

Your Voice Amplification Device is a complex electronic equipment, and should be treated with great care. It must be used in accordance with the manufacturer's specifications and within the Scheme's procedures.

It is your responsibility to follow these general care and maintenance instructions and to follow the manufacturer's instructions outlined in your manual.

General Care

- **Protect** the device from being pushed or thrown. Do not **drop** the device. If the user is in a wheelchair, secure the device firmly on the chair or tray using a **VAD mount** or other options. Your team will be able to suggest suitable mounting options.
- **Use a travel/storage case** when transporting the device to **protect** the device from scratches and knocks.
- **Keep the VAD dry** at all times. **Protect** from getting **wet** and do not submerge in water.
- Do not expose VADs to **temperature extremes**, for example, leaving in a hot car for extended periods.

Preventative Maintenance

- Your VAD should undergo a routine maintenance, in accordance with supplier's recommendations.

Battery Charging/Regular Maintenance

- **It is very important that you charge the battery according to manufacturer's instructions**
 - Only use the battery charger supplied with the device.
 - Check how long the device can be safely left on charge
 - Regularly check the charger cord for damage. Contact MASS if repair or replacement is required
- Remove alkaline batteries if the device is not being used for an extended period of time.

Cleaning

- Clean VADs with a **clean soft damp cloth**.
- **Do not use spray cleaners or chemical based cleaners** on any part of the device.

Ownership and Repairs of Voice Amplification Devices

MASS will deem ownership of all voice amplification devices to the applicant.

This means:

- You will be responsible for the cost of ongoing repairs and maintenance and also be responsible for the cost of any future accessories, including batteries.
- You will have the right to dispose of the device (as per manufacturer's instructions) or to donate the device when it is no longer required.
- MASS will not normally replace the voice amplification device within five years for any reason other than functional change or growth.
- It is your responsibility to follow the general care and maintenance instructions in this document, to prolong the life of the device and ensure that it works efficiently.
- In addition it is your responsibility to follow the manufacturer's instructions outlined in your manual.

MASS will not pay

- the transportation of the person or other persons to and/or from the repairer/supplier.
- costs of alternative arrangements for the person while the communication aid is being repaired.

Queries

Should you have any queries concerning your MASS subsidised voice amplification device, please contact your original prescriber or your nearest MASS service centre:

Brisbane MASS Service Centre

PO Box 281
CANNON HILL QLD 4107
Ph: 3136 3510
Fax: 3136 3500
Email: mass184@health.qld.gov.au
Website: www.health.qld.gov.au/mass

Mackay MASS Service Centre

PO Box 688
MACKAY QLD 4740
Ph: 4965 9456
Fax: 4965 9418
Email: mass184@health.qld.gov.au
Website: www.health.qld.gov.au/mass

Disclaimer:

Queensland Health has made every effort to ensure this information is accurate. However, if there are any discrepancies between the information contained in this document and care instructions provided by the manufacturer, the manufacturer's instructions override the information contained herein.

Queensland Health accepts no responsibility for any errors, omissions or inaccuracies in respect of the information contained in this material nor is the provision of the material to be construed as any representation that there are no other materials or information available in relation to the information provided. Further, Queensland Health accepts no responsibility to persons who may rely on this information for whatever purpose.