

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.

Mark Jennings
TECHNICAL SUPPORT
REPRESENTATIVE



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.



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 48 hours, rest assured your equipment will be in tip top shape.



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 a scheduled preventative maintenance labor rate
 - » A dispatch fee will be applied for each day's visit
- 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

BATTERY KITS

May be purchased with or without service. All kits include two batteries each. If you need assistance in identifying your equipment's battery needs, please call the PHS West technical support team.

- 35 Amp Hour
- 40 Amp Hour
- 55 Amp Hour
- 80 Amp Hour
- 100 Amp Hour

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.

