
Alberta Aids to Daily Living Information Sheet

This sheet provides important information about repairs for the Speech Generating Communication Device you received from Alberta Aids to Daily Living.

Please keep this information sheet with your communication device manuals for reference.

- AADL will pay for repairs, with prior approval, that are the result of normal wear and tear when the warranty has expired. This includes routine battery replacement. Repairs are subject to cost share by the client.
- You are responsible for any repairs that are not the result of normal wear and tear.
- You are responsible for the replacement of the device if it is lost, stolen or damaged due to misuse. AADL strongly recommends that you obtain insurance to cover the cost of replacement or repairs not covered by the AADL program.
- New SGCDs have a standard warranty of at least one year.
- Record the serial number of the device in a safe place and be prepared to provide this number in any discussions with the device manufacturer. The serial number can be found on the back of the device.
- Keep all of the original packaging for the communication device so that it can be transported safely to the manufacturer.
- **If it is decided that your device requires repair:** contact your service site and notify them that a repair is required. They will ask you to sign an AADL forms about the repair.
- If your device needs to be shipped to the manufacturer for repairs:
 - Pack the device securely in its original box so that it does not get damaged during shipping.
 - If possible, place the original box in another box to protect it during shipping.
- **Prior to shipping your device for repair by the manufacturer, ensure that you have a backup of your programmed vocabulary/user area.**
- Some devices can be turned off and set for shipping mode. Ask your service centre for assistance with this.

CONTACT INFORMATION FOR REPAIRS

LIBERATOR COMMUNICATIONS CANADA (LCC)	BRIDGES CANADA	TOBII DYNAVOX
<p>LCC represents the Prentke Romich Company (PRC) and Saltillo.</p> <p>Contact the Technical Support line or a Support Specialist from the relevant company.</p> <p>PRC 1-800-262-1990 Email: service@prenrom.com Or, chat with a PRC Support Specialist www.prenrom.com/chat</p> <p>SALTILLO 1-800-382-8622 Email: service@saltillo.com Or, chat with a Saltillo Support Specialist https://saltillo.com/support</p> <p>If the device needs to be shipped for repair, the company will email you a link to print the waybill and supporting documents</p> <p>The shipping address for both companies is:</p> <p>1022 Heyl Road Wooster, OH 44691 USA</p>	<p>1-800-353-1107 x 172 Contact: Vinesh Persaud</p> <p>Bridges Technical Support will send you a repair authorization form to be filled out.</p> <p>The form will have a Return Authorization (RA) number and instructions on how to return the device.</p> <p>The RA number should be displayed on the outside of the shipping box.</p> <p>Bridges will also provide a shipping label to cover the shipping back to Bridges.</p> <p>The shipping address is:</p> <p>Bridges Canada 2123 McCowan RD Scarborough, ON M1S 3Y6</p>	<p>Tobii Dynavox Tech Support 1-800-344-1778 ext. 1 support.na@tobiidynavox.com (M-F 9am – 9pm EST)</p> <p>Charles Poeppelman, Western Canada Representative 1-937-507-5421</p> <p>Tobii Dynavox will provide you with the following:</p> <ul style="list-style-type: none"> • A return authorization number • This should be displayed on the outside of the box • A pre-printed label and custom documents will be sent directly to your home via FedEx. Complete the documents as directed. <p>The device will be shipped to Tobii Dynavox in Pittsburgh. Arrange for pickup by contacting FedEx at 1-800-462-3339 or online at www.fedex.com/ca</p> <p>The shipping address is:</p> <p>Tobii Dynavox Technologies, Repairs, 2100 Wharton Street, 4th floor Pittsburgh PA 15203 USA</p>

Speech Generating Communication Device Benefit
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