

# Preventative Maintenance Program and On-Site Technical Service

*Innovation Designed Around You*

**PHS  
WEST  
INC.**

“PHS West, Inc. understands the need our customers have for regular maintenance on any of their equipment whether or not it is a part of their on-site staff’s responsibilities.

-Jared Bodin, *Production Team Member*



## A Safer Way to Move

PHS West, Inc. has you covered no matter what level of support you need from us. We’re happy to help!

**CALL TODAY**  
to schedule  
1-888-639-5438

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

## Preventative Maintenance

Preventative maintenance plans are available with PHS West, Inc. and offer you the 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, we go from point to point on your product inspecting and ensuring everything is and will continue to work well for you.

## On-Site Technical Service

Our on-site service packages are available in one hour to multiple hour blocks. Purchasing a block of service hours will give you the peace of mind knowing that if your maintenance department is unable to provide timely assistance, PHS West, Inc. 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, Inc. 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*

\$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 on-site labor and one hour of travel time. If required, additional labor and/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*

- 33 Amp Hour (Part Number: 58112-001 Two Batteries Each): \$360.00
- 40 Amp Hour (Part Number: 58460-001 Two Batteries Each): \$386.25
- 55 Amp Hour (Part Number: 58113-001 Two Batteries Each): \$582.00
- 80 Amp Hour (Part Number: 58111-001 Two Batteries Each): \$736.00
- 100 Amp Hour (Part Number: 58114-001 Two Batteries Each): \$1,074.00

## On-site Technical Service

All on-site 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, Inc. warranty.

### *Labor Rate*

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

