Omni Service Policy

Purpose

This policy defines the service, maintenance, and support structure for the Omni powered wheelchair. It establishes the standards for ongoing maintenance, response, and component coverage under the Standard Service and Peace of Mind Service Plan.

Scope

This policy applies to all Omni powered wheelchairs supplied, serviced, or supported by Conquering Horizons Limited.

It covers:

- Preventive and corrective maintenance
- Service visit structure and response times
- Use of approved OEM or refurbished components
- Documentation and traceability
- Linkage between service activity and warranty maintenance

Definitions

- **Standard Service:**
  Core service option available to all Omni users, covering routine maintenance and repairs charged on a usage basis (labour and parts).
- **Peace of Mind Service Plan:**
  Comprehensive 5-year support package providing scheduled maintenance, extended coverage, and a 15% discount on parts.
- **OEM Parts:**
  Original Equipment Manufacturer components used for all maintenance and repairs.
- **Assured Refurbished Parts:**
  Components inspected, tested, and certified by Conquering Horizons to OEM standards.
- **Service Visit:**
  Planned or reactive attendance by a Conquering Horizons–authorised engineer.
- **Standard Chair:**
  Production chair with no specific user modifications

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Service Level Overview

Service Feature	Standard Service	Peace of Mind Service Plan
Warranty	Standard warranty (up to 2 years)	Extended warranty (up to 5 years)
Preventive Maintenance	Inspection	Annual inspection + full service
Response Time	Within 10 working days	Within 3 working days (priority scheduling)
Parts Used	OEM or assured refurbished parts	OEM or assured refurbished parts (up to 15% parts discount for non-warranty items)
Labour Charges	Standard rates	Reduced call-out and labour rates for out of warranty work
Battery Health Check	Visual and health check	Visual and health check
Software Updates	Safety and performance updates	All available updates + configuration support
Loan Chair Availability	Subject to availability (standard loan rates apply)	Guaranteed standard chair during repair periods >24 hours (UK mainland)
Transportation (collection/return)	Customer responsibility	Customer responsibility
Support Contact	General service line	Priority access service line
Home visit	Standard rates apply	Up to one (1) warranty repair visit per annum

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Battery Policy

Omni batteries are rated for approximately 1,000 charge cycles under normal conditions.

Expected lifespan:

- **3 years** under intensive use
- **4–5 years** under normal use

Replacement Terms:

- **Standard:** Replacement available on request at customer's cost.
- **Peace of Mind Plan:** Discounted replacement pricing based on service duration (typically 10–15% discount).

All batteries must undergo an annual health inspection to maintain warranty and service validity.

Servicing Procedures

1. **Scheduling**
    - *Standard:* Booked via the general service line.
    - *Peace of Mind:* Priority booking via the dedicated support team.
2. **Parts Handling**
    - Only OEM or approved refurbished parts may be used.
    - Peace of Mind customers receive a 15% discount on parts.
3. **Documentation**
    - All service activities logged within the service management system.
    - All records retained per ISO 13485 documentation control requirements.
4. **Loan Equipment**
    - Peace of Mind customers guaranteed temporary replacement chairs (subject to availability and safety assessment) if their chair cannot be repaired in 24 hours following engineering assement.

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