

North West Assistive Technology

 Aintree House, Lower Lane
 Liverpool, L9 7AL

Helpline 0151 529 2022

North West Assistive Technology (NWAT)

Conditions of Equipment Loan

Name: _____

Date of Birth: _____

Address: _____

The equipment detailed at the back of this document remains the property of NWAT and NHS England. It is loaned to you free of charge under the following conditions:

Individual Use

- The loaned equipment is to be used for its intended purpose – controlling your environment and/or accessing your own devices.
- Family or carers may use the equipment to support you.

Personal Computer/ Tablet/ Phone

- If we have given you access to your own device, you must regularly update software and have suitable antivirus software on your device, e.g. Norton, Windows Defender.

Home Use

- The equipment has been supplied for use at your home address as above.
- If you need to use the loaned equipment away from home (e.g. a second address, respite care, hospice), you must contact the helpline to let us know.

- The equipment supplied is not waterproof and it cannot be used outside unless otherwise agreed.

Personal Data

- We are not responsible for the loss of any personal data that you add to our loan equipment.
- We are not responsible for restoring any personal data, applications or settings changed by you on our equipment. You should regularly 'back-up' your data to an external device or cloud-based storage.
- If we have provided you with an Apple device, please ensure 'Find My iPhone' is disabled. If we have provided you with an Android device, do not download any 'find my device' apps as this can cause issues with deleting your personal data.
- On return, all loan equipment will be restored to factory settings and your personal data will be deleted.

Service and Maintenance

- In line with the MHRA Management of Medical Devices guidelines, an annual service of our loan equipment is essential. This service is free of charge.
- We will contact you to agree a convenient time to carry out the service.

- We are responsible for the maintenance of our loan equipment and access software only.

Repair of Equipment

- If your equipment stops working, call our helpline immediately and our in-house engineer will assist you.
- Please be aware that remote access software may be installed on our equipment. This allows basic faults to be resolved without a visit. If it is not possible to resolve the fault over the phone, a convenient appointment can be made for our Rehabilitation Engineer to visit you.
- The equipment must not be repaired by anyone other than our approved engineers unless otherwise agreed.
- We will not replace equipment which has been damaged by misuse or neglect.
- We are not responsible for the repair of any appliances connected to the equipment, except when supplied by us as part of an integrated system.

Moving to a new address

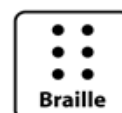
- If you are moving, please contact the helpline immediately. If you are staying within North West England, we will reinstall the equipment at your new address. Delays can occur if adequate notice of a planned move is not provided.
- If your new address is outside of our area, we will hand over to the responsible service.

Equipment Removal

- If the equipment is no longer required, contact our helpline and we will arrange for collection as it can be reissued to another client.

- We reserve the right to remove any equipment or software issued if it is no longer meeting your needs or not being used for its intended purpose.

NWAT number	Equipment description



If you require a special edition of this leaflet

This leaflet is available in large print, Braille, on audio tape or disk and in other languages on request. Please contact:

Tel No: 0151 529 2906

Email: interpretationandtranslation@aintree.nhs.uk