

Breakdown Procedure

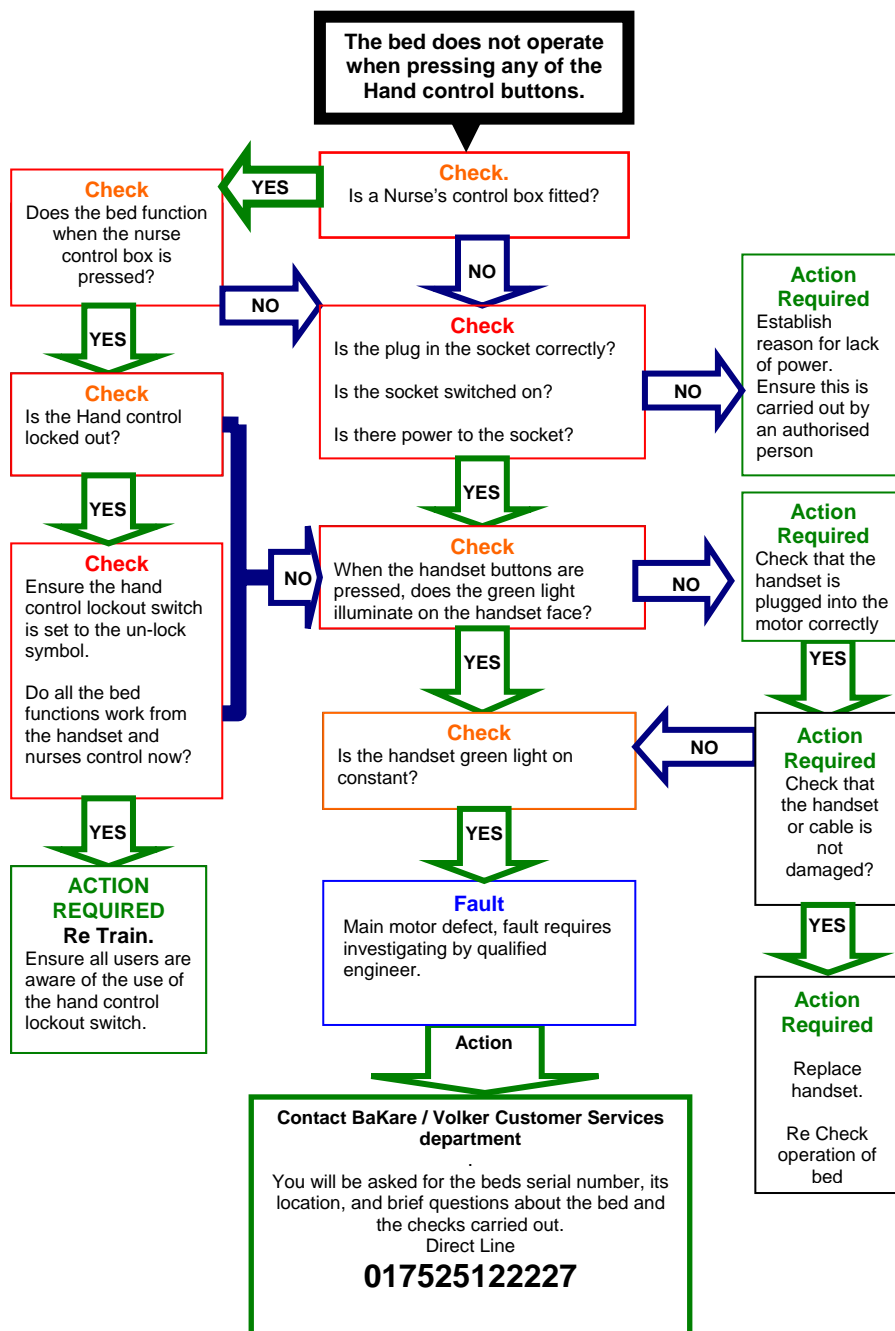
BaKare Prestige / Klearside

Fault Finding / Trouble Shooting.



Make sure before looking for faults that the bed is connected to the power supply (Plug inserted and socket live)

The following fault finding chart is designed to eliminate false call outs by the user. Please ensure all checks have been made before reporting the fault to the appropriate person.



Report a Fault procedure overleaf

Reporting a Fault

When reporting a fault, it is important that the following information is given to our customer service department.

1. Name of Person in Charge / or person requesting call out.
2. Official order number or payment for call out , if applicable
3. Contact person at site location
4. Nature / Details of fault
5. Location of bed
6. Serial Number of Bed
7. Date of Installation

Our customer service department will issue you a technical support reference number, so you can track the status of your fault situation.

Repair Procedure

1. In cases of a simple part going faulty, such as the remote handset or the encased motor unit, we will send a tested and working replacement part the next working day (see point 7).
2. The user or their representative must attach the replacement part to the bed.
3. The faulty component will become the property of BaKare and must be sent back to our Plymouth Office. The new part will become the property of the customer.
4. Faults requiring replacement parts must be reported by 2.00pm to our Plymouth Office (Monday to Friday) for next day delivery.
5. Faulty parts or components that are not returned to BaKare within seven days will be charged for at full rate.
6. Where replacement parts are not the problem and the solution requires an engineer we will visit within 5 working days to resolve the situation.
7. Where a next day response is required we will do our utmost to adhere to the request. We will however make a surcharge as applicable.

The customer Service Department operates office hours from 8.30am to 5.30pm Monday to Thursday – 8.30am to 4.30pm Friday.

For any calls received outside these times, you will be either a recorded message, giving you a contact number for the engineer on call/ or transferred to the engineer directly.

Please note: You may hear a recorded message when contacting the engineer on call, please always leave your contact details.

**For immediate attention always report faults to
Volker Healthcare Ltd / BaKare Beds Ltd
Customer Service Department**

**Direct Line
01752 512227**