

**viDA**

**CUSTOMER CARE**



# Continuity of Care

## Introducing VIDA Customer Care support and servicing options

As the number one supplier of paediatric postural support products in the UK and Ireland, we aim to ensure that your experience of the VIDA range of products is unrivalled throughout their useful life.

With this in mind, we have developed a comprehensive range of options to help you manage your VIDA products in line with the current MHRA and industry guidelines.\*

The Continuity of Care options include service packages and product refurbishments. The full range of offerings are outlined in this brochure.

### Proven track record...

VIDA Customer Care has worked closely with customers for over 30 years. Our free-of-charge benefits extend to both presales and aftersales services and currently include the following:

#### Presales Care

- Free product assessments
- Free product re-assessments
- Free product setup
- Free product training
- 'Try before you buy' service
- A dedicated team of Customer Care Advisors

#### Aftersales Care

- 2-year warranty on Leckey-manufactured products and parts
- No quibble money-back guarantee
- Live online technical support
- Dedicated team of quick-response Technical Specialists

These benefits will continue to be offered alongside the following suite of service packages, in addition to a refurbishment option which will prolong the recommended lifetime of your Leckey product.



# Why Choose VIDA?

We are delighted to introduce a suite of servicing options, which can be tailored to meet your specific requirements. These are available for all VIDA supplied products throughout their recommended lifespan. The benefits of our service packages include:

- **Peace of mind:** Confidence in the continued performance of your device through annual inspection visits.
- **Predictable ownership costs:** Rates are guaranteed for the duration of the package (excludes VIDA PAYG).
- **Continuity of care:** Minimal disruption with priority response from our trained Technical Specialists.
- **Product management and traceability:** We maintain a full service history for each device, and provide you with detailed electronic inspection reports.
- **Manufacturer's approval:** VIDA is the official service partner appointed by the manufacturer to support your products in the UK and Ireland in accordance with their guidelines.
- **Medical compliance:** We conform to MHRA guidelines and are certified by BSI to the ISO13485 medical device quality standard, as well as being an approved BHTA member.



## A

### "As You Go" (PAYG)

The VIDA Pay As You Go option allows you to contact VIDA Customer Care to arrange for services or repairs on a one-off basis. Service visits will include:

- Full preventative maintenance product inspection.
- Replacement of basic hardware components including brakes, castors, knobs, nuts, bolts, screws and washers.
- A clear service label on each device.
- A certified inspection report for each device.

## B

### Basic Care Package

In addition to package A, the Basic Care Package also includes:

- A complimentary audit on your inventory of multiple products, with a tailored quotation to meet your specific requirements.
- The opportunity to extend your cover for multiple years.
- A planned annual service organised by VIDA at your convenience.
- Multi-product price discounts available with this package.

## C

### Complete Care Package

In addition to packages A and B, the Complete Care Package also includes:

- Comprehensive coverage\* on all parts, including electrical & mechanical components such as actuators, batteries and metalwork.
- Complimentary repairs and fitting of replacement parts, if required.
- Full access to view and manage product service history online.
- Multi-product price discounts available with this package.

## D

### Deluxe Care Package

Offering the same comprehensive coverage as the above Complete Care Package, this package extends the warranty of your VIDA product to cover its entire recommended lifespan.

- Multi-product price discounts available with this package.

\*Excludes normal wear & tear, accidental damage and damage due to misuse of product.





## VIDA Reborn Refurbishment Package

We are pleased to offer a market-leading refurbishment package for all Leckey-manufactured products. This will include:

- Collection of your product, refurbishment and return within 28 days.
- New covers, harnesses, castors and sandals on all refurbished products.
- Comprehensive inspection of all mechanical and electrical components by our trained Technical Specialists, and replacement of components as required.
- Updated Instructions for Use booklet.
- Electronic copy of certified inspection record (hard copy can be provided on request).
- 2 year warranty extension (1 year on electrics).
- 3 year extension to the recommended lifespan of your refurbished product.



## VIDA Recycle

Eventually every medical device reaches the end of its lifespan. At VIDA we want to assist you in making sure that such devices are dealt with in a way which safely puts the device beyond use, as well as causing minimal impact to the environment. Contact VIDA Customer Care to discuss options for the decommissioning and safe disposal of old Leckey products.

## Further Information

Our **VIDA Customer Care** team are available on **+44 (0) 2892 600750**, or email **info@vidaglobal.co.uk** should you wish to receive a quotation or to obtain further details.



**VIDA Global**

19C Ballinderry Road,  
Lisburn, BT28 2SA  
Northern Ireland,  
United Kingdom

**T:** 028 9260 0750

**F:** 028 9260 0799

**E:** [info@vidaglobal.co.uk](mailto:info@vidaglobal.co.uk)



**[vidaglobal.co.uk](http://vidaglobal.co.uk)**