



Customer Guide

FAQ: In-Shop Repair Appointments

Q: When should I arrive for my appointment?

A: Please arrive approximately 15 minutes before your appointment time. Personnel in the branch will need some basic information from you before repairs begin and arriving early will give you time to transfer out of our mobility device so our technicians can begin your repair on time and get you back on your way as soon as possible.

Q: What if I need to cancel or change my appointment?

A: You can change or cancel an In-Shop Service appointment by calling your local branch and selecting option 3. We recommend giving at least 24-hour notice for any appointment cancellations or changes if possible. We will attempt to reschedule you as soon as possible. Ask your Service Coordinator for additional detail.

Q: Will I have to get out of my chair during the service appointment?

A: Yes, all service evaluations and parts installation appointments will require you to transfer out of your mobility device.

Q: Can someone help me transfer?

A: Legally Numotion employees are not allowed to assist you with transfers. If you need physical assistance with the transfer, please arrange to have someone come with you to the appointment.

Q: What types of devices are available for me to transfer to while my device is being repaired?

A: In-Shop locations will have a therapy mat, a basic manual wheelchair, and a power wheelchair with recline in most cases. The exact loaner wheelchairs and therapy mats available will depend on the branch you are visiting. We will do our best to make you comfortable while you wait on your repair.

Q: Can I bring a spare wheelchair or mobility device to use while my device is being evaluated or repaired?

A: Yes, if you have a spare wheelchair, transport chair, or mobility device, you are encouraged to bring it to your In-Shop appointment.

Q: What are the sanitary and health protocols Numotion uses to ensure my safety?

A: We follow a strict disinfecting protocol executed after a customer utilizes any piece of equipment. Numotion's Equipment Maintenance Policy is part of our Environmental Health and Safety Manual and is used by every Numotion branch.

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Q: Who do I ask for when I arrive?

A: Ask for the In-Shop Service team member. They will help you get checked in for your service appointment.

Q: Is there a waiting room for me to sit in, and what can I do while waiting?

A: Yes, each In-Shop service location has a waiting room. We will have electrical outlets available for you to charge your laptop, phone, or spare power mobility device. Our In-shop branch locations usually have a mat room if you need some privacy.

Q: Can I watch the repairs being done on my chair?

A: It depends on the type of repair being done. If your mobility device is being repaired in a restricted area, you will not be able to watch the repair. Your physical safety and protection of everyone's private health information are among the top priorities in each Numotion branch.

Q: How long will my repair take?

A: We schedule the initial diagnosis to the problem or the evaluation for 45 minutes. The repair or installation will vary in time based on the nature of the problem. An estimate will be provided at the time of your evaluation and reiterated when your evaluation or repair is scheduled.

Q: Can my caregiver, friend, or family member come with me?

A: A friend, family member, or caregiver is welcome to come with you for your In-Shop Service appointment. It is the policy of Numotion that no minor children are to be left in the waiting area unattended. If your child is our client, parents/guardians need to remain on the premises during the duration of the child's appointment.

Q: If I use a transportation service how far ahead of my appointment should I call my local transportation company to schedule my ride to the Numotion branch?

A: Transportation companies vary in the amount of time required to schedule a ride. Please contact your preferred transportation company for specific scheduling timelines. In many cases it is best to schedule transportation at least a week in advance of your In-Shop Service Appointment.

Q: Will I need to come back more than once?

A: Most repairs require one appointment for initial evaluation to determine what repairs are necessary and any parts required. Typically, a second appointment is needed to install the parts since they must be ordered from the manufacturer specific to each repair order. The number of appointments will vary depending on the complexity of the repair. We also offer remote evaluation which can possibly help you avoid the initial trip to the branch for evaluation. Next time you need a repair ask about our Remote Service option.