



Communication Assistance for Youth and Adults

700 - 655 West Kent Ave. N
Vancouver, BC, Canada, V6P 6T7
Phone: 604-326-3500 Fax: 604-266-2463 www.cayabc.org

SUPPORT CENTRE

The Technical Support Centre provides equipment repair, maintenance, parts and technical support for augmentative communication and assistive technologies provided through the **CAYA** Loan Bank.

- **Hours of Operation:** 8:30 AM - 4:30 PM, Pacific Time Zone, Monday to Friday
- **Call:**
 - toll free anywhere in BC: **1-844-326-3500**
 - Metro-Vancouver or outside of BC: **604-326-3509**
- **Email:** support@cayabc.org
- **Address:** **CAYA, 700 - 655 West Kent Ave N, Vancouver BC, V6P 6T7**

Repairs - Repairs will be handled, evaluated, and serviced on site, or sent for outside service/repair if required.

Programming Issues & Further Training - If you are looking for support or training on how to use augmentative communication and assistive technologies on loan from CAYA, please contact your SLP or SLP Assistant.

BEFORE YOU CALL

- Please explore a solution to your problem with all relevant help files and manuals, including website support.
- Please ensure that you have up-to-date software and hardware drivers, if possible.

WHEN YOU CALL, PLEASE HAVE READY:

- The completed Technical Support Request form (found on page 2)
- The equipment in front of you

THANK YOU!!



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TECHNICAL SUPPORT REQUEST

Contact Name	
Contact Email	
Contact Phone	

EQUIPMENT INFO

Equipment Name	
CAYA ID # (from yellow sticker)	
Equipment User	

PROBLEM INFO

Problem Description	
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RETURN SHIPPING ADDRESS

Address	
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Once this information is received by CAYA, a support job can be created and a 3-page document will be emailed to the Contact, containing:

- 1) Shipping Label
- 2) Instructions
- 3) Equipment Service Form (to put in the box with the equipment)