



5 STAR
★★★★★
SERVICE PLAN



5-Star Service for Consumer Power & Scooters

- ★ Nationwide Coverage
- ★ Genuine Invacare® Parts
- ★ Prompt On-Site Service
- ★ Convenient Loaner Program
- ★ Comprehensive In-Warranty Service



Yes, you can.®

Service

Introducing the Invacare® 5-Star Service Plan. A program designed to provide you with another option in delivering service to your consumer power and scooter customers.

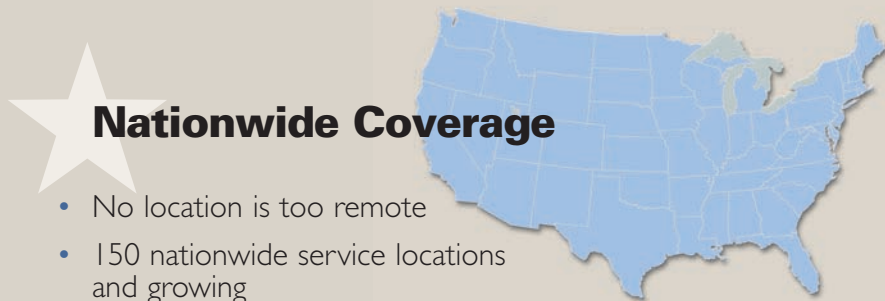
Invacare Promise

Invacare's brand promise includes products known for quality, innovation and service that the consumer can trust. This is Invacare's commitment to you and your customers.

Choices

The choice is yours. Use the Invacare 5-Star Service Plan for all of your consumers, or customize the usage to meet your specific business needs.

Invacare – Yes, you can.®



Nationwide Coverage

- No location is too remote
- 150 nationwide service locations and growing
- Over 200 technicians dedicated to servicing consumer power



Genuine Invacare® Parts

- Original equipment manufacturer parts
- Parts stocked at nationwide service locations

Prompt On-Site Service

- Dedicated toll-free number for all consumer service calls
- Critical service calls scheduled within 24 hours
- All other calls scheduled within 48 hours



Convenient Loaner Program

- Loaner equipment available, free to your customers

Comprehensive In-Warranty Service

- Most comprehensive program in the industry
- During the equipment's warranty period, all parts, labor, and service are covered
- After the equipment's warranty period, Invacare through its third-party service network will offer parts and repair service; your consumers will be charged for any post-warranty parts and service on a per-repair basis; the service locations will offer billing to Medicare and many private insurance programs
- The Plan is not an extended warranty

The Process

1. Call (800)-333-6900 to place an order.
2. An Invacare 5-Star Service Plan kit will be sent to you including:
 - Terms & Conditions
 - An equipment sticker including the service phone number
 - A handy magnet including the service phone number
 - A registration form, to be completed by the provider
 - A pre-addressed, pre-paid envelope
3. Return a copy of the completed registration form to Invacare via mail or fax.
4. Your Invacare 5-Star Service Plan will be registered and the process will be complete once we receive your completed registration form.



Yes, you can.®

Q&A

Q: What equipment can be covered by the Invacare® 5-Star Service Plan?

A: Invacare:

- Pronto® Series with standard seating
- Scooters
- Nutron® Series
- At'm
- Power 9000™XDT

Q: Am I required to purchase the Invacare 5-Star Service Plan on all consumer power products that I purchase from Invacare?

A: No. This is an optional program.

Q: What are the benefits of the Invacare 5-Star Service Plan?

A: During the warranty period, all parts, labor, and service-related costs are covered (excluding normal wear and tear items). After the equipment's warranty period, Invacare through its third-party service network will offer parts and repair service. Your consumers will be charged for any post-warranty parts and service on a per-repair basis. The service locations will offer billing to Medicare and many private insurance programs. This is not an extended warranty.

Q: What should I do when the packet arrives?

A: Your provider information, along with the equipment model and serial number, will be completed for you. Simply complete the remainder of the form by filling in the consumer information section and affix the equipment sticker to the equipment.

Q: How will my consumer receive service?

A: You or your consumer can simply call the dedicated toll-free number provided in your Invacare 5-Star Service Plan kit, or on the equipment sticker.

Q: What if my consumer needs new equipment in warranty or out of warranty?

A: The Invacare 5-Star Service Plan staff automatically refers all equipment leads back to the original provider.

Q: What happens if the equipment needs to be returned?

A: The Invacare 5-Star Service Plan is non-transferable. Your account will be credited upon return of the equipment.

Q: Can I purchase the Invacare 5-Star Service Plan for used equipment?

A: The plan can not be purchased for used equipment. The plan can be purchased on new equipment only, either at time of order, or soon after.

Q: Is the Invacare 5-Star Service Plan HIPAA compliant?

A: Yes. The Privacy Rule of the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") and its Part 164.512 allows for protected health information of consumers to be disclosed to enable service and warranty work for any FDA-regulated product. The consumer does not need to pre-authorize the disclosure if given strictly for these purposes.

Q: Does the Invacare 5-Star Service Plan help keep me compliant with any obligations under Medicaid or Medicare to provide warranty support and service?

A: Yes. You are still providing warranty support and service, but instead through a third party.

Q: Will Invacare offer the 5-Star Service Plan directly to any of my consumers?

A: No. They are your consumers and Invacare is only contracting with you to provide service on your behalf.

Q: What if I want to charge my consumer for the cost of the 5-Star Service Plan?

A: This plan offers you a way to outsource non-covered services and repairs during the warranty period and enjoy the resulting savings in time and overhead. It is not intended to be consumer-paid. If you decide to charge consumers, those charges would not be reimbursable by any state or federal health care program and should not be submitted. Before charging consumers, please consult with a legal adviser to determine if there are any laws in your state applicable to consumer service contracts.



Invacare Corporation
www.invacare.com

USA

One Invacare Way
Elyria, Ohio
44036-2125
(800) 333-6900

Invacare, the Blue Medallion Design, Yes, you can., Pronto, and Nutron are registered trademarks and Power 9000 is a trademark of Invacare Corporation. Specifications are subject to change without notification.

Please Note: The 5 Star Service Plan logo is a trademark of Invacare Corporation and may not be reproduced without the prior written permission of Invacare.

© 2006
Invacare Corporation

Form No. 06-056



"Invacare says 'Yes, you can', and I couldn't have said it better myself."