

GaitScan Annual Maintenance and Service Fee

Dear practitioner,

The annual maintenance fee invoice will be issued this month on Thursday 16th of July for any GaitScan systems owned, this will cover the period 1st July 2026 – 30th June 2027.

The fee is remaining at £208.33 + VAT (£250) . We remind you that this maintenance fee covers the following:

- Damage to the Polymer Top cover of the GaitScan system, including an annual polymer test.
- All shipping costs in the event a repair is required including collection.
- Gaitscan software (TCS) upgrades when they occur with IT support.
- Technical support provided by either the NI office or TOG in Canada including online tech support – 9am to 10pm.
- Clinical support / lab discretion.

** Damage to the Polymer is deemed to be under normal wear and tear. Damage due to footwear or water damage may incur an additional charge.*

Damage not included in Maintenance Fee

Part	Repair/Support Fee
USB Cable Attachment	£200 + VAT
Rubber Matting Under Plate	£250 + VAT
Cracked Casing	£350 + VAT

You can opt out of the maintenance package however if you wish to opt out of this service, you are required to sign the annulment agreement below before the 16th of July 2026. If you don't send the annulment agreement, we understand that you are willing to pay the Gaitscan annual maintenance fee for the upcoming year and you will receive an invoice at the start of July.

GaitScan Maintenance Annulment Form

The maintenance fee is not mandatory and you can choose not to pay the maintenance package, however any damage to your GS system and technical support will not be covered for the coming year. Charges for common services are outlined in Table 1. below.

If you require any further details, please do not hesitate to contact the office directly.

Customer/Clinic Name: _____ Customer Acc. number: _____

This customer agrees to the annulment of the Annual Maintenance and Service Fee of **£208.33 + VAT (£250)** / year, with the understanding that by not paying the annual service and maintenance fee they will not be able to have free access to any services under the TOG GaitScan Annual Maintenance and Service Package.

The customer understands that during the period in which annual maintenance and service fees are not paid, they shall be subject to the rates of “Orthotics International Gaitscan Rates” (Table 1) for any hardware or software issues that occur outside of the warranty of the GaitScan system.

Customer Name:

Customer signature:

TABLE 1 – Orthotics International Gaitscan Rates

Part	Repair/Support Fee
USB Cable Attachment	£200 + VAT
Rubber Matting Under Plate	£250 + VAT
Cracked Casing	£350 + VAT
Minor Sensor Repair	£300 + VAT (pending problem)
Polymer Replacement	£500 + VAT
Technical Support with Canada	£75 + VAT / Per hour or thereof
Shipping – collection and delivery of GaitScan	£200 + VAT