

What to Expect

- 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

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

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1) Pride® FDA Class II Medical Devices are designed to aid individuals with mobility impairments.

PREMIER COVERAGE PLAN



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Purchasing a Pride® Premier Coverage Plan

- The Pride Premier Coverage Plan is a 3-YEAR coverage plan that can be purchased by a consumer from the Pride provider that sold them their Pride product. This plan is not available on products shipped to a consumer's residence.

This 3-YEAR coverage plan will cover all labor costs associated with a warranty failure as well as extending the parts warranty up to 3 years.

The parts warranty extension up to 3 years is dependent on the product purchased and the warranty will be extended on the specific parts listed below in purple for reference.

- Effective date starts when the product is purchased by the consumer.
- The Premier Protection Plan is available for purchase by a consumer up to 60 days from the date of delivery to a Pride provider.
- 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**
- **Controller**
- **Hand control**
- **Recliner seat cushions**
- **Recliner control boxes**
- **Joystick**
- **Metal seat framing**
- **Electrical harnesses**
- **Anti-tip forks**
- **Front riggings**
- **Bearings and bushings**
- **Motor/gearbox assembly**
- **Brakes (electronic function only)**
- **Caster forks**
- **Front rigging mounting brackets**

- 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



FDA Class II Medical Device¹

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 may 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

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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