

Applicant Information Sheet

MASS 88 SGD – Speech Generating Device Care

Most Speech Generating Devices (SGD) are complex electronic equipment and should be treated with great care. 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

- Prevent 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 SGD mount or other options. Your team will be able to suggest suitable mounting options.
- Use the supplied carry case when transporting the device to protect the device from scratches and knocks.
- Keep the SGD dry at all times. Protect from getting wet and do not submerge in water. Protect the device from moisture/saliva/spills by using the supplied moisture guard (if requested). Saliva can corrode the touch screens and keyboard so should be cleaned immediately.
- Use fingertips, pointer with cushioned tip or stylus shipped with SGD to make selections on touch screens. Do not use sharp objects and do not place heavy items, particularly those that damage or scratch, on the screen.
- Do not expose SGDs to temperature extremes, for example, leaving in a hot car for extended periods.
- Do not put stickers or other adhesive items on touch screens/membrane keyboards as these can damage the surface.

Preventative Maintenance

Your SGD should undergo 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.
- Perform regular maintenance such as touch screen calibration and battery calibration as per manual guidelines and recommendations.
- Remove alkaline batteries if the device is not being used for an extended period of time.

Cleaning

- Clean SGD casings and dynamic display/touch screens with a clean, soft damp cloth.
- Do not use spray cleaners or chemical based cleaners on any part of the device.

Repairs and Maintenance

If **MASS owns the device and accessories**, MASS will be responsible for the cost of ongoing reasonable repairs and maintenance.

If **you own the device and accessories**, you are responsible for the cost of ongoing repairs and maintenance.

You must contact MASS for advice and assistance for ANY repairs to your device. Repairs are to be carried out ONLY by repairers authorised by MASS. If the SGD 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 and maintenance of a device that has been replaced by another MASS subsidised communication aid.
- 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.



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