

TiLite X and TiLite Z FAQ's

What is the last date to quote and order a TiLite Aero X or Aero Z?

The last day to quote a TiLite Aero X or Aero Z is October 31, 2024. We will honor those quotes for 180 days, after which they will expire. If a US customer wants to quote an Aero X or Aero Z after October 31, 2024, they will have to do so under CMD.

Are these dates different for Canada?

Yes, Canadian customers will continue to have access to the TiLite Aero X and Aero Z until further notice, along with the new TiLite X and TiLite Z.

Is CMD available on the new chairs?

Not at the moment. The TiLite CMD 096 Aero X and CMD 095 Aero Z products will be available via the Creative Mobility Division (CMD) starting November 1, 2024, and will offer all CMD options currently available to those products.

What is the freight charge for the TiLite X and TiLite Z wheelchairs?

There will be a flat \$60 USD ground freight charge on all TiLite X and TiLite Z wheelchairs unless otherwise negotiated with the customer's contract. This could change depending on what freight service is selected by the customer.

What is the warranty for the TiLite X and TiLite Z wheelchairs like?

We will continue to offer the traditional [TiLite Limited Warranty](#) that we do today.

How do I access the Permobil Store?

On your computer, laptop, or tablet, go to store.permobil.com and input your EZ-Ti or Okta login information. If you don't have access to EZ-Ti or Okta today, you may request an account. A Customer Experience representative will review your request within 24-48 hours. The Permobil Store is compatible with most browsers and can also be accessed via your smartphone, however it is not optimized for mobile browsing.

Will we be able to order spare parts via the Permobil Store?

Yes, spare parts will be available for quoting and ordering via the Permobil Store. If you don't see the parts/assemblies you need in the Permobil Store, please contact our team at 1-800-736-0925 or via email at parts.tilite@permobil.com for further assistance. If you are looking to order a spare parts assembly (Assembled Rear Wheels), please contact Customer Experience directly.

How can I track the status of my order?

The Permobil Store provides an estimated ship date within the History tab for each order. Additionally, you may access the [Permobil Order Tracker](#) to get a status update on your order.

What are "Chair Templates" in the Permobil Store?

Creating a template allows you to work more efficiently by saving a "starting point" configuration that can be modified according to various parameters to meet each customer's needs.

It can also be used to copy an existing configuration and modify it before converting to a quote.

I need assistance with the Permobil Store, who should I contact?

We would be happy to assist with any Permobil Store troubleshooting/assistance needs. Feel free to contact our team at 1-800-736-0925 or via email at chairs.tilite@permobil.com.

Additionally, you may also visit our [support page](#) and submit a ticket there.

Can I process bulk orders using the Permobil Store?

No. Each chair order should be processed individually; however, you may use the Chair Template feature to streamline your ordering process and even make changes to each chair if needed.

What changes can I make to a quote I already generated?

Once a quote is created, you may edit the quote header and details information, make changes to the configuration, request partial shipment of parts before converting to an order, and cancel a quote.

I don't see Serial Number Lookup in the Permobil Store, will that feature be available?

We are aware of the importance of Serial Number Lookup and are working to make that feature available very soon. In the meantime, you may contact our team at 1-800-736-0925 or via email at chairs.tilite@permobil.com for information related to a serial number.