

Customer Product Bulletin



PERSONAL TRIGGER RETURNS

Over recent months, Tunstall has been reviewing its service repair centre with the aim of improving the service it provides to customers. During this process the return of personal triggers has been analysed and the results show that over 90% of returned personal triggers have no fault. This puts significant pressure on the service when less than 10% of products actually need repairing.

In order to ensure that products continue to be repaired to the highest quality with extremely efficient lead times, Tunstall is implementing a change in the way such returns are handled. By implementing this process, Tunstall also hopes that it can avoid the need to charge for 'no fault found' product returns, a route many other companies have taken.

From 23 May, Tunstall will implement a new product repair process that will initially fully test all returned personal triggers in accordance with the company's manufacturing quality standards. If the trigger passes this test and therefore no fault is found the device will be returned to the customer without any further work being undertaken. This test is in accordance with the company's manufacturing process for new products therefore customers can be assured that any returned products are in working order commensurate with the age of the device

If a fault is found the following procedures will be followed:



Age of product	No Service contract	Service Contract
Up to 3 years	Battery and repairs free of charge, or unit replaced with an equivalent product	
3 – 5 years	Battery and repairs chargeable	Battery and repairs included
5 – 7 years	Battery and repairs chargeable	Battery chargeable and Repairs included
Over 7	Battery and repairs chargeable under reasonable endeavours	

When a repair is required and the trigger is over 3 years old, any repair costs will be advised to the customer – some repairs costs may exceed the cost of a replacement device so the customer may decide not to proceed with the repair. In this case, with the agreement of the customer, Tunstall will dispose of the device in accordance with current legislation.

Please note, that in all cases, a personal trigger returned with holes in the button or holes/cracking in the main body must be assumed to have had liquid ingress and therefore the device will be deemed to be beyond repair and outside of the warranty terms.



If a device is repaired, the identification label will be re-printed in line with the following process:

<p>Label present and legible</p>	<p>New label printed</p> <p>Part Number - unchanged Issue – changed to service code (SR) Manufacture date – unchanged Trigger ID - unchanged Bar code format – 2D</p> <p>Part No -issue-Wk Yr- TriggerID e.g. 68005/74-SR-0206-123456</p>	
<p>Label missing or illegible</p>	<p>New label printed</p> <p>Part Number - unchanged Issue – changed to service code (SR) Manufacture date – changed to Service Code and Year of service (e.g. SR11) Trigger ID – unchanged Bar code format – 2D</p> <p>Part No -issue-Wk Yr- TriggerID e.g. 68005/74-SR-SR11-123456</p>	

In order to minimise the number of products returned without a fault, Tunstall recommends that customers:

- a. check that the device is programmed correctly to the home unit or telecare enabled system
- b. read the guidance on battery information guide available at http://www.tunstall.co.uk/assets/literature/D3607154D_Battery_information.pdf

For more information please contact the Telehealthcare helpline on 0844 855 1564.