



Extended Service Plans

Purchasing Service Plans

- Select 1, 2 or 3 year contract options
- Effective date starts when product is purchased by the customer
- Contracts can only be purchased at the point of sales (can't be purchased after the fact)
- Contracts are valid on scooter and standard power wheelchairs

Service Plan Cover Labor Costs

- During the contract period specific parts costs are covered under warranty, these parts and time periods are specified in the owner's manual
- After parts warranty has expired there may be charges for any additional parts needed.

What is Not Covered Under Warranty

- Any damage or issue that was caused by product misuse. Misuse is outlined in the product owner's manual
- Instructional use of product
- Programming to customer's needs
- Adjustments or fittings to meet customer's needs
- Issues regarding, fabric, tires or any wear-and-tear components
- Shipping Damage or product set-up
- Batteries

Procedure for Requesting Service

- Customers should call Merits Health Products to request service at **1-800-963-7487**

Information needed to process Service Call

- * Model and Serial Number
 - * Customer's name, address and phone number
 - * A detailed description of issue
- Customer should discontinue use of product immediately upon discovery of problem
 - Technical service will enter all information and request a technician dispatch
 - 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 initial request
 - The customer is contacted within 24hrs of the job being set-up to advise them who will be calling to schedule a home visit.
 - If there is no technician in the area one will be recruited. This process can take up to 5-7 business days depending on the location.
 - Upon receipt of parts the technician will contact the customer to set-up an appointment that.

