

Permobil Store ROHO announcement

It's almost time! Permobil Store Transition Plan

The Permobil Store is expanding in 2026. We want to share important information, dates, and next steps for transitioning from the current ordering processes to the Permobil Store.

Key Dates

- For those customers who are already registered within the Permobil Store, ROHO products will be automatically prepopulated within the store. For those customers who aren't registered, please access the "Permobil Store Log In Instructions" PDF located on: <https://hub.permobil.com/permobilstore>.
- February 13, 2026 – Last business day to create new quotes within the ROHO Configurator. All quotes received after this date will receive the updated pricing.
- February 16, 2026 – New pricing and quoting capabilities for ROHO products: Cushions and Back Support, Custom Cushion link, ROHO Spare Parts, and Specialty Application Products will be available in the Permobil Store.
- May 14, 2026 – All quotes created prior to February 13, 2026, will be honored through their 90-day expiration date. Customers will retain access to quote and order history and can convert, delete, or edit any existing open quotes. The current ROHO Configurator will be deactivated on that date, and all new quotes will be processed through the Permobil Store.

Products Included

- All ROHO cushions, ROHO back supports and ROHO spare parts. Please note that (AGILITY Max back supports will be discontinued).

We are committed to making this transition smooth and straightforward. You will receive an email when Power goes live in the Permobil Store shortly. This announcement will include helpful links and resources to guide you through this transition.

If you have any questions, please reach out to your local Permobil Representative. Contact details are available through the Sales Locator Tool <https://hub.permobil.com/sales-locator>.

Thank you for your continued partnership. We look forward to bringing you a faster, simpler, and more transparent ordering experience for ROHO with the Permobil Store.

General FAQs

How do I place orders?

Starting February 16, 2026, ROHO products will be available for order within the Permobil Store. This update ensures a streamlined ordering experience consistent with our other product lines. You can still utilize the ROHO customer experience to place your order.

Will my account number or invoice change?

Yes, both the account number and invoice will change when ROHO is added to the Permobil Store. Your account number will align with your existing Permobil account number. Invoices will no longer reference ROHO; instead, all invoices will be issued directly from Permobil. For all open orders and quotes, invoicing will be processed through ROHO and will reference ROHO accordingly.

ROHO announcement

Will there be pricing changes?

Yes, there are ROHO pricing changes. Pricing updates will be communicated to all customers before the official launch date.

Will discount structures be changing?

Yes, *but only for some customers*, discount structures are set to change for ROHO products. Volume discounting will end on February 13, 2026. Only quotes in the submitted prior to that date can be converted to order and obtain any volume discounting.

Can I still place orders outside of the Permobil Store?

Yes, although we advocate for Permobil Store usage, you can still place orders directly with the ROHO customer experience team.

How are “custom ROHO cushions” items handled within the Permobil Store?

To order custom cushions within the Permobil Store, select the link associated with the custom cushion options in the ROHO product selection process. This link will take you directly to the editable ROHO Cushion Order Form. Once completed, please submit the custom form to the Permobil ROHO Customer Experience team: orders.roho@permobil.com.

[custom-design-a-roho-cushion-order-form-37.pdf](#)



How are “custom ROHO back supports” items handled within the Permobil Store?

The ROHO AGILITY Max back support will be discontinued on March 2, 2026, following the launch of Permobil’s new back support line on February 2, 2026. During this one-month transition period, any open quotes for AGILITY Max back supports can be converted into orders. To align with these changes, the ROHO Configurator will also be discontinued on March 2, 2026.

How do I place warranty orders?

For all Permobil products, the warranty process remains the same. Please reach out to the Permobil ROHO Customer Experience team for guidance and order placing.

What if I have a question about ROHO products?

Phone: 1-800-736-0925

Option 3 (Seating & Positioning)

Option 1 (ROHO)

ROHO email: orders.roho@permobil.com

For additional information please access <https://hub.permobil.com/permobilstore>.

Helpful links:

[Click here](#) to view and access the documents listed below.

- Permobil Store FAQ link
- How-to-register
- Clinician Log In link