

TECHNICAL SUPPORT

Preventative Maintenance and On-Site Service

We have you covered, 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.



There is no better feeling than knowing our customers are satisfied every day. I'm proud to work for a company with high values and ethical standards like PHS West.

Julian Brosvik
CUSTOMER SUPPORT
REPRESENTATIVE



Technical Support

Our team is here for you from beginning to end. Call us any time, no matter the issue, to speak with a member of our support team. We will help determine a plan for support that best fits your needs.

24/7 EXPERT SUPPORT

Emergencies don't wait. That's why PHS West offers 24/7 access to our team of skilled technicians for the life of your product. Contact us any day, any time, to ensure your product is always running smoothly.

PREVENTATIVE MAINTENANCE

Similar to a 60,000 mile check-up on your vehicle, a local technician goes from point to point inspecting your product. Operate with the piece of mind knowing our team has ensured your product is in full operational order.

ANNUAL PREVENTATIVE MAINTENANCE PROGRAMS INCLUDE:

- Replace the batteries (two)
- Check all electrical systems
- Check all operational functions for performance to factory settings
- Check all casters, wheels, and locks
- Adjust settings or replace components under warranty terms
 - *Labor for components 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 warranty will be charged at the standard replacement cost and scheduled preventative maintenance labor rate*

Battery kits may be purchased with or without service. For help identifying your equipment's battery needs, all the PHS West technical support line.

ON-SITE SERVICE

On-site service packages are available in one hour to multiple hour blocks. Dispatched to your facility as quickly as within 24 hours, we strive to minimize downtime and keep your operations running smoothly.

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 under warranty.

