

When is it time to refurbish your device?



Since the goal of your custom made OrthoPets orthotic or prosthetic device is to return your pet to their active lifestyle, the device is going to experience quite a bit of wear and tear through day to day use. Depending on your pet's injury or instability, he or she may need to be in the device long term as determined by your prescribing veterinarian. Your OrthoPets orthosis or prosthesis is designed to last the lifetime of your pet. In order to keep the orthosis or prosthesis in top working condition, we recommend a full refurbishment as needed.

How often should I have a refurbishment done?

We generally recommend your device be refurbished every 12-24 months depending on how active your pet is. If you are unsure if it's time, please contact Walking Paws rehab. We may request pictures of the device to assess its current condition.

What does a refurbishment include?

A full refurbishment includes replacing the entire foam liner, replacing all straps and pads, replacing tread (if applicable), replacing all hardware, and buffing out any scratches or dings. Your device will return to looking brand new! Please be aware that since the foam is replaced, there will need to be an initial break in period just like when you first received the device.

What if I only need straps, pads, tread or hardware?

If your device isn't ready for a full refurbishment, you can order replacement straps and pads as needed. While you can order replacement hardware directly from Walking Paws Rehab, information of the type of hardware used is also located in your fitting brochure and can be purchased at a local hardware store. If your device utilizes a knobby tread, you can replace it yourself by purchasing a bike tire. The old tread can be removed from the device using a Phillips screw driver to remove the screw. Simply cut out the tread pattern using the old tread as a template. Be sure to mark the location of the screw holes so that you can easily attach the new tread to the device. Some devices will utilize Cherry or Topy Tread, this will need to be replaced by Walking Paws Rehab.

How much is a refurbishment?

Refurbishment costs vary by device, but start at \$200. Please contact Walking Paws Rehab for a more specific quote. Refurbishment costs do not include shipping.

Our Walking Paws Rehab Team would like to thank you for allowing us to aid in your pet's recovery! We love to share success stories! If you have some amazing pictures of your pet enjoying life in his or her orthosis or prosthesis, please email them to info@walkingpawsrehab.com.