

Applicant Information Sheet

MASS 87 – Artificial Larynx Care

Your artificial larynx should be treated with great care and 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.

Care and Maintenance

- Handle your artificial larynx carefully to prevent dropping which may cause expensive external cracking or internal damage to the circuitry. Use the safety cord supplied.
- Water – do not allow your artificial larynx to get wet. Remove it before swimming, showering or entering a sauna. If it becomes necessary to use your artificial larynx in moist conditions, place it in a plastic bag/condom and tie the end.
- Dirt and sand can cause premature wear to the threads of the screw caps and interfere with the electrical contacts.
- Never screw the head cap on tightly or damage will occur to the soft membrane. The best sound is generally produced by unscrewing the head until the sound is about to decrease, approximately 2-3 mm.
- Remember a lower volume often produces a clearer tone. It is not how you think you sound but whether others can understand what you are saying. Practice with a family member or friend until you get it right.

Batteries

You have been supplied with batteries. MASS will replace the batteries if you have an older model Servox Digital. If you have one of these models, you should contact MASS immediately should your battery fail to hold a charge or becomes damaged. MASS will not replace commercially available rechargeable batteries for other models. Check your batteries on a regular basis and wipe them with a soft cloth that has been moistened with methylated spirits. Do not use batteries if rusty, showing white powdery deposits or oozing fluid.

Battery Charging for Servox Digital only

Fully charge the batteries before use. Only use the automatic battery re-charger supplied with your artificial larynx. The initial charge should be for 12 hours. The charging light on your charger will go out after 1-2 hours. This indicates that the charging rate has reduced and not that the battery is fully charged. Subsequent re-charging should be for between 7 and 12 hours. Wait for the red warning light to show on your artificial larynx before re-charging the battery. Placing the partially discharged batteries on your re-charger will shorten their life.

Cleaning

Always keep your artificial larynx clean and wipe regularly with a soft cloth lightly moistened with methylated spirits to remove grime and perspiration.

Routine Maintenance

Your artificial larynx should undergo routine maintenance in accordance with supplier's recommendations.

Repairs

You must contact MASS for advice and assistance for ANY repairs to your aid. Repairs are to be carried out ONLY by repairers authorised by MASS. Do not attempt to repair it yourself. Do not open the artificial larynx as this will expose the electronic circuitry. If the artificial larynx is damaged, it is important to arrange repairs via MASS as soon as possible to prevent further damage occurring.

MASS will not pay for:

- Repairs or maintenance for which the person has privately paid (retrospective payments).
- Repairs and maintenance without prior contact and authorisation by MASS.
- Repairs and maintenance covered by warranty conditions (MASS will still need to be contacted immediately to arrange repairs and maintenance covered by warranty conditions).
- The transportation of the person or other persons to and/or from the repairer/supplier.
- Costs of alternative arrangements for the person while communication aid is being repaired.
- Damage caused by unreasonable use, misuse and inappropriate use of an aid.
- Damage caused to an aid by lack of maintenance and cleaning.
- Accidental destruction, loss or neglect of an aid.
- Cleaning of an aid.

Authorised MASS servicing agencies for artificial larynges

1. Servox Digital Electrolarynx
Speech Aid

Axion Biomedical

Axion Building
59 Haly Street
Wondai QLD 4606
Ph: 1300 650 272
Email: axionmedical@bigpond.com

2. Tru Tone Emote

Atos Medical

6/174-180 Pacific Highway
North Sydney NSW 2060
Ph: 1800 286 728
Email:
info.au@atosmedical.com

3. Nu-Vois III Digital Electronic
Larynx

Remedix

PO Box 2019
Camberwell West VIC 3124
Ph: (03) 9822 9124
Email: info@remedix.com.au

Note: Do not contact supplier if repairs are required. MASS must be contacted in the first instance to arrange repairs of your artificial larynx.



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