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**Service Delivery**

* Minimum Rental Period is one (1) Day.
* Hire charges cease at the point Arjo are notified NOT when the equipment is collected.
* Collections will be made with 3 workings days of cancellation being made.
* No delivery or collection charges
* Installation charge for Gantry Hoist which will only be delivered during normal working hours - Monday to Friday, from 08:30 until 17:00 (excluding public holidays).

**Rental Response Times**

* Core Products (green and \* in the table below) within 4 hours of order being placed (24 hours, 365 days a year). If supplier fails to meet this guarantee, first day hire will be free.
* All other products are guaranteed delivery within an 8-hour period of order being placed (24 hours, 365 days a year).
* On delivery, our Technicians install and provide ‘in service instruction’ on all systems ensuring that equipment is fully functional and that users are aware of operating and emergency procedures.

**Troubleshooting**

During office hours, our customer service team can provide assistance over the phone and we have an out of hour’s on-call team that can provide assistance as required. The 24-Hour Helpline which is manned 365 days will be able to assist with any Technical queries – 01279 425 648.

**↓ Bariatric Products on following pages ↓**

**Arjo Bariatric Rental Equipment – please read and follow ordering guidance**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Hire Code** | **Product description** | **Image** | **SWL** | **Proposed Price** | **Transportation / Installation** |
| **Commode** | WCOM  **(CORE PRODUCT)** | **Wheeled Commode Shower Chair**  Width - 31” | T100 Front Side | 55st/350kg | £12.50 | £0.00 |
| **Seating** | BS40\*  BS50\*  **(CORE PRODUCTS)** | **Static Chair**  ***Drop arm, housekeeping wheels,***  Width:  BS40 - 24’’  BS50 - 28’’ & 31’’ | S:\Pictures 2014\Chairs\Baros Wooden Framed Static Chair 14 NO BACKGROUND.jpg | 50st/320kg | £12.00 | £0.00 |
| B40R\*  B50R\*  B70R\*  **(CORE PRODUCTS)** | **Baros Rise & Recline Chair**  Widths:  B40R - 24’’, 26’’ & 28’’  B50R - 30”,32”  B70R - 33” | S:\Pictures 2014\Chairs\Baros Acute Riser 1 NO BACKGROUND.JPG | 40st/250kg  50st/320kg  70st/450kg | £25.00 | £0.00 |
| SMS45 | **Bariatric Sorrento Chair**  ***Tilt in Space & Reclining***  Width - 28’’ | S:\Pictures 2014\Background Images\Bariatric Sorrento Chair 1.jpg | 45st/286kg | £30.00 | £0.00 |
| SARC | **Sara Combilizer**  Multi-functional Chair | https://www.arjo.com/siteassets/inriver/resources/a/arjohuntleigh-products-patient-transfer-solutions-sara-combilizer | 31st/200kg | £55.00  *Ask about Block Rental Price* | £0.00 |
| **Mobilising** | WF47 | **Walking Frames** | https://www.1stcallmobility.co.uk/media/Product/102/thumbnail/resized/w220_h220/DSC01091PATH.jpg | From 50st/318kg | £6.00 | £0.00 |
| STALL | **Stand Tall Frame** | https://www.1stcallmobility.co.uk/media/Product/103/thumbnail/resized/w220_h220/DSC0108PATH.jpg | 50st/318kg | £15.00 | £0.00 |
| BR70 | **Rollator** | https://www.1stcallmobility.co.uk/media/Product/104/thumbnail/resized/w220_h220/XXLRollator1NOBACKGROUND.jpg | From 50st/318kg | £15.00 | £0.00 |
| **Hoisting** | GANT | **Ultra-Twin Gantry Hoist to Incl. Sling &/or Lift Pants**  Specify - 2, 2½, or 3m spans  *(Optional: 360 degree turning plate)* | S:\Pictures 2014\Background Images\DSC_0117PATH.jpg | 78st/500kg | £45.00 (Gantry with sling)  £55.00 (Gantry with sling and turning plate) | £50  Only available during normal working hours  (M-F, 0830-1700) |
| Tenor | **Tenor Mobile Lift** | https://www.arjo.com/siteassets/inriver/resources/t/tenor-185-vinj-6-wheels-transperant-background | 50st/320kg | £35.00  *Ask about Block Rental Price* | £0.00 |