


handicare   
plus

Rated 'Excellent' on  Trustpilot

Nationwide Preventative  
and Corrective Maintenance

# Nationwide Preventative and Corrective Maintenance

Handicare Plus ensures your site's patient handling equipment is always kept in exceptional working order, minimizing equipment downtime, and giving your staff every opportunity to focus on just one thing – care for your clients.

Our team is expertly trained in all Handicare products and committed to making everyday life easier. You have peace of mind knowing that your equipment is being maintained by a team of professionals dedicated to healthcare, service, and safety.

Our coverage spans across North America with multiple satellite offices in major cities providing onsite service, typically within 48 hours. Our technical support team is always ready to lend a helping hand by phone or e-mail and can assist with troubleshooting your equipment over the phone during standard business hours.


Whether you have larger multiple sites or a smaller location, Handicare Plus provides flexible plans that fits your site's unique needs, protects your budget, and assists with exceptional equipment performance.





handicare

“I count on Handicare for annual load testing of facility floor lifts. Communication is paramount in this business and I always have pricing quotes and scheduling complete in time to make internal notifications to all units at the facility.”

 Trustpilot



Five Star Customer Review

# Handicare Plus Benefits



## **SAFETY**

Safeguard your own maintenance teams by having Handicare Plus take on the full responsibility of preventative and corrective maintenance to ensure you comply with local OSHA and OH&S standards.



## **REGULATORY COMPLIANCE STANDARDS**

All Handicare Plus preventative and corrective maintenance plans meet and exceed ISO 10535 and CSA Z10535.2-17 annual compliance standards.



## **PLAN OPTIONS**

Tiered plans designed to meet your site's budgetary requirements and equipment demands. Pricing available upon equipment fleet evaluation.



## **EXPERIENCED TEAM**

Our experienced full-time Handicare Plus technicians have been trained on all Handicare products and have countless hours of training in the field with preventative and corrective maintenance.



### **EXTENDED PRODUCT LIFE**

With annual inspections and load testing, unforeseen problems are discovered beforehand and repaired immediately, extending the overall life of your safe patient handling equipment.



### **REDUCED COSTS AND EQUIPMENT DOWNTIME**

The cost of maintaining your equipment without a plan can far exceed the cost of having Handicare Plus in place from the start. You will see considerable cost savings in your annual maintenance budget while also allowing your own internal maintenance teams to focus on other priority tasks.



### **RECORD KEEPING**

Handicare Plus maintains inspection records for every preventive and corrective maintenance job on your equipment.



### **QUICK RESPONSE TIMES**

All inquiries are responded to within four hours during standard business hours. Premium and Professional plan members offer quick response times with a Handicare Plus Technician on site typically within 48 hours.

# Frequently Asked Questions

## › How quickly does Handicare Plus respond to initial inquiries?

We understand that equipment downtime affects the well-being of your staff and patients, we quickly respond to all telephone and e-mail inquiries in four hours (during standard business hours).

## › When will a service technician be available to repair my equipment?

Handicare Plus will arrange the corrective maintenance appointment with your team during the initial phone response within one business day. If a same day response is not possible, arrangements will be made for a mutually agreed upon visit with your team.

## › Do you offer loaners while my equipment is being repaired?

We want to minimize downtime of your equipment as much as possible. Handicare Plus will make every effort to offer loaner ceiling lift and floor lift equipment when yours will be unavailable due to maintenance for longer than two business days.

## › Are batteries included in your list of parts?

All plans exclude batteries.

## › Do you provide parts for non-Handicare products?

No, unfortunately we do not stock parts for non-Handicare products. We recommend purchasing direct from equipment manufacturers to ensure you receive first party parts. Parts for products manufactured and distributed by Handicare are readily available, such as Beka.

## › How easy is it to schedule an appointment or cancel one?

Appointments can be booked when it's convenient for your site, staff, and patients. To cancel and re-book, simply call or e-mail us 48 hours in advance of your appointment.

## › Why choose an annual preventative maintenance plan?

Annual preventative maintenance can extend the life of your products and reduce downtime due to equipment failure. Overall, the cost of purchasing new equipment and re-training your team due to a replacement would exceed the cost if you have had a preventative maintenance plan in place. Lastly, preventative maintenance and load testing is designed to keep your staff / patients safe, your facility in compliance, and your equipment in exceptional working order to reduce safety risks.

## › What are your recommendations on Handicare equipment inspections and load testing?

We recommend all our patient handling equipment be inspected and serviced by a qualified Handicare Plus technician annually as indicated in our user manuals and current regulatory standards. All Handicare A-Series/ C-Series/AP-Series/P-Series Ceiling Lift Systems should be load tested at the safe working load (SWL) as per ISO 10535 and CSA Z10535.2-17 compliance standards and manufacturers recommendations.