

Your ServiceCall

DISCREET DISABLED ASSISTANCE

ISSUE 1

www.service-call.net

SPRING/SUMMER 2006

Message from David Walker 950 more ServiceCalls installed in the last 8 months

Welcome to our first newsletter, this is the simplest way of telling all transmitter owners how well ServiceCall is progressing. In this newsletter I would like to draw your attention to the new sites installed and the fact that we have a new transmitter, as well as a new receiver system. Servicecall is pushing all service providers to install ServiceCall and you can see details later. I hope ServiceCall has been a worthwhile investment? We are always pleased to receive comments or suggestions particularly on the website.



Visit our new website: www.service-call.net

New ServiceCall transmitter

New ServiceCall transmitter. smaller, neater and with about 50% better range plus a battery but **STILL ONLY £9.95.**

Is there any reason why any disabled driver, wheelchair or scooter user should not have one?



Questionnaire Responses

Thank you to everyone who replied to our recent questionnaire about day-to-day use of ServiceCall. Your responses have enabled us to approach the companies where there are issues. We can assure you that we are continually working to ensure you get good service. Please let us know if you don't!!



Look for the sign!

Companies who already install ServiceCall

(Not every company outlet may have ServiceCall)

ASDA	Abbey National
BP	Social Services
SHELL	ELF
ESSO	MURCO
Texaco	National & Provincial
Safeway	SavaCenter
Tesco	Woolwich
Sainsbury	Alliance & Leicester
Lloyds TSB	Can Do
H.S.B.C	Post Office
Barclays	Presto
NatWest	Royal Bank of Scotland
CO-OP	Boots
BOOTS	Sinclair Pharmacy
Somerfield	TSB Scotland
British Gas	Millennium Hotels
Employment Service	Newspaper Businesses
Halifax	
Intercity	
MOTO	

ServiceCall needs your help



Since the DDA became law a number of larger organisations have installed ServiceCall and more are planning to. However there are still a great many national companies who have not got the DDA or ServiceCall message.

ServiceCall needs your help to get the message across. Will you help by recommending **ServiceCall** to the places you use or want to use? You can do this in three ways:

- Go to our web site and 'Ask a company to install ServiceCall'. The best method as this can be forwarded directly to the larger organisations.
- Complete one or more of the cards enclosed as and when you want **ServiceCall** installed.
- Hand out one of the leaflets enclosed.

How about the following as suggestions? Plus some comments from us.

Your Petrol Stations – Still the most popular use for **ServiceCall**, but other uses are catching up fast.



Your Pharmacy – My pharmacy gets £3,662 worth of prescriptions from me a year, not something they want to lose. Why not wake your pharmacy up by introducing them to **ServiceCall**.

Your Bank or Building Society – LloydsTSB, on the one hand, have installed 364 but another high street bank, who made more than £10 billion profit and have 40% of branches that are not accessible said; we suggest any of our customers who require access at an inaccessible branch should look for another bank. Lets tell every service-provider where we would like service that our business is just as good as anyone else's and that no service means they lose our business.

Your Doctors Surgery – Lately this has been a very popular suggestion with excellent results for those who have made the request and **ServiceCall** has been installed.

The Post Office – In a survey we conducted many years ago the Post Office was by far and away the most popular place where people wanted **ServiceCall**. If it's still top of your list, let them and us know.

Enclosed is also the most up to date list of receivers in your area. If you know that **ServiceCall** is not being offered, not



Report any lapses in service – See cards, go to our website or call us free on 0800 458 3008.



working, the outlet no longer exists or they are not giving a good response to your request, **we want to know** as do the companies who have paid for **ServiceCall** to be installed. Report via our web site or use a card.

Last but not least we want to create a network of pro-active groups or individuals who could champion **ServiceCall**. We know it's a great idea but need to get the message to more and more service providers. So, if you are a member or know of a local group that would be interested to promote **ServiceCall** in your area please let us have their details. Once again tell us by either completing a card or passing us information on our web site.

This is our first newsletter in several years and we plan to send them out every 6/12 months. We are always happy to receive comments on how to expand the use of **ServiceCall** (card or web) so let us have your ideas.

If you would personally like to help us promote ServiceCall please let us know by calling free on 0800 458 3008.

Remember, service may not be possible at certain times e.g. Petrol Station when just one person on or after 9pm.

Our sales team are pushing all service providers to install ServiceCall to provide a better level of service for their disabled customers.

And you can help – Don't forget you can check the website for updated receiver sites in your local area or across the country.

.....
DDA – The Disability Discrimination Act is now in full force.

So if you are not getting the same service as an able bodied person, let the service provider know you are not happy.

If **ServiceCall** will help, tell us and we will contact the outlet and their head office to ask for **ServiceCall** to be installed. Use the cards enclosed – no stamps required.

.....
Radio ServiceCall – better still!

The **Radio ServiceCall**, as well as doing what the standard model does, also sends a radio signal to a remote bleeper.

This bleeper can be positioned up to 50 metres away, including through walls, from the receiver and will bleep until it is reset by a member of staff. Thus ensuring that you get good service.



Some of the organisations who use ServiceCall



Lloyds TSB



Sainsbury's



TESCO



See all the receivers installed with map at

www.service-call.net

ServiceCall Systems, Milford Lane, Bakewell, Derbyshire DE45 1DX

Freephone: 0800 458 3008

Tel: 01629 814488 Fax: 01629 815470

Email: info@service-call.net

ServiceCall is just one of the products designed and manufactured by



www.autochair.co.uk

FREEPHONE 0800 458 3008 www.service-call.net



AutoChair Life

Now disabled drivers can experience true independence with the AutoChair Lite



This fantastic product will automatically lift a manual wheelchair from either the driver's or passenger's side of a vehicle and securely stow it away in a stylish roof top box in just 90 seconds. Once you reach your destination, the wheelchair is lowered back into position, ready for use.

Powered by your car's own battery, you operate the device with a simple radio hand control. As a safety back-up, there is a plug-in controller there if you need it.



30kg MiniHoist

Take your independence that little bit further by letting the Minihoist help you load your mini-scooter or manual wheelchair into the rear of your vehicle.



The Minihoist itself takes up hardly any of your boot space yet allows you to lift items weighing up to 30kg into your vehicle.

AUTOCHAIR

Simple yet amazingly effective, the Milford Person Lift makes lifting someone in and out of a vehicle quick, safe and comfortable.



Constructed from aluminium, the Milford weighs less than 8kg yet can lift up to 112kg (17.5 stone).

The Milford is suitable for most hatchbacks, saloons and estates as well as larger vehicles such as 4x4s and motor homes. It can also be used inside the home, either fixed or on a mobile base.



Experience the extra bit of freedom that comes from owning a 100kg or 150kg MiniHoist.

**100kg
& 150kg
MiniHoist**



Carony

Wheelchair Transfer System



The Carony allows users to transfer into a vehicle without leaving the wheelchair seat.

All that remains is the wheelchair undercarriage, which can be easily stored away in the boot.



Swivel Seats Push Pull Hand Controls



Swivel out, lower.
Raise, swivel in



In and Out



180° reverse



Autochair supply a wide range of push pull hand controls that can include integral indicator switches and a leg impact protection system.

Useful information

Funding and Grant opportunities for Autochair products

A written assessment report will be accepted by any of the following:

Do you have a Motability Vehicle? – Motability Charitable (up to £5000) or Government Grants. Tel: 01279 635999.

Ex Armed Services – SSAFA (Soldiers, Sailors, Air Force Association) Local officer will be in the phone book under SSAFA.

Ex Armed Services – The British Legion. Contact via the phone book.

In employment/Seeking employment/Self employed – Access to work, can be contacted via Jobcentre Plus, or calling your local Jobcentre – www.jobcentreplus.org.uk

Indoor use of MPL – Social Services will help to fund equipment for use within the home. Normal avenue of exploration is via your O.T.

Motor Neurone – The MND association do help people with funding, again, this should be done via the O.T.

General – Funderfinder claim to be able to help all sorts of people. FunderFinder makes a computer program called People In Need that helps individuals look for funding. They will not do a funding search for you, but you can find out from them where you might do a search locally. Tel: 0113 2433008 www.funderfinder.org.uk

British Limbless Ex-Service Men's Association – Frankland Moore House, 185/187 High Road, Chadwell Heath, Romford, Essex RM6 6NA

Spinal Injuries Association – 76 St James's Lane, London, N10 3DF. Telephone: 020 8444 2121, fax: 020 8444 3761 www.spinal.co.uk

VAT off new vehicles

If a new vehicle is fitted with a qualifying mobility adaptation before it is supplied to a wheelchair user and the vehicle and adaptation are on the same invoice than the vehicle, adaptation and fitting costs are all VAT free. Look on www.autochair.co.uk or call Customs & Excise on 0845 0109000

Event guide

June 8–10 2006 – Mobility Roadshow. Kemble Airfield, Nr Swindon. Call 0870 770 3222.

September 20–21 2006 – Independent Living Show. Alexandra Palace, London. Call 020 7874 0604.

October 18–19 2006 – Disability North. The Metro Radio Arena. Email: events@disabilitynorth.org.uk

October 25–26 2006 – Care Show, NEC. www.careshow.co.uk or Call 01425 470 666.



Autochair Limited, Wood Street North, Meadow Lane industrial Estate,
Alfreton, Derbyshire DE55 7JR

Call us FREE on 0800 214 045

Email: info@autochair.co.uk www.autochair.co.uk