

Servicing



Scooterland
MOBILITY
Gold Coast



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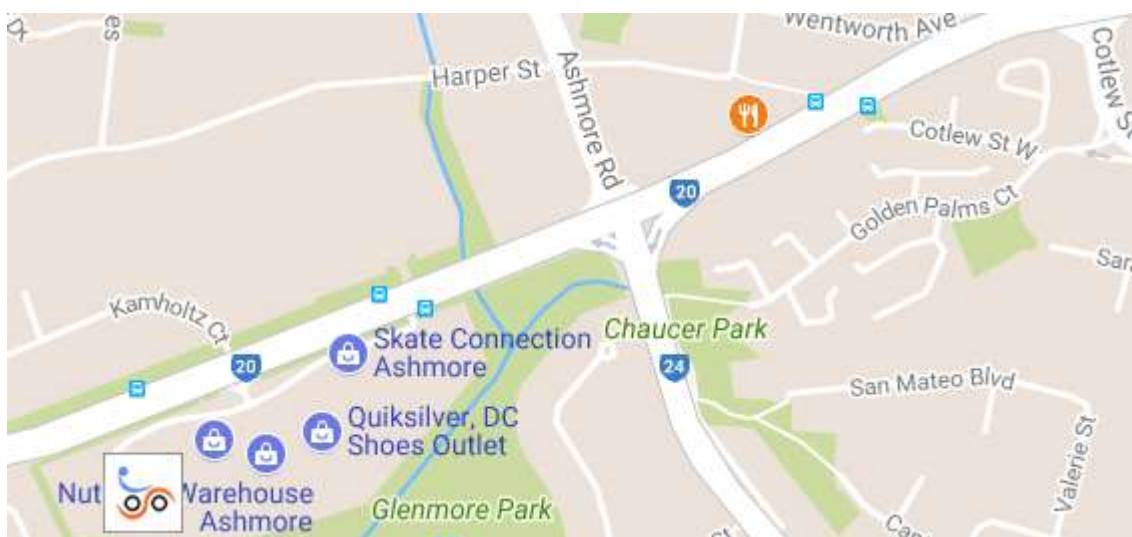
Scooterland Mobility

Scooterland Mobility was incorporated circa 2001 and is an individually owned business specialising in the supply of mobility equipment such as Mobility Scooter, Wheelchairs, Daily Living Aids, and offers sales, service and repair, and hire to Logan through to the Gold Coast and Hinterland.

At Scooterland, we work closely with our clients to establish their needs and offer a solution that suits any budgets and purposes.

Who do we work with..

- People who want the freedom of Independent living
- Support organisations including support service agencies, aged care facilities
- Shopping centres, theme parks and the tourist industry, to provide mobility solution to visitors, shoppers and holiday makers
- Government programs such as N.D.I.S, M.A.S.S., CAEATI and DVA that provide subsidised equipment and support services



Looking for something else that is not on our catalogue, email us at sales@scooterland.net.au, we can source it for you.



Repair and Servicing



We have a fully equipped workshop, with test equipment, spare parts such as tyres, tubes, batteries, controllers etc. Just drop off your mobility equipment or give us a call to have our qualified technicians discussed your issues and offer a quote on the repair prior to starting any repair work.

List of equipment that we repair/ maintain :

- Mobility Scooters
- Power Chairs / Rehab Chairs
- Manual & Electric Wheelchairs
- Beds / Hoist / Lift
- Rollators / Wheelie Walker
- Daily Living Aids



Brands we are associated with (and more):-



What can we provide?....

- Fully Equipped workshop
- On site repair
- On-loan equipment (if available)
- Mobile Workshop
- Pick up and Delivery Service
- Fault Finding report
- Asset Maintenance Programme
- Comprehensive Battery test

And more.....



If we need to visit you at your premise,

- Standard call-out fee (depending on your location)
- 15 minutes on site included.

**Approved Supplier and Repairer for the following funding programs/
bodies:**

N.D.I.S— National Disability Insurance Scheme

M.A.S.S. Equipment - Queensland Medical Aids Subsidy Scheme

CEAETI - Queensland Assistive Technology and Equipment Scheme

D.V.A - Department of Veterans' Affairs

M.A.S.S. Repair - Queensland Health Equipment Repair Contractor

R A C Q - Royal Automobile Club of Queensland Limited



Servicing

Like most things mechanical a scooter requires regular service to maintain any warranty which can vary depending on the manufacturer and model, but in general the warranty period will vary from 6 months for batteries to 36 months for framework; this is why we recommend service be carried out at regular annual or bi annually intervals for electric mobility scooters, wheelchairs (electric and manual) and power chairs.

What is generally included in a service?

- Carry out a general visual inspection of components
- Remove a brush and flush the motor housing assembly of carbon deposit
- Check brushes for wear
- Remove the wheels and grease the axles to reduce the risk of a wheel seizing to the axle
- Check wiring connectors to look for corrosion (intermittent faults due to lack of contact)
- Check wiring, wiring insulation, for wear or damage (potential malfunction)
- Check the charger cord, for wear or damage
- Check and adjust tyre pressures
- Check front steering for tightness



Repair work includes:

- Battery discharge tests
- Charger operational tests
- Battery replacement
- Charger replacement
- Tyre or tube replacement
- Parts replacement or frame repairs
- Electronic repairs such as throttle potentiometers / speed potentiometers
- Motor or Brake assembly replacement
- Troubleshooting fault conditions
- Troubleshooting wiring or controller issues
- Controller or Joystick programming



SPARES

- Batteries
- Battery chargers
- Tyres and spare parts for all our models of scooters and for other brands
- Electronic components (some)



Recommended Equipment Service Cycle Guide

EQUIPMENT	FREQUENCY
Mobility Scooters	Annually
Powerchairs	Annually
Rehab chairs	Annually
Electric Wheelchairs	Annually
Manual Wheelchairs	Annually
Tilt 'n' Space – Specialty Wheelchairs	Annually
Patient Lifting Hoist - Electric	6-month
Hospital Bed - Electric	Annually
Pressure Mattress - Alternating	6-month
Riser Recline / Positioning Chairs	Annually
Rollators / Walking Frames / Forearm Walker	Annually
Daily Living Aids	Annually

