**LINK: My processor is damaged**

If your processor has been damaged (eg washed, crushed or physically damaged in any way) and we don’t think it can be fixed by the manufacturers or covered by their warranties:

* Contact us as soon as possible to let us know what has happened
* Fill in and sign a “damaged processor” form
	+ We can send this out or you can fill it in when you come in to collect your loaner equipment.
* Come in to clinic to collect a loaner processor to use.
	+ We need to ask for funding before we can provide you with a new set of equipment.

PLEASE NOTE: If you lose or damage (beyond repair) more than one processor, your loaner processor will be a body-worn processor



*If your processor is not working, follow the troubleshooting guides as normal*