a P.O. (Purchase Order Number) must be issued by the customer before the shipping of a loaner.

Step 3: Contact Technical Services Canada to request a TS number for the product that is in need of repair after the loaner is requested. The unit will need to be shipped to Invacare for repair with a TS number clearly written on the outside of the carton.

Step 4: Once the customer receives the original repaired unit back from Invacare Service Repair, they will need to return the loaner to Invacare Canada Tech Services (customer is responsible for shipping). Please reference the tech bill Order ID to avoid being charged for the loaner product. Please clearly mark on the carton "**Tech Service-Loaner Unit**" along with the RMA# or TS#.

Step 5: After 30 days from the customer receiving the repaired unit, if the loaner is not received by Invacare Technical Services, the customer will be invoiced for the cost of the loaner product at market value and billed to the P.O. identified in "Step 2".

Please contact our Repair Coordinator if the loaner is in transit or is delayed to avoid billing.

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