

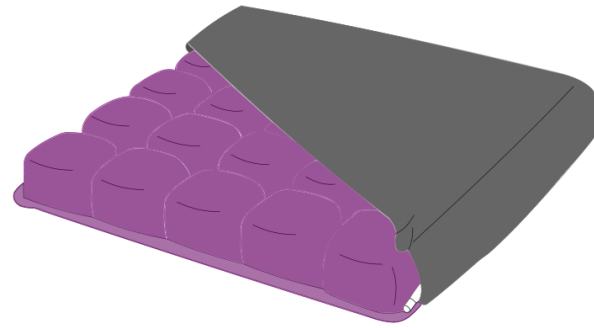
Caring for your MASS Equipment



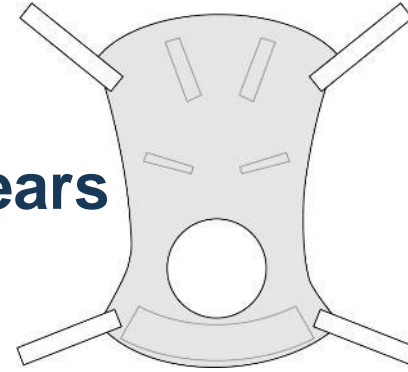
Queensland
Government

17 July 2025

Typical lifespan



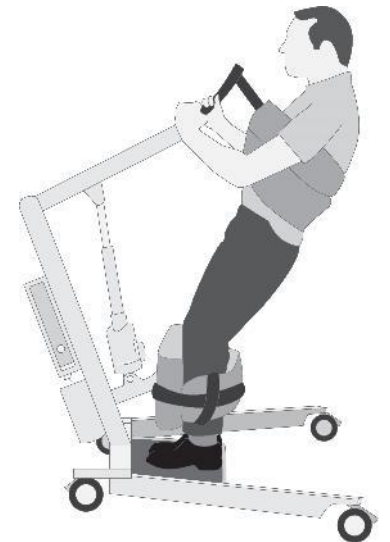
2.5 years



7 years



5 years





Regular
inspection

Inspection

Performance problems, e.g.,

- Loose brakes
- Fishtailing
- Hard to push

Visual inspection, e.g.,

- Rust, cracks and wear
- Bending
- Toe-in / toe-out

Physical inspection, e.g.,

- Loose bolts/screws/pins
- Castor and wheel spin



Lubricants



Always read the user manual



If the user manual agrees, use a lanolin-based lubricant spray

- GENERAL LUBRICANT AND PENETRANT
- MOISTURE, SALT AND ACID RESISTANT
- RUST PREVENTATIVE

400g Net

INDUSTRIAL MAINTENANCE



Do not use a degreaser

- Stops Squeaks
- Drives Out Moisture
- Loosens Rusted Parts
- Frees Sticky Mechanisms

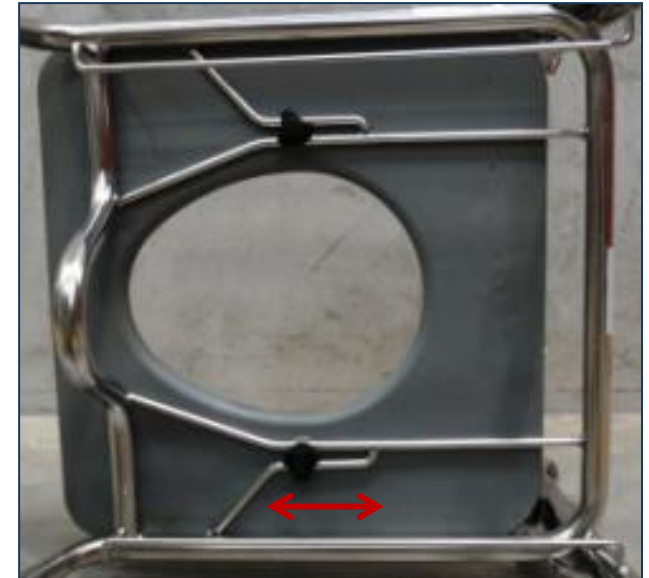
Nyloc



Resists loosening, especially with vibration¹

Often can only be used once or twice²

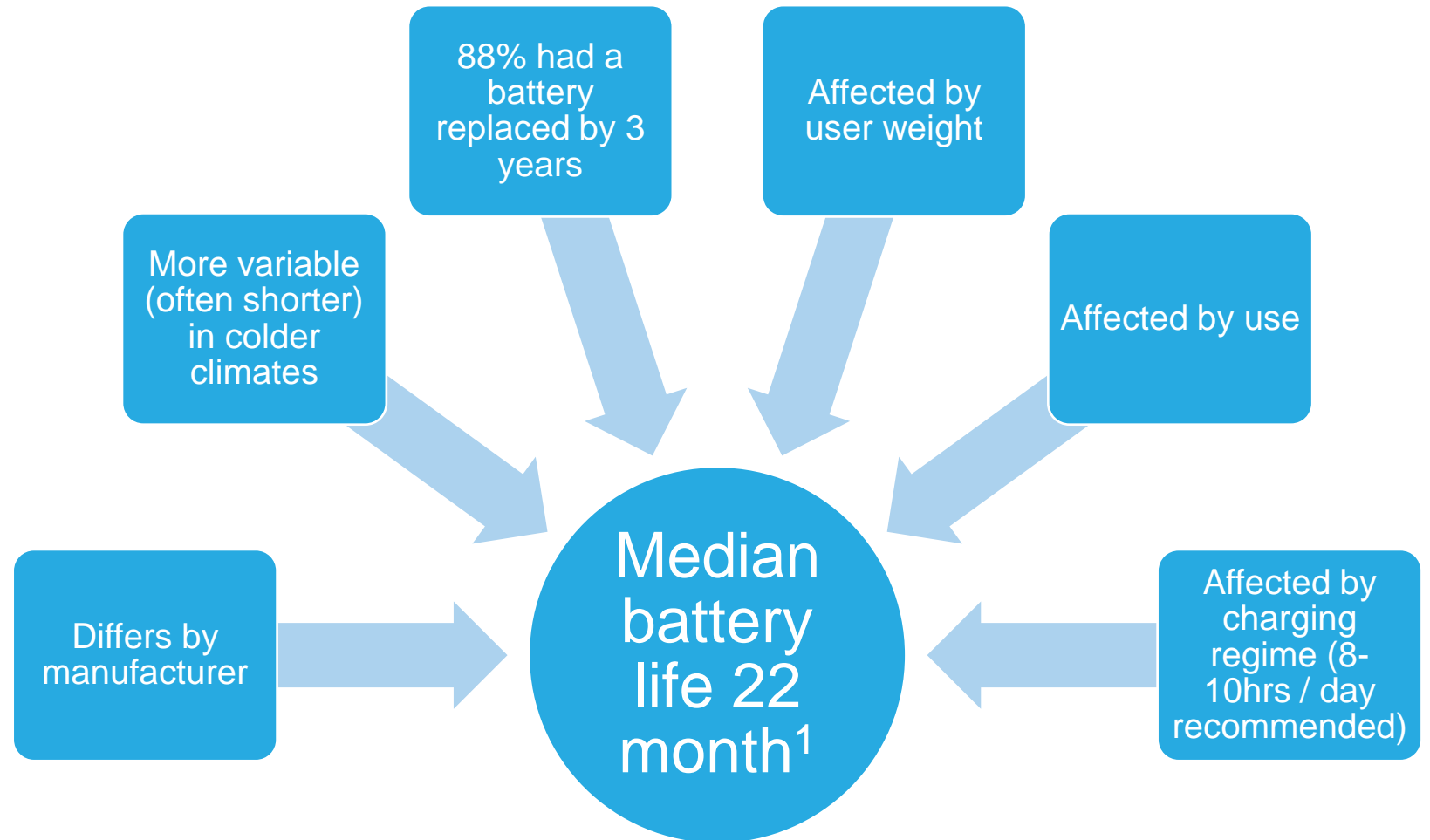
Making Adjustments to your Equipment



MASS Resource:

[Adjustments to your manual wheelchair, power wheelchair, or mobile shower commode](#)

Power wheelchair batteries





Cleaning devices

Always read the user manual

Generally, use a damp cloth with or without gentle detergent

Open cell foam



Closed cell foam



“Rubbery”



- Wipe with a damp cloth
- Spray with isopropyl alcohol

- Run under warm water
- Wipe with a soapy cloth

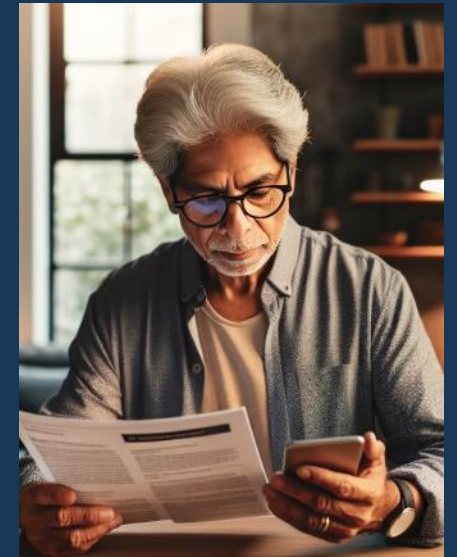
“Plasticky”



- Wipe with sponge or soft brush
- Submerge in 1-part household bleach to 9-parts water

- Wipe down with a cloth with soap/detergent/disinfectant
- Wipe down with a clean damp cloth

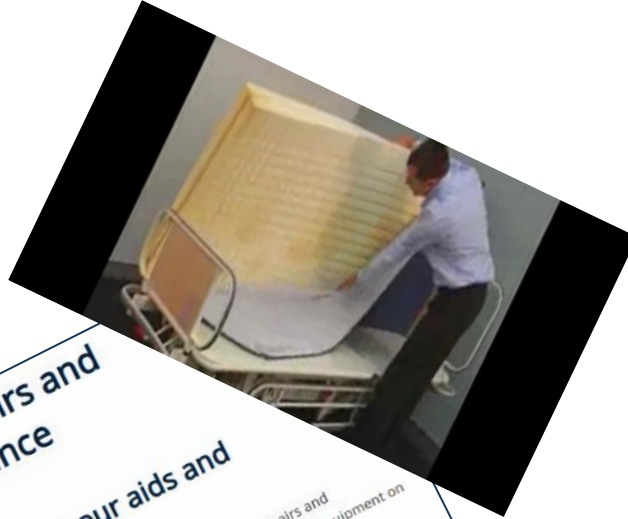
Cleaning pressure cushions



Always read the user manual or look inside the cover

Learn
more

MASS Website



MASS repairs and maintenance

Looking after your aids and equipment

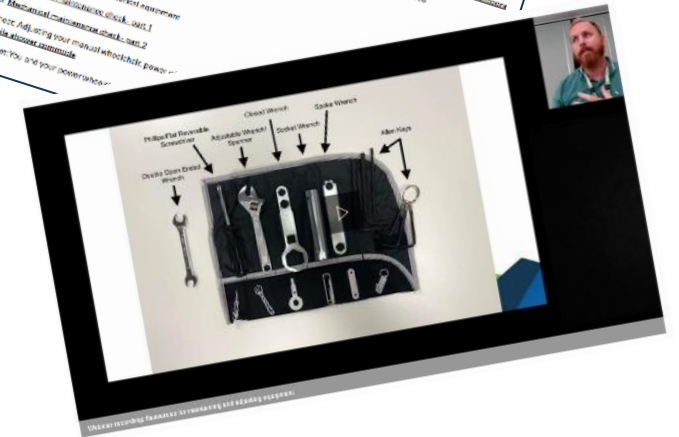
The Medical Aids Subsidy Scheme (MASS) will pay for repairs and maintenance arising from reasonable 'wear and tear' to aids/equipment on permanent loan.

MASS will not pay for repairs to aids/equipment funded by other sources, i.e. other government or NGO funding schemes, or aids/equipment where the ownership was transferred to you. You will need to pay for these repairs.

Make sure you read the operation manual provided by the supplier. If you have questions about looking after your device, please contact the supplier.

<https://www.health.qld.gov.au/mass/mass-repairs-and-maintenance>

MASS Resources for Maintaining & Adjusting



<https://sway.cloud.microsoft/ks7HTwBkuTo8fkba>

Responsibilities & best practice

CLIENT

- Cleaning
- Simple maintenance
- Early detection and reporting of issues
- Proper use and following manufacturer's instructions

PRESCRIBER

- Client education on care and maintenance
- Periodic equipment inspection and report/repair (ideally before warranty ends)
- Consider backup equipment / plans

MASS

- Arranging repairs and maintenance for wear and tear
- Providing replacement equipment at end of economically serviceable life
- Scheduled servicing of hoists and PWCs

Refer to the [MASS General Guidelines section 12](#)

MASS covers

- Reasonable wear and tear
- 12-month servicing of hoists and power wheelchairs
- Basic backup manual wheelchair for power wheelchair users

MASS does not cover

- Negligent damage
- Accidental loss or damage
- Consider including your aid in your home contents insurance or have it insured separately
- MASS does not reimburse costs involved with insurance

Contact MASS to
arrange repairs

MASS will arrange a
repairer to contact you



Contact – General Enquiries/Repairs

Brisbane/Townsville Equipment Services	(07) 3136 3524
Palliative Care Equipment Program	(07) 3136 3545
Continence Services	(07) 3136 3665 / 1300 443 570
Oxygen Services	(07) 3136 3510 / 1300 443 570
Specialised Services (for spectacles, communication aids, medical grade footwear and orthoses)	(07) 3136 3696 / 1300 362 276
All services – toll free	1300 443 570

Thank you!

Complete the
feedback form
to receive a
certificate of
attendance

