

INFORMATION ABOUT YOUR NEW EQUIPMENT

Warranty Information

Please refer to your Owner's Manual provided at the time of Delivery for details on the Manufacturer warranty. Please note that labour is not covered by warranty. If you have misplaced your manual, you can download a copy off the manufacturer website. If you are having trouble locating it online, feel free to contact us and we will gladly email you a copy.

Insurance: It is recommended that you insure your Equipment

As per the ADP: Clients own the Devices funded by the Program and are responsible for their protection, proper use, and care. The Program does not provide funding to replace Devices that are lost or stolen within the designated funding period. Clients should refer to the Device warranty and consider buying insurance to cover these situations.

Designated Funding Period for Funded Devices as per ADP:

Ambulation Aids, Wheelchairs, Power Wheelchairs - 5 years; Positioning Devices (Seating) - 2 years.

The designated funding period identifies how long the Device should, in most cases, remain in good repair under normal use. The program does not automatically provide funding towards a replacement device at the end of the designated funding period. After the designated funding period has passed, a re-assessment and new application for funding for a replacement device may be submitted to the Program with supporting documentation including a vendor quotation stating either: not repairable – device lost or not repairable – device stolen. The program will assist with funding a replacement device if the eligibility criteria are met.

Replacement due to Normal wear: The Program provides funding assistance to replace a previously funded Device that is damaged due to normal use or wear, either during or after the designated funding period, where: The device is no longer under warranty; and where specified in the Policy and Administration Manuals, the cost of repairs is more than one-third of the original purchase price of the Device. Funding assistance may be a pro-rated contribution. The contribution is based on the age and designated funding period of the original Device.

A new application for funding must be submitted to the Program together with supporting documentation for consideration (e.g., Vendor or manufacturer quotation for repairs, Vendor confirmation that the Device is not repairable, and verification that the Device is no longer under warranty).

Replacement due to Change in Medical Condition, Growth or Atrophy: The program provides funding towards a replacement Device, either during or after the designated funding period, where there is a documented change in medical condition, growth, or atrophy, which renders the current Device unusable by the Client. The Client must meet the Program and Device specific eligibility criteria.

Contact your Mobility Sales Consultant at Comfort Mobility for all your equipment inquiries and questions regarding your new equipment.

We appreciate your business! Thank you for choosing Comfort Mobility.

For more information on the Assistive Devices Program and their guidelines for funding, visit their website: www.health.gov.on.ca/adp