

## Helpful Hints & Frequently Asked Questions

1. How do I get the Portable Oxygen Concentrator unit? Aviation Mobility will ship the unit to the location noted on page one of the Patient Intake Information form.
2. How do I return the rental to Aviation Mobility LLC? The rental contains all appropriate paperwork for return. If you choose to ship via another carrier or on a different tracking number, you must notify Aviation Mobility LLC. Additional rental charges may apply. If you decide to return the rental unit yourself to Aviation Mobility LLC, you must place insurance in the amount of five thousand dollars (\$5,000.00) on FedEx or UPS.
3. How do I make payment? Credit card is currently the only option for payment. Upon placement of the reservation, we will charge the credit card for all rental charges and shipping fees. **\*\*We Do Not bill insurance\*\*** We will provide our Tax ID #
4. What should the user take with them to the airport? It is required that you bring one (1) copy of the Physician's Statement or prescription with you to the airport. The Physician's Statement form can be found at [www.aviationmobility.com](http://www.aviationmobility.com), the airline's website, or we can provide you a copy upon request.
5. Do I need a prescription? Aviation Mobility LLC is required to have a Doctor's prescription in order to supply you with any oxygen system. A fax copy of the prescription is acceptable. Fax 704-665-6360.
6. How big is the shipping case? Respironics Ever GO: 24"x 18"x 12".
7. If the user is going One-Way only, how do they get the shipping case to the destination? The case can be checked as baggage on the airline. This will count toward the maximum number of checked bags.
8. Does the unit have an alternate power supply? Yes. The rental unit has a 12v DC car adaptor and 110v AC wall power cord included.
9. Do you have rental terms shorter than one week? No, due to transport, usage and cost of the rental package our shortest rental term is one week. Please review cancellation policy in the Rental Contract for refund information. Variation from policy will not be permitted under any circumstances unless in writing from Aviation Mobility LLC.
10. Can the user rely on the possibility that the aircraft has power to plug into? No. The airlines require confirmation of adequate battery supply before a passenger will be accepted on a flight. You are responsible for traveling with a sufficient supply of batteries to last the journey, per your oxygen requirements, including the duration of the flight, all ground time (before and after flight and during connections) and for unexpected delays.

11. Can I buy the rental unit? No, but you can purchase a new unit by calling Aviation Mobility for details at 1-800-507-7773. ext. 0

12. Can I call the manufacturer for Technical Assistance? Yes.  
SeQual Eclipse: 1-800-826-4610. Respironics Ever GO: 1-800-345-6443

When referring to the Portable Oxygen Concentrators words like "cylinder, bottle, and tank" should not be used to describe the apparatus. Doing so can cause delay to your travel.