

Frequently Asked Questions

Steady-3

About the Steady-3

What will I be receiving when I place an order?

You will be receiving a single washable, left or right handed Steady-3 glove, a Steady-3 stabilizer unit, a pouch, and a user manual.

Can I try the Steady-3 in person before purchasing it?

Healthport can partner with your favourite local assistive tech store or Allied Health provider. Simply get your provider to give us a call to organise!

Is the Steady-3 safe to use?

The Steady-3 is registered with the TGA as a Class I medical device. It is non-invasive, battery-free and safe to use within its guidelines.

Please note that the Steady-3 stabilizer unit contains a small magnet. If you are undergoing an MRI, or have a cardiac pacemaker or other implanted medical electronic devices, please consult your healthcare provider prior to using the glove.

Is the Steady-3 right for me?

The Steady-3 is designed to work most effectively for people with tremors that originate in the wrist and forearm.

How are assessments done for fitting? How do I know what size I am?

The Steady-3 comes in one universal size

Is there research that shows this is an effective device?

Absolutely! Please look on our website for a link to research

Payment

Credit Card, PayPal and bank transfers are available. We are also an approved NDIS provider. Afterpay or PayPal payment plans are available.

Can I use my insurance policy to cover the cost of the Steadi-3?

Please check with your insurance company to determine if the Steadi-3 living aide is covered by your insurer.

Steady-3 may be approved under 'special aides and appliances'

Can I use my NDIS, Aged Care Plan or DVA plan to fund the Steadi-3

Healthport are approved providers for the NDIS, DVA & Aged Care
Speak to your Coordinator about accessing your funds via your personal plan - to meet your goals.

How do I purchase the Steadi-3?

The Steadi-3 is now available via healthport.com.au
we can also partner with your local Assistive Technology stores
If they have not got it on their shelves, get them to give us a call!

We currently ship within Australia. We do not ship to locations outside of Australia.

Returns and Warranty

What is the return policy?

Steady-3 comes with a 30-day money back guarantee. To return your Steadi-3 device for a full refund, please do the following:
Email us at hello@healthport.com.au to request a return, within 30 days from when you first received the product as determined by the tracking information.

Once instructions have been conveyed, return the fully-functional product to us in its original packaging with all components. The return must be postmarked within 14 days of when the return was authorised by Healthport.

What kind of warranty does my Steadi-3 come with?

Steady-3 comes with a 1-year limited warranty. We warrant the product if defected under ordinary consumer use. The warranty does not cover the following:

- dropping
- liquid damage
- force damage
- damage due to misuse

- alterations or repairs performed by a third party other than Steadiwear Inc.

If covered damage occurs outside the warranty period, we will require the unit to be sent to our main office and the service will be priced based on the severity of the damage.

To make a warranty claim email us at hello@healthport.com.au

What do I do if my Steadi-3 becomes damaged?

We will request that you send it back to us so that we can assess the issue.

If the issue occurs outside of the warranty period, we will fix the damage, however, we will require you to cover any additional costs including shipping and handling. Please note that pricing will be assessed and will vary depending on the severity of the damage. If you are not sure if your device has been damaged, please feel free to email us at hello@healthport.com.au to schedule a call for help.

How often does my Steadi-3 need to be replaced?

The strap component of the Steadi-3 glove may need replacing every 6 months depending on wear and tear as a result of usage and washing. strap purchase options are coming soon. The stabilizer component of the Steadi-3 will not need to be replaced or fixed unless damaged.

Shipping and Delivery

What if I need to cancel or modify my order?

Please contact us by email at hello@healthport.com.au and we can accommodate your request as long as your order has not been shipped out yet. In the case that it has been shipped out, we provide a 30-day money-back guarantee. As such, you may as well try the glove out prior to its return, within 30 days of purchase.

Where do you ship?

We currently ship to locations within Australia

How long does it take to ship?

Orders are shipped through Australia Post.

If an order is received before midday Adelaide time - we will look to ship on the same day (-: