

Uptime

Service Program



Because greater movement deserves fewer limits

When downtime risks disrupting therapy or training

Whether it's in clinic, at home or at a centre for special educational needs, the challenges involved in ensuring appropriate, efficient and cost-effective therapy and training are the same:

-  Ensuring safe and secure therapy, handling and training
-  Assuring equipment performance
-  Reducing equipment downtime
-  Extending equipment lifetime

Choose Uptime

Choosing Made for Movement's **Uptime Service Program** allows customers to:

- Secure uninterrupted therapy or training
- Operate equipment safely
- Keep service costs affordable and predictable
 - Save time and resources on maintenance
 - Reduce the likelihood of unexpected incidents
 - Reduce the cost of parts and any significant repairs
- Minimise the total cost of the equipment and extend its lifetime

Now you're in safe hands

Our certified **Uptime** product specialists & technicians are equipment experts; dedicated to delivering efficient, high-quality service.

INTERACT Proactive, planned service visits, and follow-up to make sure you're satisfied

INSPECT Comprehensive inspection: monitoring, analysis and reporting

MAINTAIN Planned and preventative maintenance using genuine parts



More options that mean less interruption

Made for Movement offers modular, flexible, added-value service programs tailored to your requirements and needs. Select from three levels of service program; *Uptime*, *Uptime Plus* and *Uptime Flex*.

Whichever level you choose you'll be guaranteed: **genuine parts, exceptional service and the best coverage available.**

	<p>Uptime</p> <p>An annual cover plan including up to two review, refitting and/or operator training visits as well as a technical inspection.</p> <p>1-3 Yr subscription</p>	<p>Uptime PLUS</p> <p>A full peace of mind annual cover offering all Uptime Plan aspects PLUS an extension to the inclusive two-year warranty.</p> <p>1-3 Yr subscription</p>	<p>Uptime FLEX</p> <p>For customers wishing to have no annual subscription plan but a wide choice of flexible pay as you need services from our expert team</p> <p>No subscription required</p>
REVIEW & REFITTING	✓	✓	pay per request
OPERATOR TRAINING	✓	✓	pay per request
TECHNICAL INSPECTION	✓	✓	pay per request
TECHNICAL REPAIR		✓	pay per request
WARRANTY EXTENSION		✓	pay per request

Uptime Services

REVIEW & REFITTING - We work with you and the healthcare professional of the product user/s to ensure the best fitting and positioning required for safe, continued use.

OPERATOR TRAINING - We work with you, healthcare professionals, education staff and other stakeholders to deliver robust training that will enable safe and effective product use. Various levels of training are available, with sessions designed for the individuals responsible for product setup, operation and safety checking.

TECHNICAL INSPECTION - We recommend that periodic technical inspections are performed throughout the life of the product to ensure safe use as well as optimal product health and longevity. Inspection period recommendations may vary across the product range.

TECHNICAL REPAIR - We work with you to establish and diagnose any technical or component failures either digitally or on site, and to recommend genuine parts or accessories that will remedy these issues and plan a pathway to a physical onsite repair.

WARRANTY EXTENSION - All home, clinic or education facility products come with a two-year manufacturer's warranty from the date of installation. Made for Movement Limited provides the option to extend a product's warranty to cover up to three additional years – giving total peace of mind for five years from the date of installation.

What's covered by the Uptime Plus Warranty Extension

BREAKDOWN FOLLOWING GUARANTEE EXPIRY

Uptime Plus Warranty Extension allows you to enjoy up to three additional years of breakdown protection after the manufacturer's inclusive two-year guarantee period from installation date has ended.

ONSITE REPAIRS

If we can't help you resolve the problem by phone, email or via other digital platforms we will arrange a call-out to the home, clinic or facility. We will endeavour to fully resolve any technical problems with genuine component parts as well as additional visits and follow-up calls if required.

WHAT'S NOT COVERED

Accidental, deliberate, wear & tear, cosmetic damage, or damage arising from failure to follow the manufacturer's instructions, user manual and/or installation guidelines. Automatic entitlement to loan or replacement products as well as any other indirect costs associated during product downtime. Costs associated with storage or disposal of products deemed obsolete, condemned or beyond economical repair.

EXCLUSIONS APPLY

Uptime Plus Warranty Extension for your Made for Movement Products can be purchased within sixty days of the standard two-year warranty expiration or thirty days from any existing Uptime Plus plan expiration.

Uptime Plus Warranty Extension for your Made for Movement Products can be purchased up to a maximum of three years from the standard two-year warranty expiration after which Uptime or Uptime Flex options will be available.

PLEASE NOTE

Uptime Plans are available to all customers who have purchased product/s directly from Made for Movement, as well as those wishing to buy products on the private resale market; choices, however, may be limited and exclusions will apply.

We strongly advise that a product assessment is carried out with a Made for Movement Specialist prior to any product purchase – whether purchasing directly from Made for Movement or on the private resale market.

Made for Movement cannot indemnify or guarantee genuine or quality products promised or procured in the private resale market, and all private sale and purchase activities are accepted to be at the own risk of both buyer and seller.

Made for Movement reserves the right to withdraw or refuse Uptime Services in accordance with our full contractual Terms & Conditions.

Terms and conditions apply.

Full contract information for Uptime services will be supplied



WE TAKE CARE OF YOUR DEVICE
YOU TAKE CARE OF WHAT MATTERS MOST



Uptime

Because greater movement
deserves fewer limits.

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**For further information or to request a
quotation today, simply call or mail us.**

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