

Innowalk Product Information for Expert Witnesses & Case Managers

Please note: All information below pertains to Innowalk Individual for home use. For Innowalk Pro intended for use in clinical, school, or other multi use settings, please contact us directly on info.uk@madeformovement.com.

Assessment Process

To organise a free of charge initial assessment for your client, please contact your local product specialist or email info.uk@madeformovement.com.

Here are some questions we will ask prior to booking in the assessment.

- Current height of client
- Any relevant background information on their functional level and other equipment/orthoses used
- Preferred location of assessment
- Any access issues
- Who will be attending the assessment (including contact info for the treating physiotherapist if possible)
- Any preferred days/times (we will try to accommodate this, but may not always be possible)

Please allow 90 minutes for an initial assessment.

Please note, Innowalk Pro product is typically used for an initial assessment, due to quick and easy set up time. This product cannot be lifted over any steps or manoeuvred in small access areas or narrow doorways. Please notify your product specialist about any access issues, as an alternative venue may be required for the initial assessment.

Trial/Loan Process

We aim offer a free of charge equipment loan to clients for 2-3 weeks. This may not be available straight after the initial assessment and will be organised via the product specialist based on equipment availability. For a trial/loan set up, family members and carers should be available to be trained on the safe use of Innowalk for the duration of the trial. Please allow 90 minutes for this. Upon delivery, a date/time for collection will be agreed by the family and product specialist.

Estimate

Following an assessment, your product specialist can provide an estimation document for the Innowalk size and specification required by the client. Estimates show current prices and model of product plus accessories & availability and price are subject to change.

Quotation

When you are getting ready to place your order, we will generate an official quotation to replace the estimate. Quotations will be bound by terms & conditions and will be valid for 60 days. All prices include shipping and delivery.

Order Process

- To place an order, please email orders.uk@madeformovement.com with a valid quotation reference number and client's name
- An initial 50% deposit is required upon order to commence manufacturing
- Remaining 50% balance due on delivery
- Lead times are 6-8 weeks from point of order.
- All products are built to order at our manufacturing site in Skien, Norway and shipped to the UK for final assembly and Quality Checks.
- Innwalk will be delivered free of charge to the user's home or school by courier/technician, and will then require an additional visit from a product specialist to fit it to the user and conduct handover training as well as operator Q&A.

Sizing and pricing of Innwalk Individual

All quotations are made up of Innwalk Main Product and Accessories. Quotations will vary depending on user requirements and pricing variable. Please contact us for more information on pricing.

| | User Height Range | User Weight Limit |
|----------------|-------------------|-------------------|
| Innwalk Small | 80-125cm | 35kg |
| Innwalk Medium | 120-165cm | 80kg |
| Innwalk Large | 150-200cm | 110kg |

Servicing/Maintenance info

All new Innwalk purchases include a 2-year subscription of Uptime Plus.

Following the 2-year inclusive period, customers can choose any of the following Uptime service plans:

| | Uptime Essential | Uptime Plus | Uptime Flex |
|----------------------|---------------------|--|----------------------|
| Review & Refitting | ✓ | ✓ | ✓ |
| Operator Training | ✓ | ✓ | ✓ |
| Technical Inspection | ✓ | ✓ | ✓ |
| Technical Repair | – | ✓ | ✓ |
| Warranty* | – | ✓ | ✓ |
| Available | For life of product | Until end of year 5 from product install | For life of product* |

* Warranty available until end of year 5 from product install.

Product Lifespan

All Innwalk products have an official lifespan of 5 Years, however with diligent care a product can last between 5-10+ years. Contingency should be made for a full replacement of the unit at around ca. 7-8 years from install to ensure appropriate growth and sizing as well as potential model obsolescence.

The Innwalk is a modular product configured with parts from European suppliers and all parts are subject to availability. We aim to ensure parts are available to replace modular breakdown, however, we cannot guarantee long-term supply continuity from the supply chain, and this could lead to units becoming obsolete or entering a status of beyond economical repair.