

PREVENTATIVE MAINTENANCE

Technical Support

PHS West offers several ways to support our customers no matter what level of support is needed.



Our Mission

PHS West is a relationship focused organization providing innovative products for a safe and efficient workplace.



PHS West understands the needs our customers have for regular maintenance on any of their equipment whether or not it is part of their onsite staff's responsibilities.

Mattie Berg
CUSTOMER SUPPORT
LEAD



A Safer Way to Move

The PHS West team is here for you from beginning to end. We understand emergencies do not happen at the most convenient times. It is for this reason we offer several different ways to support our customers. From our toll free, 24/7 technical and operation support hotline at 1-888-639-5438 to onsite service when necessary, as well as preventative maintenance inspection plans and extended warranties; we have you covered. Call us immediately, no matter the issue, and speak with a live member of our technical support team. We are happy to help!



PREVENTATIVE MAINTENANCE

Preventative maintenance plans are available and offer peace of mind knowing a local technician is inspecting all points and parts of your product to ensure they are in full operational order. Similar to a 60,000 mile checkup on your vehicle, our team goes from point to point inspecting and ensuring everything is and will continue to work well for you.

ONSITE TECHNICAL SERVICE

Onsite service packages are available in one hour to multiple hour blocks. Purchasing a block of service hours gives you the peace of mind knowing if your maintenance department is unable to provide timely assistance, PHS West is a simple phone call away. Dispatched to your facility in as quickly as 24 hours, rest assured your equipment will be in tip top shape every day.

Annual Preventative Maintenance Program

- Replace the batteries (two each)
- Check all electrical systems for proper operation
- Check all operational functions for performance to factory specifications
- Check all casters, wheels and locks for proper operation
- Adjust settings or replace components as necessary under warranty terms
 - » Labor rate for components covered under warranty will be charged at the scheduled preventative maintenance labor rate of \$165 per hour
- All replaced components not covered by the standard PHS West warranty will be charged at the standard replacement cost and scheduled preventative maintenance labor rate of \$165 per hour

ANNUAL PREVENTATIVE MAINTENANCE

Part Number: 58106-001

A total of \$330 for all Ergo-Express® products: motorized carts, motorized tugs, motorized patient transport chairs. This requires the purchase of a battery kit.

The annual preventative maintenance fee includes one hour of onsite labor and one hour of travel time. If required, additional labor or travel time will be charged at the rate of \$165 per hour unless bundles are purchased.

BATTERY KIT COSTS

Must be purchased with the Annual Preventative Maintenance package. All kits include two batteries each.

- 35 Amp Hour (Part Number: 58112-001): \$360
- 40 Amp Hour (Part Number: 58460-001): \$418
- 55 Amp Hour (Part Number: 58113-001): \$658
- 80 Amp Hour (Part Number: 58111-001): \$837
- 100 Amp Hour (Part Number: 58114-001): \$1,074

ONSITE TECHNICAL SERVICE

All onsite technical service call labor hours will be charged travel time, portal to portal. All replaced components will be charged at the standard replacement cost unless covered by the standard PHS West warranty.

LABOR RATE

- One Hour: To be used as needed (Part Number: Labor 1) at \$165 per hour
- Five Hour Bundle: To be used as needed (Part Number: Labor 5) at \$150 per hour or \$750 total
- Ten Hour Bundle: To be used as needed (Part Number: Labor 10) at \$140 per hour or \$1,400 total

