

## Procedure for Requesting Service (cont'd.)

- The closest technician will be contacted and given a work order to complete the repairs.
- Field service jobs are typically set up in 24-48 hours of the initial request.
- The consumer is contacted within 24 hours of the job being set up to advise them who will be calling to set up an appointment.
- If there is no technician in the area, one will be recruited. Recruiting can take up to 5-7 days depending on geographical location.
- The consumer is contacted when a job is in recruiting and advised of the delay.
- Parts are shipped to the technician from the closest DC with inventory of the parts.
- Upon receipt of the parts, the field service technician makes contact with the consumer and sets up an appointment on a day and time that is mutually agreed upon.
- When the service work is completed, the consumer signs the work order acknowledging that the repair has been completed to his/her satisfaction



## What is Not Covered Under a Premier Coverage Plan?

- Any damage that is the result of misuse or abuse as outlined in the product owner's manual
- Instructional use of the product
- Programming to meet a consumer's needs
- Adjustments or fittings to meet a consumer's needs
- Regular wear and tear items, for example: tires, buttons, soiled fabric.
- Routine maintenance
- Shipping damage/mishandling
- Product setup/unboxing/re-box
- Reconditioned product
- Batteries

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Note: This program is only available for brick-and-mortar providers. Not available for e-commerce providers.

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## Premier Coverage Plan



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## Purchasing a Pride® Premier Coverage Plan

- Effective date starts when the product is purchased by the consumer.
- The plan is only available at the consumers point of purchase (cannot be purchased after the fact).
- Plans are valid on power lift recliners, scooters, travel mobility and standard power chairs.
- Pride® will repair or replace at our option to the original purchaser any of the following parts found upon examination by an authorized representative of Pride to be defective in material and/or workmanship:
  - Charger assembly
  - Front riggings
  - Controllor
  - Bearings and bushings
  - Hand control
  - Motor/gearbox assembly
  - Recliner seat cushions
  - Brakes (electronic function only)
  - Recliner control boxes
  - Joystick
  - Caster forks
  - Metal seat framing
  - Front rigging mounting brackets
  - Electrical harnesses
  - Anti-tip forks
- Product replacement, if deemed necessary, is limited to a single occurrence
- Product replacement after the first **13 months** terminates the remainder of the extended warranty but manufacturer warranties are unimpacted and a new extended warranty may be purchased for the replacement



## Benefits of the Nationwide Field Service Program

- Largest field service network in the industry- all technicians are contracted, fully screened and are HIPAA compliant
- Affordable service plan- the plan pays for itself after just one service call
- Dedicated, trained staff handle the request from initiation, to dispatch, to completion
- In-home service
- Covers the labor costs associated with a covered warranty failure
- One step request for service

## Procedure for Requesting Service

- Consumer will contact his or her provider indicating that service is required
- Consumers can call the Consumer Call Center to request service at 800-800-4258 or email [info@pridemobility.com](mailto:info@pridemobility.com)

### All required information must be completed to ensure prompt service:

- Model and serial number for the product, and date of purchase
- Consumer's name, address, and phone number
- Contact information if different from consumer
- A detailed description of the problem
- The consumer must discontinue all use of the product immediately upon discovery of the problem
- Technical service will enter all information and request dispatch of a field service technician

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