



DeVilbiss Repair Center
 100 DeVilbiss Drive
 Somerset, PA 15501

DEVILBISS REPAIR & RETURN ROUTING GUIDE

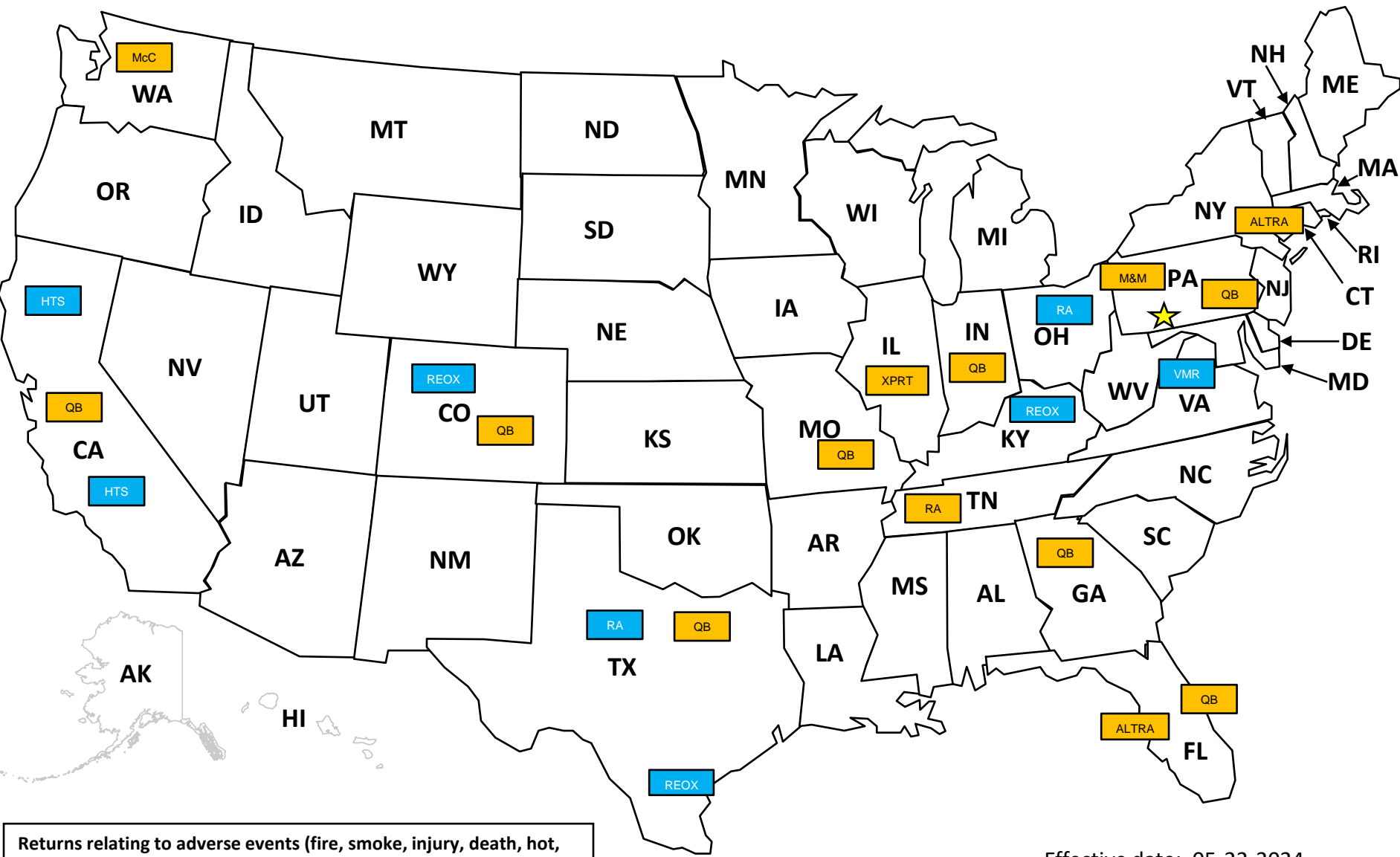
5L, 10L & iGo2 Concentrators



Factory Authorized Service Center (FASC)
 5L, 10L & iGo2 Concentrators



Factory Authorized Service Center (FASC)
 5L, 10L Concentrators only



Returns relating to adverse events (fire, smoke, injury, death, hot, melting, etc.) - return to DeVilbiss Repair Center, Somerset, PA.

Effective date: 05-22-2024

iGo2 Factory Authorized Service Centers

Homecare Technical Services – 1 location

Repair Authority – 2 locations

ReOx Medical Services – 3 locations

Virginia Medical Repair – 1 location

Important iGo2 Routing Information

The following must be returned directly to DeVilbiss Somerset, PA requiring an RMA issued by Customer Solutions.

- ✓ Serial Numbers beginning with the letter “D” and built prior to July 2021
Example: D21621011DS
This iGo2 was built June 21st, 2021
- ✓ Private Labeled iGo2
Model# Example: 125D-ARYA-XB
These require special labeling, box, etc.
- ✓ Generation 3 iGo2 - Serial Numbers beginning with the letter “F”

Listed FASCs can repair Generation 2 serial numbers starting with D217xxxxDS with exception to above.



Factory Authorized Service Center (FASC)
5L, 10L & iGo2 Concentrators

FACTORY AUTHORIZED SERVICE CENTER (FASC)	FASC ADDRESS	STATES (Providing Service to)	FASC Contact Info.
Altra Service Professionals	2140 NE 36 th Ave Unit 400A Ocala, FL 34470 216-B Christian Lane Berlin, CT 06037	FL, GA, AL, SC CT, MA, ME, NH, NJ, NY, RI, VT	(888) 551-5267
Homecare Technical Services	125 Business Center Dr Ste D Corona, CA 92880 871 Cotting Ct Ste B Vacaville, CA 95688	CA, HI, NV, OR, WA	(951) 734-6440 info@htscorena.com
Repair Authority	21973 Commerce Pkwy Suite A Strongsville, OH 44149 6701 Will Rogers Blvd Fort Worth, TX 76140 5894 Murfreesboro Hwy Manchester, TN 37355	OH, MI, PA, WV, western NY, eastern IN TX, AR, LA, MS, OK TN, KY, northern GA, MS & AL	(888) 828-1872 info@RepairAuthority.com
McCormick Medical	635 Paradise Ln Edmonds, WA 98020	WA, OR, MT, ID, AK	(425) 778-4421
M&M Medical Equipment	518 Jefferson Ave Beaverdale, PA 15921	PA, CT, DC, DE, MA, MD, NH, NJ, RI, VT, eastern NY	(800) 223-8363
ReOx Medical Services LLC	4186 E. Bijou St Colorado Springs, CO 80809 417 Sunbelt Dr Ste H Corpus Christi, TX 78408 10106 Bluegrass Parkway Louisville, KY 40299	CO, AZ, NM, UT, WY, KS, ID, NV, CA TX, OK, LA KY, WV, TN, OH, IN, IL, AL, GA, SC, NC, VA, PA, MI, IA, MO	(877) 402-7369 (719) 686-5653 service@reoxmedical.com

Note: Customers when offered the FASC's for warranty or non-warranty repair should contact the FASC's directly for returning units and other questions.

FACTORY AUTHORIZED SERVICE CENTER (FASC)	FASC ADDRESS	STATES (Providing Service to)	FASC Contact Info.
Quality Biomedical Repair Inc.	<p>6235 Lookout Rd, Suite B Boulder, CO 80301</p> <p>6891 102nd Ave Suite A Pinellas Park, FL 33782</p> <p>823 Joe Frank Harris Parkway SE Cartersville, GA 30120</p> <p>3220 Keller Springs Rd Suite 108 Carrollton, TX 75006</p> <p>11733 Dunlap Industrial Drive Maryland Heights, MO 63043</p> <p>1249 N Quebec Street Allentown, PA 18109</p> <p>7113 S. Anthony Blvd Fort Wayne, IN 46816</p> <p>5646 W Barstow Ave Suite 102 Fresno, CA 93722</p>	<p>CO, ND, SD, KS, NE, UT</p> <p>FL</p> <p>GA, NC, SC, TN, AL</p> <p>TX, AR, LA, OK</p> <p>MO</p> <p>PA, VA, WV</p> <p>IN, IL, WI, MN, MI</p> <p>CA, WA, AZ, NM</p>	<p>(727) 547-6000</p> <p>service@Qualitybiomedical.com</p>
Virginia Medical Repair	7527 Whitepine Rd Richmond, VA 23237	VA, DC, DE, MD, WV, northern NC	(800) 524-1597
XPRT Services	750 Birginal Drive Bensenville, IL 60106	IL, IN, southern WI, MN	<p>(847) 849-9696</p> <p>info@xprrtbiomedical.com</p>

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