

USING and MAINTAINING YOUR REBUILDER®

CUSTOMER SUPPORT REQUESTS

ReBuilder Medical Technologies, Inc. maintains a Case Manager Staff that is available to answer your questions, and assist you with the use of your ReBuilder.

Questions:

Even though the ReBuilder has been designed to be easy to use, questions about how it works and what you should expect can always arise.

Full instruction documents come with your ReBuilder; it is important that you follow the instructions as given to get acquainted with the ReBuilder and for your ongoing use and maintenance of the ReBuilder.

If you continue to have questions, please call our toll-free number at 877-585-8230 and ask for your Case Manager, saying that you are calling with **questions** about the use of your ReBuilder.

Maintenance and Troubleshooting:

Every ReBuilder Unit has been carefully checked during and after the manufacturing process to assure it works as required. In spite of our efforts, problems can arise.

If you are not sure your ReBuilder is working as it should, please phone our toll-free number at 877-585-8230 and ask for your Case Manager, saying that you are having a **problem** with your ReBuilder and need some assistance.

Returns¹:

If you and your physician have decided the ReBuilder is not working for you, and your physician has decided you should return the unit, please phone our toll-free number at 877-585-8230 and ask for the **Medicare / Insurance Department**, saying that you have been told by your physician that you need to **return** your ReBuilder and you need assistance.

¹ For hygiene reasons, the Conductive Garments are not returnable.