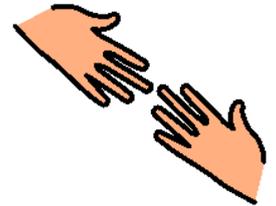


Buying Second-Hand Equipment

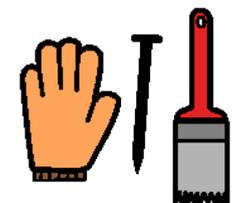
Buying used items or second-hand items can save money but cannot guarantee the same consumer protection rights as when buying new items. It is important to check the product's condition before buying or accepting second-hand goods. You may want to seek assistance to ensure that a piece of equipment is suitable for an individual by organising a health professional to carry out a pre-purchase evaluation of the equipment.



The following is a checklist to help you select second-hand items:

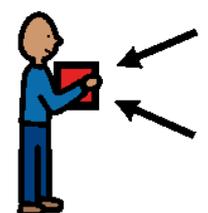
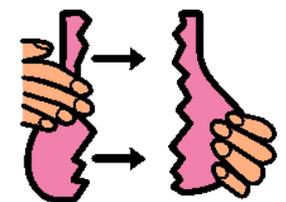
Current Condition:

- Is the item sturdy and stable?
- Is the User Manual available, for example full instructions for assembly, use, maintenance, and safety instructions?
- Are all parts in working order?
- What is the manufacturer's life expectancy for the item?
- Was the item broken or damaged during previous use?
- Does the item have tears, sharp edges, or points?
- Is the item missing any vital parts?
- Does the item have a history of being in an accident or being damaged?
- Are there hygiene issues associated with purchasing this second-hand item (for example, urinal, mattress, etc.)?
- Does the item have an Australian Register of Therapeutic Goods (ARTG) number? Therapeutic Goods Administration (TGA) is Australia's regulatory authority for therapeutic goods. Visit: www.tga.gov.au.



Repairs / Maintenance:

- Is the item still covered by the warranty?
- Has the item had regular services/checks by a recommended provider?
- Are there log books available for the item?
- Is the item still being manufactured and sold by a reputable supplier?
- Was the item banned by the manufacturer/supplier for safety reasons?
- Was the item recalled by the manufacturer/supplier for safety reasons?
- Was the item repaired previously? Who completed these repairs?
- Are new parts that replaced broken parts still compatible with the item?
- Did the item have any changes made or adaptations added to the original item that will make it unsafe?
- Can the item be fixed, if necessary, by the original supplier?
- Have you checked for mandatory safety standards or bans that may cover the second-hand product?





Remember: It is better to avoid products that have suffered an impact. While a product may look undamaged, it may have weaknesses that make it unsafe for use. Repaired and modified second-hand products may cause serious injury or death.

Fitted items, such as stairlifts or overhead hoists, would have been customised to suit the needs of the previous owner. Check that tracking and other fittings suit your requirements and that it is compatible to the structure (ceiling, walls) of your home. These items should be serviced or have a safety check and may need to be reconditioned prior to purchase. It is advisable to consult a supplier of these items before making a private second-hand purchase.

The Australian Competition and Consumer Commission (ACCC) recommends to check the Product Safety Australia website www.productsafety.gov.au for a list of bans and mandatory standards to help identify products to avoid because they are:

- 1) banned
- 2) lacking in compulsory safety features currently required for similar new products
- 3) lacking compulsory warnings and instructions required for similar new products

Buying Online

Check that the product is clearly identified and all the important details are described, delivery options and costs are clear, and that you are able to easily contact the seller if anything goes wrong. This is particularly important when buying on auction or second-hand sites, such as eBay or Gumtree. **Remember:** Check the fine print.



Safety standards apply to many products sold in Australia. If you buy from an overseas website, there is a risk that the product would not meet Australian standards. Look for statements that the item is certified to the relevant Australian standard.

Sources of Second Hand Equipment

We suggest you check the Assistive Technology Australia website www.at-aust.org for information on sources of second-hand equipment. Assistive Technology Australia has a second-hand equipment register where members of the public can add their assistive technology items. If you have further questions, please contact the AT Australia Infoline on 1300 452 679 or by email help@at-aust.org.

The Picture Communication Symbols ©1981–2014 by Mayer-Johnson LLC. All Rights Reserved Worldwide.
Used with permission. Boardmaker® is a trademark of Mayer-Johnson LLC.

For more information, please contact

Assistive Technology Australia™

(previously known as Independent Living Centre NSW)

Shop 4019, Level 4, Westpoint Shopping Centre, 17 Patrick Street, Blacktown NSW 2148

Infoline: 1300 452 679 Email: help@at-aust.org Web: www.at-aust.org



www.facebook.com/ilcnsw



www.youtube.com/ilcnsw

Disclaimer: Assistive Technology Australia™ provides information on assistive technology and services. Visit our website to search for products on our @Magic database. We do not sell or hire any products. The provision of this information does not constitute a recommendation. Responsibility for final selection of items rests with the individual.

Supported by: