

Q&A's

Who is Handicare?

- Handicare is a Swedish company owned by Nordic Capital Fund VII, a leading private equity fund in Scandinavia.
- It is one of the global leaders in the accessibility and patient handling markets, by revenue, worldwide.
- Handicare's product range includes a comprehensive range of stairlifts, transfer, lifting and repositioning aids and vehicles adaptations.
- The dominant brand in patient handling is **SystemRoMedic**.
- More information is available on their website www.handicare.com

What is the nature of Medix21's partnership with Handicare?

Medix21 will be the **exclusive importer** for all patient handling products which will include;

- All mobile lifts
- All transfer, positioning and support products
- All Overhead tracking systems

Are Handicare products sold in Australia now?

- Handicare products have been sold in Australia for many years mainly by Active Medical from Brisbane.
- You may have heard of the **SystemRoMedic** brand of products. This is the patient handling sector of Handicare.

How do the Handicare hoists compare?

- Handicare has a range of passive and active mobile hoists with a depth of Safe Weight Limits (SWL) and functionality, including;
 - SystemRoMedic MiniLift range SWL 125-200kg's
 - SystemRoMedic Carina range SWL 160kg's
 - SystemRoMedic Vega SWL 230kg's
 - SystemRoMedic Eva range SWL 180-270kg's
 - SystemRoMedic Eva Drive range (state of the art drive and manoeuvring system)

What other gains do we get with Handicare?

- Handicare transfer aids are a great entry point into the patient handling field as a lot of professionals have either used or have seen the range.
- With the range of transfer, positioning, support and lifting products, you are supported in every field of patient handling.
- Within the support range, you also have the **Re Turn** which is a high volume selling unit and so easy to use.
- Medix21 has many more products to offer.

Where can I learn more about the products?

- Products are listed with images on the website www.medix21australia.com.au and linked to Handicare's website www.handicare.com
- Handicare has an extensive list of products and images on their website www.handicare.com
- User manuals, catalogues, technical references and training videos are also on the Handicare website www.handicare.com

Pricing of Handicare

- We will be very competitive in the market with full pricing made available very soon.

Why did Medix21 change from Oxford products?

- We have transitioned our relationship away from Joerns and are excited to offer a wider range of patient handling products with Handicare.

Can I still get Joerns products?

- Yes, Medix21 has some stock available for immediate purchase.
- Medix21 will be providing a one-off opportunity to purchase remaining stock, some at discounted rates. We are currently formulating this list.
- If we are unable to supply we will refer you to Enable Lifecare.
- We will help facilitate your order requirements with Enable Lifecare.

Who is the new Joerns agent?

- Enable Lifecare are taking over the Joerns range from 1 September. Contacts are;
Web www.enablelifecare.com.au
Email support@enablelifecare.com.au
Phone 1300 370 370
Sales Jurgen Vos jurgen.v@enablelifecare.com.au
Customer Service Rachel Elphick rachel.e@enablelifecare.com.au

What pricing will Enable Lifecare have for Joerns products?

- Enable Lifecare will offer different pricing levels, you will need to contact them.

What happens to the warranty on Joerns products?

- Medix21 will work through with you any warranty concerns you have with Joerns products.
- Enable Lifecare will handle new warranty claims and Medix21 will be working with Enable Lifecare to make this as seamless as possible.

Would you like more info?

- We are available to handle your enquiries
 - Handicare product information - David Rogan 0408869666
 - Handicare distribution opportunities - David Rogan 0408869666
 - Joerns administration - Linda Vella 03 90147507
 - Joerns available stock - Linda Vella 03 90147507
- We are looking to survey your interest in the Handicare range
- We intend to have product and training available in an upcoming 'Roadshow'