



# Alberta Aids to Daily Living

## Speech generating communication device repairs

### Introduction

Alberta Aids to Daily Living (AADL) provides funding to Albertans with long-term and chronic disabilities for basic medical equipment and supplies to meet their clinically assessed needs. AADL benefits are provided to support individuals to live as independently as possible and participate in daily activities in their communities.

This information sheet provides important information about repairs for the speech generating communication device (SGCD) you received from AADL. Please keep this information sheet with your communication device manuals for reference.

### Repairs and maintenance

- New devices have a standard warranty of at least one year.
- AADL will pay for repairs, with prior approval, that are the result of normal wear and tear when the warranty has expired. This includes routine battery replacement. Repairs are subject to cost share by the client.
- You are responsible for any repairs that are not the result of normal wear and tear.
- You are responsible for the replacement of the device if it is lost, stolen or damaged due to misuse. AADL strongly recommends that you obtain insurance to cover the cost of replacement or repairs not covered by AADL.
- Record the serial number of the device in a safe place and be prepared to provide this number in any discussions with the device manufacturer. The serial number can be found on the back of the device.
- Keep the original packaging for the communication device so it can be transported safely to the manufacturer.

### If device repair is approved

- Contact your service centre and notify them that a repair is required. They will ask you to sign an AADL form about the repair.
- If your device needs to be shipped to the manufacturer for repairs:
  - Pack the device securely in its original box so that it does not get damaged during shipping.
  - If possible, place the original box in another box to protect it during shipping.
  - Prior to shipping your device to the manufacturer, make sure you have a backup of your programmed vocabulary and user area data.
  - Some devices can be turned off and set to shipping mode. Ask your service centre for assistance.

Please see the next page for contact information for repairs.

## Contact information for repairs

Liberator Communications Canada	Bridges Canada	Tobii Dynavox
<p>Liberator Communications Canada represents:</p> <ul style="list-style-type: none"> <li>• Prentke Romich Company</li> <li>• Saltillo</li> </ul> <p><b>Prentke Romich Company (PRC)</b>  <b>Phone:</b> 1-800-262-1990  <b>Email:</b> <a href="mailto:service@prenrom.com">service@prenrom.com</a>  <b>PRC support specialist chat:</b>  <a href="http://www.prenrom.com/chat">www.prenrom.com/chat</a></p> <p><b>Shipping:</b>            1022 Heyl Road            Wooster, OH 44691            USA</p> <p><b>Saltillo</b>  <b>Phone:</b> 1-800-382-8622  <b>Email:</b> <a href="mailto:service@saltillo.com">service@saltillo.com</a>  <b>Saltillo support specialist chat:</b>  <a href="https://saltillo.com/support">https://saltillo.com/support</a></p> <p><b>Shipping:</b>            1022 Heyl Road            Wooster, OH 44691            USA</p> <p>If the device needs to be shipped for repair, the company will email you a link to print the waybill and supporting documents.</p>	<p><b>Contact:</b> Vinesh Persaud  <b>Phone:</b> 1-800-353-1107, ext. 172</p> <p>Bridges technical support will send you a repair authorization form to fill out.</p> <p>The form will have a return authorization number and instructions on how to return the device. The return authorization number should be displayed on the outside of the shipping box.</p> <p>Bridges will also provide a shipping label to cover the shipping back to Bridges.</p> <p><b>Shipping:</b>            Bridges Canada            2123 McCowan RD            Scarborough, ON            M1S 3Y6</p>	<p><b>Tobii Dynavox Tech Support</b>  <b>Phone:</b> 1-800-344-1778, ext. 1  <b>Email:</b> <a href="mailto:Support.na@tobiidaynavox.com">Support.na@tobiidaynavox.com</a></p> <p>Mon to Fri 9 a.m. – 9 p.m. EST</p> <p><b>Contact:</b> Charles Poeppelman            Western Canada Representative  <b>Phone:</b> 1-937-507-5421</p> <p>Tobii Dynavox will provide you with the following:</p> <ul style="list-style-type: none"> <li>• A return authorization number, which needs to be displayed on the outside of the box.</li> <li>• A pre-printed label and custom documents, which will be sent directly to your home via FedEx. Complete the documents as directed.</li> </ul> <p>The device will be shipped to Tobii Dynavox in Pittsburgh. Arrange for pickup by contacting FedEx at 1-800-462-3339 or online at <a href="http://www.fedex.com/ca">www.fedex.com/ca</a></p> <p><b>Shipping:</b>            Tobii Dynavox Technologies            Repairs            2100 Wharton Street, 4th floor            Pittsburgh, PA 15203            USA</p>

## More information

Email: [aadl.sgcd@gov.ab.ca](mailto:aadl.sgcd@gov.ab.ca)