

# **Luminaud**

## **Speech, Voice and Communication Products**

**A VARIETY OF THE BEST ELECTRONIC  
ARTIFICIAL LARYNGES  
AND ACCESSORIES**



**A CATALOG FOR  
PEOPLE WHO HAVE HAD A  
LARYNGECTOMY or  
TRACHEOTOMY  
OR NEED MORE  
VOICE VOLUME**

**AND FOR THE  
HEALTH  
PROFESSIONALS  
WHO CARE FOR THEM**

**Also Replacement Parts  
Repairs, Supplies  
Reference Books  
Many Other Useful Items**

**FRIENDLY, HELPFUL SERVICE  
FOR OVER 40 YEARS**

***Luminaud inc.***

**8688 Tyler Boulevard  
Mentor, Ohio 44060-4348**

**CALL 800-255-3408  
440-255-9082**

**FAX 440-255-2250  
e: [info@luminaud.com](mailto:info@luminaud.com)  
[www.luminaud.com](http://www.luminaud.com)**

**A WIDE CHOICE OF  
PERSONAL VOICE AMPLIFIERS  
& MICROPHONES**



**AN UNEQUALED SELECTION OF  
TRACHEOSTOMA COVERS & FILTERS**



# CATALOG CONTENTS

## IVORY PAGES

Electronic Artificial Larynges (ELs)

also Batteries, oral adapters, other replacement parts & accessories

Information on Repairs for ELs

EL & Laryngectomy information & assistance we can provide

Kapi-Gel Tracheostoma Spacers

FREE Orange Neck Breather Wrist-Bands, Window Stickers, Pocket Cards

Tracheostoma Filters & Covers

Tracheotomy Tube Neckband, Slide Locks for Stoma Covers with Ties

## WHITE PAGES

Stoma covers that come in colors, DiAnna's Neck-Laces, Tweezers

Voice Magnifier - amplifies outgoing telephone volume (NOT for cell phones)

Books for Laryngectomees and Speech Pathologists

## BLUE PAGES

Personal Voice Amplifiers, Microphones, parts and accessories

16 Channel WPA-3516 Wireless 5 lb .Portable PA system

Services, instructions, information and various hand-outs we can provide

## WHITE PAGES

Agency, Institution and Organization information

Purchasing information, warranties, exchanges, returns

Insurance, Medicaid and Medicare Information

Order Forms

**PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE:** We try to hold prices as long as possible - hopefully for at least a year - often several years - but increases to us in product or shipping costs are sometimes more than we can absorb. It is not practical or possible to notify our whole list of customers, speech & medical professionals individually when prices change. **NOTE THAT WE HAVE HAD TO INCREASE MANY PRICES IN THIS CATALOG. COST OF SHIPPING HAS GONE UP CONSIDERABLY. AND THERE WILL BE MORE CHANGES WHEN NEW PRICES COME IN FROM SOME OF OUR SUPPLIERS WHO HAVE RECENTLY TOLD US THEY WILL BE HAVING INCREASES SOON..**



[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)

8688 Tyler Boulevard • Mentor, OH 44060-4348

PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250

## ELECTRONIC ARTIFICIAL LARYNGES (ELs) PRODUCE VOCAL TONES FOR SPEECH



Provide temporary or permanent speech for anyone who cannot produce voice sounds but can control the tongue and jaws to shape words properly.

Are useful for people who are voiceless due to laryngectomy, tracheotomy, ventilator use, vocal cord paralysis, any sort of damage to the vocal cords.



Offer back-up for esophageal and TEP (trans-esophageal puncture) speakers if illness or cleaning of prosthesis prevents use of the usual form of speech.

Mouth tube (intra-oral) ELs allow immediate post-operative speech since they make no contact with the tender tissues of the neck. Neck-held (extra-oral) ELs are often preferable after healing because there is no tube in the mouth to interfere with pronunciation or clog with saliva. However, some people need or want an intra-oral unit permanently - if radiation-hardened neck tissue, fat, or irregular neck contours prevent good transference of extra-oral sound through the tissues of the throat - or if there is a pain or cough reaction from pressure on the neck - or sometimes if there is a placement problem because the neck is short or the user is lying down most of the time. NOTE: Other common reference names or abbreviations are ElectroLarynx or AL (Artificial Larynx) or ALD (Artificial larynx Device.)

Electronic EL's have a somewhat mechanical sound, but users soon find their own accents and personalities coming through. All require the use of one hand (except special hands-free Cooper-Rands and the TruTone with a special collar/holder). Several allow easy pitch change for inflection while speaking. Most brands of neck-held EL can be used with oral adapters to provide intra-oral use when needed.

Speech pathology, ventilator and post-surgical units will want ELs on hand for patient communication. Most artificial larynges can be used encased in a condom or latex glove to keep them clean from patient to patient - just change the covering - and the tube if using intra-orally - between users.

We sell most major brands: **COOPER-RAND, NU-VOIS™ I, III, XTRA-VOIS, SERVOX®digital, SERVOX Inton, SolaTones™ & TruTones™** and alternate versions of the **Cooper-Rand** for special needs. . Each one is a high quality device with its own special features. **Which is "best"?? There is no one "best!"** But there is an Artificial Larynx that is the **best choice for each person** based on individual needs, preferences, physical capabilities and budget. We'll try to give you as much information as we can to help in choosing.

All our ELs provide good volume and sound quality for most users and can be set for preferred pitch and volume. But individual differences in neck tissue and oral cavity may affect the sound and people often find that they have strong personal preferences in tone, volume, operation or handling of one brand over another.

All are generally long-lasting if not misused, abused, or accidently damaged, but users will have differing opinions about durability and ease of care.

The length of battery use after recharge or replacement may vary greatly in ELs, depending on individual talkativeness and volume setting. "Busy" talkers using rechargeable batteries may want an extra battery or two and possibly, for some ELs, an additional charger.

Rechargeable batteries usually have a guarantee from 60 to 90 days and last about 1 - 3 years. Proper use and care is important for longest life.

DESCRIPTIONS, PICTURES: NEXT FEW PAGES

**Luminaud inc.**

PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

**Institution Discounts:** We offer a 10% In-House Use discount and quantity discounts on ELs for institutions, agencies, speech professionals & support groups who want to use them for post-op, loans and tryouts, See our Agency and Institution Information sheet for details.

**Medicare:** covers ELs as prosthetic devices. We are no longer a Medicare Provider, but we will give as much assistance as we can in helping people find a vendor who will handle Medicare for ELs and accessories.

**Medicaid:** We cannot work with Medicaid. We offer a small discount to any medical equipment dealer who buys an EL to resell through the Medicaid program.

**Insurance:** We do not bill insurance companies - there are too many, all with different forms & rules. You can get a doctor's order & send a claim to your company after you purchase. Check with the insurance company involved. If a policy covers prosthetic devices - if it would cover an artificial leg, for instance - it **should** reimburse for an EL!! If not, **find out their reasons and APPEAL!!**

[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)  
8688 Tyler Boulevard • Mentor, OH 44060-4348

Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250

# ELECTRONIC ARTIFICIAL LARYNGES - COOPER-RAND

All instruments have external volume control dials. Weights are given as used with battery inserted.



**COOPER-RAND ELECTRONIC SPEECH AID** - the "old and still gold" standard intra-oral instrument. Proven durability - many C-Rs over 20 years old are still in service. The unique two-piece design means that only the 1 oz. Tone Generator (TG) is hand-held. Uses two 9V alkaline (non-rechargeable) batteries which last 4 - 6 weeks instead of changing or recharging daily. (This can be a great asset for those with dexterity or memory or vision limitations who need help changing batteries - they only need help every several weeks.) The C-R has easily accessible dial controls for both pitch and volume on the top of the Pulse Generator (PG) and a pocket safety clip on the PG. The average user must replace the connecting cord 2 - 3 times a year. Cords are available in several lengths. Wash or replace tubes as needed. **ALSO - COOPER-RANDS FOR HANDS-FREE USE - see the back of the EL supplies page.**

Gold anodized aluminum covers on high impact plastic frame. PG weighs 7.75oz., is 2.6" x 4.2" x 1". TG weighs 1 oz., 1" diameter x 1" high. Made by Luminaud, Inc., OH, USA. A two (2) year limited warranty covers defective parts & labor.

**Cat. 60010 - COOPER-RAND - \$610.00** comes with 2 sets of two 9V. batteries, two 40" connecting cords and a package of 10 tubes (8 soft and 2 capped, semi-rigid so user can try both types).

**Cat. 60051 - Pulse Generator - \$445.00** with 2 batteries inserted, no TG, cords or other parts.

**Cat. 60030 - Tone-Generator - \$160.00** with 1 soft tube (or ask for a capped tube if you prefer) - no cord

**MOISTURE FILTER KIT** to assist the 5% to 10% of C-R users who have somewhat severe problems with acid or copious saliva, food, alcohol, coffee, etc. getting down the tube into the inside of the TG. Faithful use will help cut down on clogging & corrosion. The filter may muffle the sound a little, but many users feel it is a good trade-off to cut down the frequency & expense of repairs. The Filter includes a small "cup" with a hole in the bottom to put onto the stem of the TG, a foam filter pellet to put into the cup, and a cap to put over the filter with a stem on top for the tube. When sound volume drops because the filter has accumulated moisture or food, the pellet must be replaced. Twelve (12) filter pellets are included. Filter pellets can be washed, dried and reused several times each.



**Cat. 63015 - \$10.00 FILTER KIT WITH 12 WASHABLE FOAM FILTER PELLETS**  
**Cat. 63016 - \$ 5.00 REFILL OF 12 WASHABLE FOAM FILTER PELLETS**

## REPLACEMENT SUPPLIES FOR THE COOPER-RAND

**BATTERIES** - 9 V. Alkaline battery, non-rechargeable, 1 each (Cooper-Rand uses 2 at a time) 18005 3.00

**USING RECHARGEABLE BATTERIES IN THE COOPER-RAND IS NOT RECOMMENDED.** Good quality alkaline batteries last most people 4 to 8 weeks in the C-R, but rechargeables last only a few days between changes so you would have to open the C-R more often to change the batteries, which would increase the wear on your battery snaps.

**CORDS** - 40" Cord (standard length that comes with new Cooper-Rands) 26004 16.00  
 Other cord lengths: 24" - 26009 32"- 26016 54" - 26015 16.00  
 Cord for Forehead Switch C-R 26011 16.00  
 Cord Guard - to help keep the cord from pulling out of the TG if it gets caught or bumped 37006 2.00

## TUBES - FOR THE COOPER-RAND AND FOR SILICON RUBBER ORAL ADAPTERS FOR NECK-HELD ELs

Any tube may be cut to the exact length wanted. Cutting capped tubes will require wire cutters.

Mixed 4" (8 soft, 2 capped) as supplied with new C-Rs 63021 8.00  
 Mixed pack of 6 tubes (2 ea of 4" soft, 4" capped, 6" capped) as supplied with new Oral Adapters 63032 8.00  
 Soft Plastic 4", pkg. of 10 63010 8.00  
 Capped Semi-Rigid 4", pkg. of 10 63011 - 5.00 Capped Semi-Rigid 6", pkg. of 10 63014 6.00



[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)  
 8688 Tyler Boulevard • Mentor, OH 44060-4348

## ELECTRONIC ARTIFICIAL LARYNGES - NU-VOIS I, III™, XTRA-VOIS™

All instruments have external volume controls. Weights are given as used, battery inserted.



**NU-VOIS I™** - designed for very simple operation - "just want to push the button and talk." Basic pitch is adjusted externally using a small screwdriver which has a storage slot inside the unit. There is no pitch adjustment for inflection while talking. Volume adjusts with a thumb wheel. Nu-Vois I averages a day's use from a 9V rechargeable battery (16-24 hour charging time), or 2-3 days from a 9V alkaline battery. Built in safety cord can be changed by user. Can be used with an oral adapter (included in Complete kit).

High impact black plastic housing. Weighs 4.4 oz., 4.4" long, 1.3" diameter.  
Made by Nu-Vois Ltd., ID, USA Five (5) year limited warranty.

**Cat. 60091 - NU-VOIS I™ - \$565.00** w/ 1 - 9 V alkaline battery, pitch adjustment screwdriver, safety cord.

**Cat. 60090 - NU-VOIS I™ Complete Kit - \$605.00** - w/ 2 rechargeable 9V NiMH batteries, charger, pitch adjustment screwdriver, safety-cord, oral adapter.



**XTRA-VOIS™** - A less expensive version of the NU-VOIS I - ideal as a back-up or spare unit, but many people use it as a primary instrument and have had good, long term service from it. Sets and operates like the NU-VOIS 1 above. Looks like the NU-VOIS 1, except the safety cord hooks on the side like the NU-VOIS III and the housing is dark grey plastic, not black. The **XTRA-VOIS** can be used with an Oral Adapter (not included - purchase separately if wanted).

Weighs 4.7 oz., 4.2" long, 1.3" diameter.  
Made by Nu-Vois Ltd., ID, USA . One (1) year limited warrantee.

**Cat. 60093 - XTRA-VOIS™ - \$425.00** w/ 1 - 9 V alkaline battery, pitch adjustment screwdriver, safety cord

**Cat. 60095 - XTRA-VOIS™ Complete Kit - \$485.00** - w/2 rechargeable 9 V. NiMH batteries, charger, pitch adjustment screwdriver, safety cord



**NU-VOIS III DIGITAL™** Has the advantage of both dual tone inflection and easy external setting. The two control buttons are each independently adjustable for volume and/or pitch - and can be set without opening the unit or removing/replacing any caps or covers or other parts. Just pick up the NU-VOIS III, follow the directions for setting it and start talking. The two volume buttons on the side sweep the volume smoothly up or down if you want to change from your set volumes while talking. Powered by 9V rechargeable or alkaline battery. Can be used with an oral adapter - included in the Complete Kit.

High impact plastic housing. Weighs, 4.5 oz, 4.4" long, 1.3" diameter.  
Made by Nu-Vois Ltd., ID, USA Five (5) year limited warranty.

**Cat. 60094 - NU-VOIS III™ - \$595.00** - with safety cord and 1 - 9V non-rechargeable battery only

**Cat. 60092 - NU-VOIS III™ - \$635.00 Complete kit** w/ battery charger, 2 rechargeable 9V NiMH batteries, safety cord, oral adapter

SEE ELECTROLARYNX SUPPLIES PAGE AFTER EL PAGES FOR  
REPLACEMENT BATTERIES, CHARGERS, ORAL ADAPTERS.

**Luminaud inc.**

[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)  
8688 Tyler Boulevard • Mentor, OH 44060-4348

PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250

## ELECTRONIC ARTIFICIAL LARYNGES - **SERVOX *digital*** & **SERVOX Inton**

All instruments have external volume controls. Weights are given as used, battery inserted.



**SERVOX® *digital*** Two buttons provide 2 tones for inflection and/or 2 volume settings. Pitches are set using the buttons and small **internal** dip switches. (**digital** must be opened to set or change the pitch settings) External rocker switch sets or changes volume settings as needed. Uses a rechargeable 7.2V NiMH battery. Often gets a full day's use from one overnight charge. Can be charged with the battery in the **digital** without opening the unit and changing batteries, a plus for people who have difficulty with manual dexterity or vision. **Improved dual charger has overcharge protection**, accepts both the instrument and a spare battery at the same time. Full charge in a few hours.. Safety cord easily changeable by user. Note the contents of our Complete Kit.

Blue plastic assembly in titanium sleeve. 5.5 oz. with battery, 4.6" long x 1.3" dia. Made in Germany by Servona GmbH. Two (2) Year Limited Warranty.

**Cat. 60116 - SERVOX®*digital*** - \$645.00 instrument and safety cord only, no battery

**Cat. 60115 - SERVOX®*digital*** - Complete Kit - \$755.00 w/dual charger, 2 NiMH rechargeable batteries, safety cord, 2 types of oral adapter (soft and hard), a variety of tubes, holster carrier.



**SERVOX® Inton.** It looks the same as the Servox **digital** except that the plastic parts are grey and the volume has a "wheel" type control. And it sounds very, very similar to the **digital**. But the pitches on the buttons are set with a small screwdriver included in the package. Uses the same 7.2 V NiMH battery as the **digital**. Can be charged with the battery in the **Inton** without opening the unit and changing batteries, a plus for people who have difficulty with manual dexterity or vision. Complete kit includes the same **improved dual charger with overcharge protection** that the **digital** uses. (See charger information in digital description above). Safety cord is difficult for the user to change. Note the contents of our Complete Kit.

Grey plastic assembly in titanium sleeve. 5.5 oz. with battery, 4.6" long x 1.3" dia. Made in Germany by Servona GmbH.. Two (2) Year Limited Warranty.

**Cat. 60131 - SERVOX® Inton** - \$645.00 instrument and safety cord only, no battery of any kind

**Cat. 60130 - SERVOX® Inton** - Complete Kit - \$755.00 w/dual charger, 2 NiMH rechargeable batteries, safety cord, soft oral adapter, two types of tube, holster carrier.

### SUPPLIES AND ACCESSORIES FOR BOTH SERVOX UNITS -*digital* and Inton

**Cat. 18009 - Extra or replacement 7.2 V. NiMH battery - \$32.00** (note that these instruments use ONLY rechargeable batteries. Unless used with 9 V. Adapter described below.)

**Cat. 7020 - Replacement battery charger - \$150.00**

**Cat. 38015 - Holster Carrier - \$25.00** - Blue, with spare battery pocket



**EMERGENCY 9 V. ADAPTER FOR SERVOX - Cat. 60022 - \$75.00** Includes Screw-on 9V. battery holder, core to convert the voltage & 9V. Alkaline battery. Adds about 2 oz. to Servox weight and about 2 ½" to the length. Adapter is for temporary use when charging power is not available. Also good for professional and club loaners and demos to avoid loss of expensive batteries & chargers. 2 year warranty on defective parts & labor - does not cover accident, abuse, misuse. Made by Luminaud in USA

**Luminaud inc.**

[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)

8688 Tyler Boulevard • Mentor, OH 44060-4348

PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250

## ELECTRONIC ARTIFICIAL LARYNGES - **SolaTone™**, **TruTone™**

*All instruments have external volume controls. Weights are given as used, with battery inserted.*



**SolaTone™** - A basic artificial larynx with one button operation. Good sound quality and volume range at a very reasonable price. Internal pitch setting. Has no pitch adjustment for inflection while talking. An economical primary instrument for someone who does not care about inflection. Ideal back-up instrument for other ALs and for esophageal and TEP speakers - just drop in a good, non-rechargeable 9V. battery and start talking. Averages a day's use from a 9V. rechargeable NiMH battery (16-24 hour charging time), or 2-3 days from a 9V. alkaline battery. Safety cord can be changed by user. Oral adapter is now included with the SolaTone.

PVC plastic housing. Weighs 5 oz., 4" long, 1.3" diameter. Made by Griffin Laboratories in California. One (1) year Manufacturer's Warrantee against defective parts & labor.

**Cat. 60105 - SolaTone™ - \$485.00** - w/ 1- 9 volt battery, pitch adjustment screwdriver, safety cord,

**Cat. 60106 - SolaTone™ Complete Kit - \$535.00** -w/ 2 rechargeable NiMH9 V. batteries, "Pop-UP" single battery charger, oral adapter, safety cord, pitch adjustment screwdriver.



**TruTone™** - This innovative design provides on/off and intonation in a single pressure sensitive button. Increasing and decreasing pressure moves the sound through the selected range of pitch instead of allowing just 1 or 2 inflection tones. Top/bottom limitations on pitch range can be set internally. Many people feel that the TruTone inflection capability gives a nicer sounding voice and some people have learned to "sing" with the variable pitch. Averages a day's use from a 9V. NiMH rechargeable battery (16-24 hour charging time), or 2-3 days from a 9V. alkaline battery. Safety cord can be replaced easily by user. Can be used with oral adapter (included in Complete kit).

High impact polycarbonate housing. Weighs 4.5 oz., 4.1" long., 1.3" diameter. Made by Griffin Laboratories in CA. Five (5) years Manufacturer's Warrantee against defective parts and labor - 1<sup>st</sup> two (2) years include a "Drop and Soak" warrantee.

**Cat. 60102 - TruTone™ - \$605.00** w/ 1 9 volt battery, pitch adjustment screwdriver, safety cord

**Cat. 60103 - TruTone™ Complete Kit - \$655.00** - w/ 2 rechargeable 9V. NiMH batteries, dual "Snap-In" battery charger, safety cord, pitch adjustment screwdriver, oral adapter.

## **NEW - TruTone Plus and SolaTone Plus - now with USB charging**

- > No need to change batteries every morning - several years of life expected from the batteries..
- > Plugs in like your cell phone - overnight charging.
- > Can charge at home or in the car or from your computer.
- > TruTone Plus uses a 9 V. battery.
- > SolaTone Plus uses 2 AA batteries.
- > Can use an alkaline (non-rechargeable) battery for back-up if you talk for a long a time without having a chance or place to charge
- > **CONTACT US FOR PRICING** and further details

**Both are Griffin Laboratories Quality - made in the USA**

**Luminaud inc.**

[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)

8688 Tyler Boulevard • Mentor, OH 44060-4348

PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250

NOTE: We very seldom have ELs or other major pieces of equipment to give away, but occasionally something is returned to us with the request that we refurbish it and give it to a person or a group with a special need, so you're welcome to inquire.

## REPAIRS FOR ELECTROLARYNGES

Before sending an EL of any brand for repair, call or e-mail us or the instrument's manufacturer or importer. Sometimes there are simple cures to problems that you can do yourself with the advice of your supplier. It might eliminate the need to send your instrument for repair and save you expense and inconvenience.

Our company, *LUMINAUD*, is the manufacturer of the Cooper-Rand and so we can take care of any cleaning and repairs it may need. We can do some diagnosis and basic cleaning/repair on most brands of ElectroLarynges, but we would have to send extensive repairs to the manufacturer or importer, so it is usually quicker - and often saves you on extra handling and postage charges - to "cut out the middleman" (us) and send a problem ElectroLarynx directly to its own manufacturer or importer.

(If you no longer have the instructions for your EL you can contact us for repair facility names, addresses and contact information - and also a new instruction booklet.)

Any time you send a repair to us or any other repair facility INCLUDE INFORMATION INSIDE THE PACKAGE with your name, address for return, contact phone and/or mail and a description of the problems you are having and whether you need any supplies as well as repairs. Anyone doing repairs needs to be able to get in touch with you or someone assisting you in case there are questions about the repairs to be done, the charges for them, the way the payment will be handled and the service you want used for the return. Be sure to wrap and pad the instrument carefully & **insure the package!!!!** Repair facilities cannot be responsible for a package until it is delivered to them.

**WE OFTEN CAN REPAIR LARYNGECTOMEE CLUB LOANER INSTRUMENTS AT LITTLE OR NO CHARGE. CONTACT US TO DISCUSS YOUR CLUB REPAIR.**

**NOTE: When we sell you an ElectroLarynx that we have not made ourselves, we don't just "pass on" a box from the manufacturer. We open it, test it, make sure it is OK - and often we add something, like a second battery or a larger variety of oral adapter tubes to make sure you have the best possible success with your new instrument.**



[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)  
8688 Tyler Boulevard • Mentor, OH 44060-4348



## ELECTROLARYNX SUPPLIES



**ORAL ADAPTER - Soft, rubber-like adapter with 6 flexible tubes** (9/32" OD). Converts neck-type (extra-oral ALs - Denrick, Nu-Vois, Xtra-Vois, Optivox, Romet, Servox, SolaTone, TruTone - almost any major brand (does not fit old AT&T 5C or 5E) - to use with mouth tubes (intra-oral). Use adapter immediately after surgery, take off for neck-use when healed. Put on again any time mouth-tube use is preferable for any reason. Tubes may be re washed and re-used or you may buy replacement packages of the type you prefer .



**Cat. 63017 - \$15.00 - ORAL ADAPTER (soft black) & mixed tubes for most ELS**

**Cat. 63023 - \$15.00 - ORAL ADAPTER (soft gray) & mixed tubes - better fit for Servox Inton, Servox *digital***

**Cat. 63008 - \$15.00 - ORAL ADAPTER (hard blue) & 2"x 7/16" tubes for Servox**

**Cat. 63021 - \$8.00 - Mixed 4" tubes, 8 soft, 2 capped as come with new C-Rs**

**Cat. 63010 - \$8.00 - Soft Plastic 4" tubes, pkg. of 10**

**Cat. 63032 - \$8.00 - Mixed pack of 6 tubes, 2 ea of 4" soft, 4" capped, 6" capped as supplied with new Oral Adapters**

**Cat. 63011 - \$5.00 - Capped Semi-Rigid 4" tubes, pkg. of 10**

**Cat. 63014 - \$6.00 - Capped Semi-Rigid 6" tubes, pkg. of 10 -**



**9-VOLT "POP-OUT" BATTERY CHARGER.** For any rechargeable battery listed as "9 V." (may actually be 7.2 V., 8.4 V., or 9.6V.) Plug into common household electrical outlet. Use the finger hole to "pop out" the battery with the push of a fingertip. Ideal for people with limited hand/ finger use. Use to charge batteries for artificial larynx, wireless microphone, any device that uses 9 V. rechargeable batteries.

**Cat. 7012 - \$12.00- 9-VOLT "POP-OUT" BATTERY CHARGER (DOES NOT INCLUDE BATTERY)**



**9-VOLT DUAL "SNAP-IN" BATTERY CHARGER -** Charges 2 "9 V." rechargeable batteries at a time. (may actually be 7.2 V., 8.4 V., or 9.6V.) Plug into common household electrical outlet. **Note to Cooper-Rand users:** Rechargeable 9 V. batteries can be used in the C-R 9 V, but is not recommended. They will not last as long between charges as regular batteries last between changes - & volume might decrease since some may be less than 9 V. To use rechargeable batteries, 4 would be needed as well as 2 Pop-out chargers or 1 Dual Charger.

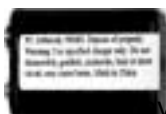
**Cat. 7015 - \$15.00 9-VOLT DUAL "SNAP-IN" BATTERY CHARGER. (DOES NOT INCLUDE BATTERIES)**

**RECHARGEABLE BATTERIES - NiMH** for all brands of neck-held artificial larynges. We also have non-rechargeable Alkaline 9 V. batteries., 15 V. non-rechargeable batteries for the old 15 V. Cooper-Rand are no longer available.



9 V.(9.6V)  
**Cat. 18021**  
**\$16.00**

Preferred by Nu-Vois.  
for Nu-Vois models & Xtra-Vois



9 V. (8.4V)  
**Cat. 18011**  
**\$12.00**

Preferred Griffin  
for SolaTones, TruTones



7.2 V. Round Battery  
for any Servox  
**Cat. 18009**  
**\$32.00**

**RECHARGEABLE BATTERIES HAVE A LIMITED LIFE AND MAY NEED REPLACEMENT EVERY YEAR OR TWO.** For longest life for batteries being stored before use, keep them in a cool, dry place. Manufacturer's limited battery warranty is 90 days. It does NOT cover overcharged batteries or batteries that have been shorted or damaged by improper storage and handling.

**Luminaud inc.**

[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)

8688 Tyler Boulevard • Mentor, OH 44060-4348

PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250

## COOPER-RAND ADAPTATIONS FOR THOSE WHO NEED BOTH HANDS FREE OR FOR THOSE WITH LIMITED OR NO USE OF HANDS OR ARMS

Contact us if you have special requests- custom development is sometimes possible.



**EXTENDED-GRIP TONE GENERATOR** - may be helpful to those with a weak grip, poor hand control arthritis or sensitive fingers. The exterior is plastic, with an offset shape to help prevent it from slipping out of the hand. The large "mushroom" button requires very little pressure and may be pushed with a finger or with other parts of the hand using a squeezing action. 3 ½" (9cm) long and 1 ½" (4 cm) in diameter. Weighs about 2 ½ oz. It will accept any Cooper-Rand cord and the moisture filter. A lanyard chain, cord or ribbon may be attached and placed around the wrist or neck or belt to prevent dropping.

**Cat. 60031 - \$220.00 - Extended-Grip Tone Generator only**

**Cat. 60011 - \$650.00 - Cooper-Rand complete w/ Extended-Grip TG (no standard TG)**



**C-R FOREHEAD SWITCH AND TG**, developed at the suggestion of Eric Blom and other speech pathologists, was the first "No-hands" Cooper-Rand. TG is mounted on a boom attached to an around-the-head band. The switch is mounted directly on the band and has a paddle which is taped to the forehead. Rising/relaxing the forehead muscles turns the sound on/off. Comfort and other medical hookups may prevent full time use - a few hours at a time is likely - but some people have used this device to provide all-day communication for years. Weighs 3.5 oz. with tubes and connecting cords included.

People with good tongue and lip control, when using a head-mounted TG-s, may learn to push tube end out of the mouth when they do not need to speak for a period of time, then pull it back in to talk. Others may have to have the tube end in the mouth at all times until removed by a caregiver.

**Cat. 60040 - \$230.00 - Forehead Switch Attachment Only**

**Cat. 60012 - \$685.00 - Cooper-Rand complete with Forehead Switch Attachment**

All items shown on this page are made in the USA

**Speech Pathologists and Head/Neck Nurses note:** Any version of the Cooper-Rand Tone Generator will work with any Pulse Generator. The special needs models may be purchased with a Pulse Generator as a complete unit or separately to plug into an existing Pulse Generator. Thus the two Tone Generators adaptations may be kept on hand for Demo purposes without the need to have a separate Pulse Generator for each one

**NOTE:** Users of the Cooper-Rand or other artificial larynges usually do not find these or similar adaptations more convenient for daily living, handcrafts or work. The adapted units are much more likely to be useful for those who do not have the hand or arm mobility to use a regular artificial larynx or for those whose jobs require the use of the voice and both hands at the same time.

The logo for Luminaud Inc. features a stylized starburst or star shape above the company name "Luminaud inc." in a bold, sans-serif font.

[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)

8688 Tyler Boulevard • Mentor, OH 44060-4348

PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250

# **KAPI-GEL** by Kapitex, England, UK

## Tracheostoma Spacer (Rx)

**PROVIDES A SEAL AROUND STOMA STUDS AND LARYNGECTOMY TUBES**  
OFTEN PROVIDES BETTER FIT & SEAL FOR HEAT/MOISTURE EXCHANGER BASEPLATES

**Helps to reduce air leakage around studs and tubes  
and aids in the effective use of hands free valves!**

Ideal for difficult stoma anatomy. Helps to "fill in" the stoma area, allowing the comfortable use of laryngectomy tubes, stoma studs and heat moisture exchange/filter cassettes.

Helps reduce air leakage when using hands free valves or when using a stoma stud and digitally occluding the stoma.

Because it is almost transparent, Kapi-Gel is barely noticeable around the stoma.



**WILL FIT ALMOST ANY BRAND OF STOMA STUDS, LARYNGECTOMY TUBES AND HME BASEPLATES and keep them in their proper place.**



Kapi-Gel is a tacky laminated silicone gel available in two thicknesses - THIN - 2 - 3 mm and THICK 4 - 5 mm. And in two hole dimensions - 8 mm and 12 mm. The outer diameter of the spacer is 43 mm. Thickness may vary from lot to lot and piece to piece.



ILLUSTRATIONS SHOW THE SPACER, WITH PROTECTIVE FILM REMOVED ON THE STOMA STUD AND THE LARYNGECTOMY TUBE BEFORE INSERTING STUD OR TUBE INTO THE STOMA.

**\$58.00 per box of 10 - Order by Luminaud. Cat. #**

Thickness	Inner Diameter	Kapitex #	Luminaud Cat. #
Thin	8mm	2008	38130
Thin	12mm	2012	38131
Thick	8 mm	4008	38132
Thick	12 mm	4012	38133

**Rx NOTE:** Purchase by an individual customer/patient requires written recommendation of physician, physician's assistant, head/neck nurse, speech pathologist or respiratory therapist. See the form near the back of this catalog or prescriber may use his/her own Rx Form.

**Luminaud inc.**

[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)  
8688 Tyler Boulevard • Mentor, OH 44060-4348

PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250

## CONTACT US FOR INFORMATION ABOUT:

The use and care of any of the products in our catalog

Any problems with our products and adjustment and repair possibilities

No-charge replacement of lost or damaged instructions for our products

Refurbishment at no charge for any of our instruments that have been or will be donated to a hospital or other facility for clinical use.

The possibilities for product reimbursement from insurance, Medicare and Medicaid

Our visiting your local laryngectomee, Parkinson's, MS, ALS or other support group to let people have a chance to see and try products that might be helpful to them.

The possibility of our doing an in-service for your hospital or clinic so that speech pathologists, ENTS, emergency room personnel, head-neck nurses, respiratory therapists, physical therapists, occupational therapists or any other medical people can learn about ElectroLarynges, personal voice amplifiers, other communication devices, tracheostoma covers, filters and related supplies.

## **FREE FOR LARYNGECTOMEES, SUPPORT GROUPS, SLPs, ENTs, etc.**

**Orange Neck Breather Wrist-Bands** (other side says "RESUSCITATE VIA NECK STOMA") in a choice of standard 8" size and large 8 ½" size for people with larger hands and wrists, **Orange Emergency Cards** for pocket, purse or wallet to give instruction on care of laryngectomees, with a back that can be used to give health info and contact addresses, **Orange Emergency Stickers** for car or house window, **brochures on the International Association of Laryngectomees (IAL)** and **WebWhispers**, the on-line laryngectomee club/support group. Also a very good little pair of **plastic tweezers** for cleaning dried material from around the stoma and **samples of two of the most popular but least expensive stoma covers**. Health Professionals - you may order a supply for current and future patients. We recommend that you ask for what you think might be a 3 month supply and then reorder when needed since new items may appear at any time. Also ask for one or more of **our catalogs** if you'd like to have them on hand for reference or handout.



  
**Luminaud inc.**

[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)

8688 Tyler Boulevard • Mentor, OH 44060-4348

PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250

# STOMA COVERS AND FILTERS

**Comfortable, air-filtering covers** supply many of the functions the nose can no longer provide for people with laryngectomies and tracheotomies. These beneficial products will:

Warm and moisten inhaled air

Help prevent crusting and coughing

Filter out dust and foreign particles

Absorb mucus & moisture to protect clothing

Luminaud has the largest assortment of stoma covers and filters in the U.S. We offer you a wide choice of brands, designs, styles, materials, and colors to meet your varied needs and preferences in filtering incoming air and presenting an attractive appearance.

**NONE OF OUR STOMA COVERS/FILTERS OR ANY OTHER PRODUCTS CONTAIN LATEX**

## STOMA COVER STARTER KIT

**Try a sampling of basic stoma covers/filters at a reduced price!**

You can get an idea of the kind of stoma cover/filter products you prefer and how long they will last you in use before you order a quantity

**Our Kit ( a \$60+ value) includes:**

- >1 Large Buchanan Laryngectomee Protector
- >1 Small Buchanan Lite Protector (our color choice - beige or dk. blue)
- >1 Breathe-Easy Stoma Cover
- >1 Romet Laryngectomee Filter (light color - our choice - usually white or beige)
- >1 Cover-Up Shower Collar
- >1 each of 6 different "patch-type" foam filters that adhere to the neck
- >1 pair of "Marty's Favorite Tweezers"
- > A copy of "Why Didn't They Tell Me?" - a 50 page soft cover book by Don Moss w/ "Questions and Answers for the Laryngectomee" - helpful, reassuring - and humorous!

**Plus** - Orange Neck-Breather wrist-band and orange Pocket Emergency Card, brochures from the IAL (International Association of Laryngectomees) and WebWhispers on-line support group. IAL's "First Steps" booklet, other helpful information, and our Luminaud catalog, all in a heavy weight recloseable plastic bag.

**Starter Kit - Cat. 63020 - \$48.00**



**Luminaud inc.**

[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)

8688 Tyler Boulevard • Mentor, OH 44060-4348

PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250



### **BUCHANAN LARYNGECTOMEE PROTECTOR**

Absorbent 1/8" white Hydrolox foam, in a cotton mesh cover. NOW HAS A FLEXIBLE SLIDE LOCK (can be removed if you prefer to tie). Especially good for cold and dusty areas. Can be washed several times by hand. Made in the U.K. by Kapitex.



**38007 Large \$9.00 ea.**  
8 1/2" w. x 8" h

**38008 Small \$8.50 ea.**  
5 1/2" w x 4 1/2" h



### **BREATHE-EASY STOMA COVER**

Our own economical design! Lightweight and super absorbent. Non-woven, rayon/polyester blend, non-linting Bib style with twill tape ties. Can be used once and thrown away or hand washed for several reuses. 6" w x 4 1/2" h. Can easily be trimmed to fit your needs. Made in the USA for Luminaud.



**63001 - \$6.50 Pkg. of 5**  
**63002 - \$12.00 Pkg of 10**  
**63003 - \$28.50 Pkg of 25**



### **SEMI-RIGID SHOWER COLLAR**

Rigid "nose" won't collapse against the stoma, but the collar is very comfortable and does not feel hard. Flexible enough to follow neck contours quite well to minimize problems with water running down the neck under the collar. Good for use with or without a trach tube.

Fits neck sizes 11" to 18"

Designed by Brazilian laryngectomee Jose Cruz. PVC plastic & Nylon.

Quiklon hook/loop/ fastening. Made in Brazil

**38003 - \$26.00 ea.**



### **COVER-UP SHOWER COLLAR**

Protective plastic bib-style cover lets you shower in comfort and confidence. Will last for several months. Contour fitting padded neckband with Velcro closure adjusts to your neck size, 9" to 19". Designed by California laryngectomee Dwight Pollock. Made in USA.

9" w x 7 1/2" h

**38011 \$12.00 ea.**

**NOTE: Both these shower collars** are also very helpful for trach patients to use to protect sensitive areas when shaving, washing their faces and shampooing.

**Sizes of Stoma Covers are approximate and may vary somewhat from lot to lot. Some stoma covers, particularly those with high cotton content, may shrink when washed. ALSO: Color of foam & cloth products may vary somewhat from piece to piece & batch to batch.**

**RETURN POLICY: WE ARE SORRY, BUT STOMA COVERINGS MAY NOT BE RETURNED IF INDIVIDUAL PACKAGE HAS BEEN OPENED (unless something is truly defective!).** WE HAVE NO WAY TO WASH AND REFURBISH THEM FOR RESALE. MOST STOMA COVERS COME IN TRANSPARENT BAGS. PLEASE LOOK CAREFULLY BEFORE YOU OPEN!!!!. AS WITH ALL OUR PRODUCTS, WE MUST CHARGE A SMALL FEE ON RETURNS, IF NOT DEFECTIVE, TO HELP COVER THE PAPERWORK AND RESTOCKING EXPENSES.



[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)  
8688 Tyler Boulevard • Mentor, OH 44060-4348

PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250



**SLIDE TIE LOCK** - Use with the Breathe-Easy or any other brand of stoma cover or collar - or sun or rain hat - that has narrow ties. Just squeeze and slide to hold ties firmly in place or loosen them.

**Package of 5 - Cat. 63035 - \$3.00**

## TRACHEOSTOMY COLLAR <sup>TM</sup> **MARPAC 204**



Holds Kapitex Laryngectomee Tubes, TrachiNaze Plus tubes and other brands of trach and laryngectomy tube very comfortably and securely in place. Made of breathable foam laminate with soft cotton exterior - no latex, no twill. Has Nylon Velcro fasteners. Unique design means that one size really does fit all from child to adult - 6" to 22" neck. Instructions in English and Spanish. Cost effective compared to other brands.

**Cat. 22032 - \$6.50 Disposable, single-use, non sterile - 1 to a package**

## CARDINAL E-Z BREATHE FILTERS & FRAMES

For people who don't want filter material directly in contact with the stoma. The white plastic frame holds and shapes the foam filter so that it curves out away from the stoma and will not be pulled against the stoma as you breath in. A metal chain goes around the neck to hold the frame. Uses the same type of foam as the StomaFoamPlus for ease of breathing, moisture absorption and moisture retention - The E-Z Breathe is great under a shirt and tie, turtleneck, high collar, or scarf - also under a soft shower collar. Especially nice for people with trach tubes. About 4 1/4" wide & 3 3/4" high & 3/16" thick.



Side shown faces towards wearer.

Fits neck up to 18", longer on request



**Cardinal E-Z BREATHE Filter Kit with frame, chain, 30 filters**      **Cat. 63033 - \$26.00**

**Cardinal E-Z BREATHE Frame and Chain with 1 filter**      **Cat. 22038 - \$16.00**

**Cardinal E-Z BREATHE Filters, White, package of 90**      **Cat. 22039 - \$28.00**

(The Cardinal E-Z Breathe products are now produced under the ownership of Luminaud, Inc.  
This is a completely different product from the Luminaud Breathe-Easy filters.)

**Luminaud inc.**

[www.luminaud.com](http://www.luminaud.com)      e-mail: [info@luminaud.com](mailto:info@luminaud.com)

8688 Tyler Boulevard • Mentor, OH 44060-4348

PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250

# FOAM FILTERS

**SOLD IN BAGS OF 30 & 90**

Disposable, highly absorbent, non-irritating, non-sensitizing, covers, each with a medical grade adhesive strip at the top. Use once & throw away. Most people use 1 or 2 a day. Good under clothing, neckware, NeckLaces. Trim as preferred.

## Tracheofix, made in Germany

In bags of 10 within each package of 30 or 90

Available only in Large size: 2 3/4" x 2 3/4" x C"

Medium Flesh

Bag of 30 - Cat. # 63026

Bag of 90 - Cat. # 63042

Ivory

Bag of 30 - Cat. # 63027

Bag of 90 - Cat. # 63043

With tape top AND bottom

Bag of 30 - Cat. # 63050

Bag of 90 - Cat. # 63046

ALL FILTERS  
SHOWN ABOUT

FULL SIZE

Size, exact shape  
Thickness and color  
Vary somewhat from  
From piece to piece in  
Any foam product.

**SORRY - StomaFoamPlus by Luminaud, USA & StomaFoam (THICK)  
ARE NO LONGER AVAILABLE**

**ALL FOAM FILTER BAGS OF 30 ARE \$20.00 EACH**  
**ALL FOAM FILTER BAGS OF 90 ARE \$50.00 EACH**

## LaryngoFoam by Kapitex, England, made of Hydrolox 1 foam

Each piece in an individual heat-sealed wrapper

LARGE 2 1/2" x 2 1/2" x 1/8"

Medium Flesh

Bag of 30 - Cat. # 63037

Bag of 90 - Cat. # 63045

STANDARD 2" x 2 1/2" x 1/8"

Medium Flesh

Bag of 30 - Cat. # 63024

Bag of 90 - Cat. # 63041

White

Bag of 30 - Cat. # 63019

Bag of 90 - Cat. # 63040

**FOR SANITARY REASONS, A FOAM FILTER MAY BE RETURNED ONLY IF THE INDIVIDUAL BAG IS UNOPENED**

SIZES ARE GIVEN BY WIDTH,  
THEN HEIGHT, THEN THICKNESS.  
YOU MAY CUT DOWN WIDTH & HEIGHT.

FOAM FILTERS ARE REIMBURSABLE BY MEDICARE IF  
PURCHASED FROM A MEDICAL EQUIPMENT DEALER THAT  
WILL FILE A CLAIM FOR YOU. **CONTACT US FOR MORE INFO.**

**Luminaud inc.**

[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)

8688 Tyler Boulevard • Mentor, OH 44060-4348

PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250



# ROMET LARYNGECTOMEE FILTER - a practical and attractive cover

Medium weight **cotton knit** in dicky style with ribbed neckband. Choice of 10 colors. Romets measure about 8 ½" x 11" after machine washing. **Each Romet comes with color matched Velcro® tabs - You sew them onto the neckband where you wish for best fit.** Fits neck sizes up to 16 ½". Larger neck? Extend the neckband with a piece of cloth or ribbon. Made in Italy,

**ORDER BY CATALOG # SHOWN UNDER EACH COLOR - \$18.00ea**



**SORRY, WE CANNOT SHOW COLORS EXACTLY. COLORS MAY VARY FROM PIECE TO PIECE AND LOT TO LOT**  
**ROMETS WILL LAST INDEFINITELY - LIKE A PIECE OF CLOTHING. YOU MAY WEAR THE ROMETS OVER A FOAM "PATCH"**  
**TYPE FILTER FOR EXTRA FILTERING FOR YOU AND EXTRA PROTECTION FROM STAINS FOR THE ROMET.**

**Romets, DeltaNexes, DiAnna's NeckLaces, Buchanan Lites all come in clear bags.**  
**Look before you open!! We cannot accept returns of opened neckware.**

## BUCHANAN LITE by Kapitex - THINNER, LIGHTER WEIGHT, 3 COLORS



Hydrolox filter material enclosed in a breathable polyester non-woven fabric. Soft and lightweight with E-Z Tie adjuster. Comes in the same sizes as the original Buchanans but now in 3 colors. Washable - should give a long period of wear.



White Sm - <b>38230</b> - \$8.50	Dk Blue Sm - <b>38231</b> - \$8.50	Beige Sm - <b>38232</b> - \$8.50
White Lg - <b>38220</b> - \$9.00	Dk Blue Lg - <b>38221</b> - \$9.00	Beige Lg - <b>38222</b> - \$9.00

**Neck Breather Medical Bracelet - polished non-allergenic stainless steel. 8" with 2" x ½" information tag, engraved with medical symbol and the words "neck breather". Letters filled in red enamel. "Sister Hook" overlapping eye-clasp cannot open accidentally. Comes with wallet card to fill in with your medical information.**

**NOTE: THIS IS NOT A BRACELET THAT INCLUDES PHONE SERVICE SO MEDICAL PERSONNEL CAN OBTAIN YOUR HEALTH INFORMATION.**



**Neck Breather Bracelet Cat. 42000 - \$9.50**



[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)

8688 Tyler Boulevard • Mentor, OH 44060-4348

PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

Phone **800-255-3408** • 440-255-9082 • Fax 440-255-2250

# DELTANEX CRAVATS

## AND SMALL BUCHANANS

**A versatile 3/way system to provide effective & attractive protection for both men & women**



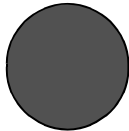
1) Dress up a bit - or a lot - with a wardrobe of DeltaNex Cravats. All Cravat neckbands have a hook/loop press closure (It would be so easy to call it Velcro, but it's not that brand!) A slide adjustment accommodates necks from 13 ½" to 18". The mesh backing keeps the material from pulling into your stoma and protects the cravat from secretions - and can be pulled off and washed separately. Fancy party? Father of the bride? Cravats are great with a suit or tuxedo. The cravat is about 12" wide x 10" tall in a triangular shape, some with rounded bottom edge.

2) If you want to look nice AND have extra protection from the cold and wind - or extra protection from secretions getting onto your cravat - remove the mesh backing and press on a DeltaNex Buchanan! Doesn't show, feels good, does a great job of warming, filtering and moisture adsorption!

3) Under scarves or turtle necks, or for around-the-house or bedtime protection, wear the DeltaNex HydroLox 1 Buchanan Protector (5" x 5"). As shown above, it presses onto a soft comfortable neck strap with hook/loop closure - fits neck sizes up to 17" or a little more if you don't mind snug! The HydroLox 1 foam offers great moisture absorption and retention.

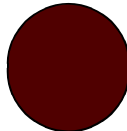


STEEL GREY



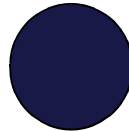
38241

PLUM



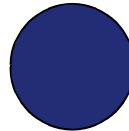
38242

NAVY BLUE



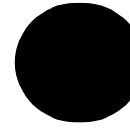
38243

ROYAL BLUE



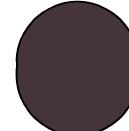
38244

BLACK



38245

NUTMEG



38246

Poly/Cotton neckband, Polyester Backing, individual cravats are polyester or poly blend

**SORRY - WE CAN'T REPRODUCE THE COLORS EXACTLY**

**CRAVATS COME IN CLEAR PLASTIC BAGS LOOK AT THE COLOR, FEEL THE TEXTURE BEFORE YOU OPEN!!!**

**WE CANNOT ACCEPT RETURNS OF OPENED NECKWARE**

**DeltaNex Cravat with Backing - Use Cat. # under each one above to order that color - \$18.00 ea.**

**DeltaNex Buchanan - Cat. 38100 - \$8.25**

HydroLox 1 Foam, cotton mesh, hook/loop strip

**DeltaNex Neckband (2 ea.) - Cat. 38002 - \$8.00**

Poly/Cotton, hook/loop strip and closure

Unfortunately, we cannot currently get replacement individual backing pieces for the cravats.  
We are hoping to have some available soon.

Made in England by Kapitex Healthcare Ltd.

The logo for Luminaud Inc. features a stylized starburst graphic above the company name "Luminaud inc." in a bold, italicized sans-serif font.

[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)

8688 Tyler Boulevard • Mentor, OH 44060-4348

PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250



**Marty's Favorite Tweezers** - black polypropylene, 4" long. Small stops keep the points stable and prevent them from popping open at the end when the tweezers are squeezed hard. Perfect for laryngectomy stoma cleaning and care. No metal to alarm security people who don't know that tweezers really are allowed on airplanes!  
**Marty's Favorite Tweezers - pkg. of 3 - Cat. 62012 - \$3.00**

## DiAnna's NeckLaces - Made in Nevada, USA

Ribbon tie to fit any neck. All are hand washable in mild soap.. Each one comes with samples of foam filters to wear underneath to warm and moisturize incoming air and protect the NeckLace from secretions. Width given is the length of lace along the ribbon, height is in the middle of the front



NeckLaces below are basic styles and we still have a few of each in stock. We have several others that are one or two of a kind which we bring to meetings for door prizes or sale at our table and/or auxiliary or raffle tables.

DiAnna Miller, who made this lovely lace neckware, died in 2014. She was a good friend and we miss her. Diana always liked to look extra nice and she loved to sew - and loved that her sewing helped other women look especially nice, too.

Luckily we still have a few left of DiAnna's standard styles plus one or 2 of a kind of individual styles that we take to meetings for sale and for raffle prizes. For those who knew DiAnna, one of her NeckLaces would be a wonderful keepsake.

### CATHERINE

#38153  
 \$20.00  
 10 1/2" w  
 x 4" h  
 white, brown,  
 scarlet, red



### VALERIE

#38156  
 \$18.00  
 7"w  
 x 4 1/2  
 white



### YVONNE

#38154  
 \$20.00  
 13"w  
 h "h x 4 1/2" h  
 ivory



[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)  
 8688 Tyler Boulevard • Mentor, OH 44060-4348

A telephone accessory to amplify OUTGOING voice - makes phone conversations easier for people with soft voices AND for the people trying to hear them.

## Voice amplification that works with most home telephones

AND WITH MOST MULTI-LINE BUSINESS PHONES!!

# VOICE MAGNIFIER, Model VM, by Hearsay Corporation

The **Voice Magnifier** works with standard phones that have modular (plug-in) connectors on the cord between the handset and phone base. People who have limited voice volume find that the increased level of **outgoing** speech - up to 25 dB gain - means conversations with fewer misunderstandings and less repeats!!



The **VM** is quick to attach to a phone and is small enough to take along with you to use with a phone at work, at a friend's or relative's home or in a hotel room. Measures 5.7" x 3.6" x 1.5" Weighs 8 oz. with a 9 V. alkaline battery inserted.

The **Voice Magnifier** does not get any power from the telephone itself. It uses a 9 V. alkaline battery which provide about 20 hours of actual use depending on volume setting. or a line power pack for continual. With the switch "off," people who do not need voice amplification can use the phone without any voice distortion.

Another switch allows the user to adjust the **Voice Magnifier** for good sound whether the phone handset has an older type "carbon" microphone or a newer "electret" microphone.

The **Voice Magnifier** does not work with cordless phones or cell phones and is not guaranteed to be satisfactory for every soft or whisper voice, but it will work with most, though not all, current phones & with most voices that have at least a little audible output.

**Cat. 62004 - \$110.00 - Voice Magnifier** with Control Unit, 18" interconnecting telephone cable, 9 V. alkaline (non-rechargeable) battery and 120V power pack      Made in AZ, USA

One year Repair or Replace Warranty on defective parts and labor.  
The warranty does not cover accident, abuse or misuse.

**Luminaud inc.**

[www.luminaud.com](http://www.luminaud.com)    e-mail: [info@luminaud.com](mailto:info@luminaud.com)  
8688 Tyler Boulevard • Mentor, OH 44060-4348

PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250

# BOOKS FOR LARYNGECTOMEES - AND FOR FAMILIES, FRIENDS, SPEECH PATHOLOGISTS AND OTHERS WHO ASSIST THEM

## **SELF HELP**

### **FOR THE LARYNGECTOMEES**

by Col. Edmund Lauder, and continued by his son, Jim Lauder of Lauder Enterprises, covers a wide range of material on adjustment and rehabilitation, speech methods and exercises, support groups and more. Also this book in its current and previous editions has been a major and trusted reference for speech pathologists for many years. It includes ads that provide valuable information on many useful products.

175 pages., 8"x10", soft cover, spiral bound, published by Lauder Enterprises.

Cat. 39003 \$14.50

### **MAMAW'S NEW VOICE, PAPAW'S NEW VOICE**

by Deborah M. Mills, Illustrated by Ernest N. Mills III - Young Ashley finds out about a grandparent's surgery and "new voice" in these charming books designed to help families understand the changes brought about by the laryngectomy of a family member or friend.

Written and illustrated by a laryngectomee and his wife for their own grandchildren, the story is from a child's point of view, in simple language, entertaining as well as informative. The illustrations are in a child-oriented, colored-crayon style.

34 pg. ea., 8"x10", soft cover, spiral-bound, published by Lauder Enterprises.

Mamaw's New Voice	Cat. 39008	\$12.00
Papaw's New Voice	Cat. 39009	\$12.00

10% discount for 10 or more of one book title on either book page (or 10 or more total combination of *Mamaw* and *Papaw* books).

## **I LEFT MY VOICE**

### **ON THE DINING ROOM TABLE**

Surviving Throat Cancer & Talking About It

by Pat Wertz Sanders

Laryngectomees should find this "worth it's weight in gold" as should their spouses, families, friends - and also the Speech Pathologists, and other medical and therapy personnel and social service workers helping them. It's the true story of a woman dealing with life after laryngectomy surgery. Pat says: *This book is not about fighting cancer or being a survivor, it's a book about living!. Life after cancer can be so different than what anyone imagines.* There is wealth of practical advice and useful tips for coming through recovery stronger than ever.

As well as Pat's own story, the book includes many pages of information and advice originally presented in publications for laryngectomees by Doctors, Speech Pathologists, laryngectomees, Pat herself and "Dutch" Helms, the founder of WebWhispers, the on-line laryngectomee club which has been such a great help to thousands of laryngectomees world wide.

WebWhispers has a tremendous library of information anyone can look at. Members can share questions, answers and advice through the WW mail list and the Forum. Pat herself was the WW president for several years before her death in her mid-eighties in 2016.

**Don't miss this book!** 262 pgs., 6" x 9", soft cover, Available on amazon.com

The books on this page are ideal for hospitals, physicians, speech pathologists, laryngectomee clubs and service agencies to keep on hand for patient and family reference or to give to new laryngectomees.

See other side for books especially for Speech Pathologists and other Health Professionals - and Dr. Brook's book about his own experiences when becoming a laryngectomee himself.



[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)

8688 Tyler Boulevard • Mentor, OH 44060-4348

Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250

# BOOKS FOR SLPS & OTHER HEALTH CARE PROFESSIONALS

## **VOICE RESTORATION FOR THE LARYNGECTOMIZED**

by James Sansing with forwards by James Shanks, PhD. SLP and Max Kattner, MD, offers a wealth of information, practical advice, helpful suggestions and useful tips for anyone working with new laryngectomees. (Yes - they very well may be able to blow bubbles and blow up a balloon.) With word lists and glossary as well as contacts for laryngectomy support organizations and resource information. Jim Sansing's outstanding friendly and, enjoyable presentation is taken from his own experiences on both sides - as a laryngectomee and as a teacher of esophageal speech. This second edition includes the very useful InHealth color drawings of throat anatomy pre- and post-op and as using different means of post-op speech. This is an ideal source book for student speech pathologists and for those new to working with laryngectomees, as well as for laryngectomees who have learned to speak well and now want to teach well. Even speech pathologists with years of experience are likely to find several things to think about!

Published by Luminaud, Inc. 1/99, **Updated Printing in February 2012.** 108 pgs., 8½"x11" soft cover, spiral bound. ISBN 0-9645279-1-X

**Cat.. 39018 \$28.00**

## **WORD GROUPS: AND OTHER THINGS-**

A workbook you can provide to your patient, taken from *Voice Restoration for the Laryngectomized*, including suggestions for use and the text and word lists presented in the last chapter and in Appendix I. Originally intended to help people learning esophageal speech, it also can be useful for people practicing with an ElectroLarynx or TEP speech. Single-sided pages with plenty of room for notes and practice assignments.

8½"x11" soft cover, plastic binding opens flat

**Cat. # 39019 \$10.00**

**QUANTITY DISCOUNTS AVAILABLE  
ON THE BOOKS ABOVE.**

## **MY VOICE - A PHYSICIAN'S PERSONAL EXPERIENCE WITH THROAT CANCER**

by Itzhak Brook, MD.

This book captures three years of the author's life following a diagnosis of throat cancer as he faces and deals with medical and surgical treatments and adjusts to life afterwards. As a physician with many years of experience in caring for others, the author shares his insights and perspectives as he undergoes the effects of a severe illness through the eyes of a patient. He endures the consequences of radiation, repeated surgeries and prolonged hospitalizations. He confronts medical errors in his care, discrimination following the loss of his vocal chords, and struggles to regain the ability to speak again and find a new meaning to his life. Dr. Brook shares his anxieties, frustrations, failures, and ultimate adaptation and adjustments to his new life with continuous uncertainty about the future.

Readers of this book will gain insight into the mind of a patient with a life threatening illness. Health care professionals hopefully may become more aware of what their patients actually experience & thus be better able to assist them.

Dr. Brook has been able to make a presentation to an annual meeting of ENT Physicians and has received great praise. Hopefully they have gained new insights that will be helpful to future patients

A VERY VALUABLE BOOK FOR PATIENTS, TOO, for assistance in coping with their recovery problems.

Published 2009 by Itzhak Brook, MD, 270 pgs., 6 x 9", soft cover, adhesive binding

ISBN: 1-4392-6386-8, ISBN-13: 9781439263860

**Available on amazon.com**

**Also on Amazon - THE LARYNGECTOMEE  
GUIDE** a 2013 book by Dr, Brook written especially for laryngectomees themselves. -

**THE OTHER SIDE OF THIS PAGE HAS BOOKS  
ESPECIALLY DIRECTED TO LARYNGECTOMEES  
AND THEIR FAMILIES** but speech Pathologists and other assisting medical or mental health professions should find them very helpful too.



[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)

8688 Tyler Boulevard • Mentor, OH 44060-4348

PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250

## PERSONAL PORTABLE VOICE AMPLIFIERS

### CHATTERVOX SONIVOX PLUS

### SPOKEMAN WPA-3516

### CHATTERVOX "6"

Useful to anyone with a weak voice or a throat problem such as vocal nodules, Parkinson's, ALS, MS, Guillan Barre, impairment of throat or chest muscles, damaged or partially paralyzed vocal cords, diminished lung capacity, and for laryngectomees using any means of speech.

A great help at home, office, factory, hospital, school, nursing home, church, retreat, camp, meeting, restaurant, party, ball game, any place or event - one to one conversation or group activity - and in a car, bus, plane or train to get above engine and road noises.

People with no voice problems will also benefit from using an amplifier when talking to groups or in a large or noisy area - no shouting or voice strain, better listener understanding. Amplifiers are a wonderful asset to tour guides, teachers, coaches, clergy, morticians, entertainers, public speakers.

## WHY USE A PERSONAL VOICE AMPLIFIER???

### FOR EASIER, LESS FRUSTRATING COMMUNICATION!!!

#### WITH MANY RELATED ADVANTAGES FOR BOTH USERS AND LISTENERS:

- > Rests the throat to allow healing or to avoid damage or further damage.
- > Minimizes overall strain and fatigue if physical condition makes talking a tiring effort.
- > Less need for repetition, fewer misunderstandings.
- > Makes life generally more pleasant and less frustrating both for people who want to be heard and for the family, friends, caregivers and teachers who want to be able to hear them easily.
- > Promotes independence and self-assurance in those who previously could not "speak up" and take charge of their own lives and care.
- > Improves communication with those with hearing problems - a relief to both speaker and listener.
- > Lets those with hearing impairment hear themselves better during speech practice - while improving tone and articulation, reacquiring speech after stroke or injury, learning to speak after laryngectomy.
- > Allows longer phrasing with less air output..
- > Helps develop poise and self-confidence in those not accustomed to public speaking.
- > Enhances enjoyment for both participants and audience at special events.
- > Increases effectiveness of classes, lectures, meetings, sales presentations.
- > Facilitates easier, non-aggressive crowd control.
- > Battery powered, with no cord to limit movement and no danger of electric shock in wet areas.

**HOW TO PREDICT WHETHER AMPLIFICATION IS LIKELY TO BE SUCCESSFUL?** Choose a quiet room and a listener with average hearing. Position the listener so that the speaker's mouth is about 12" from the listener's ears. (Listener should close eyes to avoid lip reading.) If the listener can understand about half of what the speaker says, then there is probably enough voice to make good use of an amplifier. If some sound can be heard, though not loud enough to be understandable, then it is still possible that a larger amp and sensitive mic might bring the voice up to a usable level. **IMPORTANT** - an amplifier user must be able to shape words fairly well - amplifiers improve only volume, not articulation - though freedom from worry about volume may allow more concentration on articulation and consistency of voice production.

**ASSISTANCE IN PURCHASING AMPLIFIERS:** MEDICARE OFFERS SOME REIMBURSEMENT but we are no longer a Medicare Provider. If you have Part B, contact us - you may be able to purchase from one our dealers or a Durable Medical Equipment company in your area. You will need a prescription and other information from a Physician. State MEDICAID programs may cover amplifiers - a local DME dealer may purchase them from us for you. PRIVATE INSURANCE MAY reimburse, depending on your policy. A copy of your "Paid" invoice is proof of purchase for insurance and taxes. A doctor's statement of need will probably also be required. STATE VOCATIONAL REHAB PROGRAMS often help with job-related amplifiers. EMPLOYERS may help under the ADA act or just because it makes sense to assist and protect valuable employee voices.

SEE THE FOLLOWING PAGES FOR DESCRIPTIONS OF OUR AMPLIFIERS & MICROPHONES



[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)  
8688 Tyler Boulevard • Mentor, OH 44060-4348  
Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250

PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

# The GREAT LITTLE "SPOKEMAN"

**Personal Voice Amplifier** from KEC, Singapore



Small & Light Weight  
Shown in a man's hand  
to illustrate size

**Surprising Sound for It's Size with a very Versatile Carry Case that lets you wear & position the amplifier in many different ways.**

**Cat. 61017 - \$145.00** for Spokeman MA-2200 amp., 6 rechargeable AAA NiMH batteries, charger and carry case. Does not include a microphone. **Add a mic or mics from our microphone listings a few pages on.**



The Spokeman has a nominal gain of 21dB. It measures 3" x 3" x 1 1/2" in its dark grey housing and weights 6.6 oz w/batteries inserted - or 7.8 oz. if you use it in its clever black case with various ways of fastening/supporting that allow you to carry it over your shoulder, fasten it around your waist (adjusts from 35" to 48") or Velcro® it around your belt the rung of a walker, etc. Or take the Spokeman out of the case and set it on a table, desk, or night stand. The on/off/volume knob has a green "On" indicator light that turns red when the batteries need a charge. Another light shows that charging is in process. If you prefer - or are in a place where there is no way to recharge - a power outage or the "North Woods," etc. - the Spokeman can also use 6 Alkaline, non-rechargeable penlight batteries. **NOTE: There is a 200 gauss magnetic field on the back of the Spokeman's plastic case. At 10 inches the field is barely perceptible. People with pacemakers or neurostimulators should consult their doctors before use and keep the speaker below waist level as a precaution.**

## The SONIVOX Plus

**Personal Voice Amplifier** from Griffin Labs in CA, USA  
**Especially Good for very Whispy or Whispery Voices**



**Cat. 61070 - \$265.00** for SoniVox Plus amp, Lithium Battery pack, 5 V. charger & padded carry case w/ removable strap. **Includes its own headband microphone.**

The SoniVox Plus measures 3 3/8" x 5 1/4" x 1 1/4" and weighs 7.9 oz. including the battery. The mic that is included weighs 3/4 oz. The USB charging system is complete with an adapter to fit into a 120 V. outlet. The SoniVox Plus can be worn around the neck, over the shoulder or around the waist with use of the strap - and can be used while it is in the padded carry case. The on/off push button can keep volume at a chosen setting. An indicator light turns red when charging and green when charge is complete. In most amplifiers there are several smaller batteries that may come loose or be accidentally inserted incorrectly by the user, but the built-in lithium battery eliminates these problems. The SoniVox Plus has an especially good response to whispy or whispery voices. **NOTE: There is a 350 gauss magnetic field on the back of the case. At 10 inches away the field is barely perceptible. People with pacemakers or neurostimulators should consult their doctors before use and keep the speaker below waist level as a precaution**

**Both the Spokeman and the SoniVox are helpful for people with soft voices whatever the reason -** Parkinson's, ALS, MS, PSP, laryngectomy, vocal nodules, partially paralyzed vocal cords, limited breath support, etc. Using a good quality small personal amplifier you can be heard more easily whether talking to one person or a small group-up to 25 or sometimes more depending on surrounding noise level. Useful in the car, bus or train, at family gatherings, parties or meetings, in a restaurant, in a small class or seminar, etc. Ideal when talking to someone with a hearing loss. Both have a jack so that you can amplify C-D players, small radios, or communication boards.

**WARRANTY -** THE Spokeman and SoniVox both have limited warranties of 1 year against defective parts & labor. Warranties do not cover damage from accident, misuse or abuse such as dropping, crushing, submerging in liquid, exposure to excessive heat, damage from sharp objects, etc. The Spokeman is made in Singapore, but we'll take care of any repairs or problems here in OH. Griffin Labs will take care of SoniVox problems. Their contact information will be in the package. Warranty problems will be repaired or the item replaced at the suppliers discretion. Note: MICROPHONE WARRANTIES are 90 days.

**Luminaud inc.**

[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)  
8688 Tyler Boulevard • Mentor, OH 44060-4348

PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250



# CHATTERVOX, CHATTERVOX 6

## **CHATTERVOX** by connections unlimited, USA & China - A handy "waistband" amplifier with good sound.

Very popular with teachers and others who want an amp that stays tight to the body. Molded gray/green plastic case mounted on woven nylon waist band, has a black leather-look cover pouch..One (1) year limited warrantee against defective parts and labor.

- > Nominal Gain before feedback - 18 dB
- > Has a set of 6 rechargeable NiMH AA batteries for long lasting charge.
- > Batteries usually need recharging in 2 to 7 days depending on use.
- > Batteries may last about 3 to 4 years before needing replacement.
- > Keep 6 AA alkaline (non-rechargeable batteries) on hand in case you are someplace where you have no place to recharge when needed.
- > Has 2.25" speaker with sound directed primarily straight forward.
- > Carry weight: 1 lb 2 oz. Size: 8" x 2.9" x 1.8" (20.2 cm x 6.cm x 4.6 cm)
- > **Can use a variety of mics. - see mic pages a little farther on.**



Off/on/volume control adjusts for talking 1 - 1 or to attentive groups up to 100. Helpful for almost any kind of limited voice volume and for teachers, group leaders, tour guides and pubic speakers with or without voice problems. Teachers at the board can slide it around to the back to allow talking to students while writing. If sitting at a desk or table, the CV usually must be removed and set up on the surface to avoid squealing and distortion.

**CHATTERVOX** w/ 6 rechargeable AA batteries inserted, charger, Zip-on cover - No Mic . . . . . **61071 \$190.00**  
On a belt adjustable up to 44". Additional 12" belt extension included.

**INCLUDE THE MIC(S) YOU WANT IN YOUR ORDER. PLEASE CONTACT US WITH ANY QUESTIONS!**

## **CHATTERVOX "6"** - A larger, louder version of the original ChatterVox.

Especially for use outdoors or in a large inside area - gym, factory, etc. Comes complete with Amplifier, Headset Mic with head strap to use if needed, batteries, charger and rubberized cover for rain protection. It has a tool-adjustable high frequency boost/cut control to custom tailor the amplifier's performance with a wider variety of microphones.



Frequency response	100 Hz - 12 KHz
Effective gain	22 dB GBFI* @ 1.0m (*Gain before feedback indoors)
Batteries rechargeable	4 x NiMH AA (2100mah)
Recharging time:	6-8 hours typical
Operating time/charge	6-10 hours typical
Charger provided:	90-230VAC/12VDC 1.25A
Weight:	1 lb. 12 oz. (818 grams)



**1 year warrantee  
on parts and labor**

**CAT: 61081- \$310.00**  
**Note that the mic IS  
Included with this amp.**

Mounted on a belt which is adjustable up to approximately 38" plus additional 6" insert extension.

**Luminaud inc.**

[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)  
8688 Tyler Boulevard • Mentor, OH 44060-4348

PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250

From KEC, Singapore: **BIGGER SOUND, 16 CHANNELS, MORE FEATURES**

# WPA-3516 Wireless Portable PA System

**Carry it around as you talk - weighs less than 5 lbs!!!! OR  
Set it down and walk away with the mic - up to 200 ft.**

Helpful everywhere! School, church, meeting, tour, park, museum, family reunion, camping, grave side service, construction site, sports or recreational activity. **Great for Emergency Announcements!**



Whisper or soft voice? With the WPA you can lead a group effectively.

Need to reach 200 or so people? Use the WPA and be heard farther - and also avoid shouting and throat damage. Coverage depends on other noise in the area - Link another WPA if needed.

## Wonderfully Versatile yet Easy to Use:

Any of the 16 Channels can be set as preferred so that several systems can be used in adjoining rooms without interference. OR they can be set so that one mic can transmit to several amplifiers.

Multiple controls allow you to fine tune the volume settings for microphone and other input devices to get just the right blend of sound. Master Volume Control and wireless receiver volume control are on the WPA unit - AND the body pack transmitter for the wireless headset mic has its own control! This special feature lets you adjust the volume even when you & the mic are a hundred feet or more away from the speaker.

Tone Control adjusts sound to your preference.

## INCLUDES:

Shoulder Strap and Carry Bag  
Built-in High power lithium battery, Battery Charger  
Choice of microphone packages, both with AA Alkaline batteries in the transmitters:

**WPA-3516 Cat. 61022 - \$570.00**

**Includes Hand mic with built-in transmitter**

**WPA-3516 Cat. 61023 - \$590.00**

**Includes Headband mic/body pack transmitter**

An Input jack lets you amplify C-D & MP3 players, electronic instruments and many other sound devices. Use your wireless mic to add a voice-over or singing. A separate microphone jack allows you to plug in a common corded mic, too, for duets.

The Output jack lets you connect to a recording device to keep your speech or song for the future or to hook up to another WPA or other sound system for wider coverage in a larger or noisier area.

Sturdy, plastic, moisture resistant case - no power cords. Use at pools and spas - but not IN the water.

Custom carry bag - holds everything - allows access to controls - has a mesh cover over the speaker so you can keep the WPA in the bag while using it

## SPECIFICATIONS:

Size -11" long, 6.25" wide, 8.25" high, Weight 4.6 lbs , (6.3 lbs. to carry the case with **everything** in it)

Fast charge in 4 to 5 hours, Charge indicator lights  
Running time 5 to 8 hours depending on volume used

**Warranty:** 1 year against defective parts and labor. Does not include damage from accident, abuse or misuse, does not include routine replacement of non-rechargeable batteries in the transmitters.

**PLEASE CONTACT US WITH ANY QUESTIONS**

**Luminaud inc.**

[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)  
8688 Tyler Boulevard • Mentor, OH 44060-4348

PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250

## REPAIRS FOR AMPLIFIERS, MICROPHONES & ACCESSORIES

If you have a problem with any of the amplification equipment that we carry, whether we sold it to you or not, please call or e-mail us. We can sometimes give you advice that will save you from having to send all or part of your equipment in for repair.

If you do need to have repairs on your amplifier or related devices, please CONTACT US so we can advise you whether to send it to us or the manufacturer. Because we offer a wide variety of amplification equipment with components that are sometimes “mixed and matched” according to your needs and preferences, we may either do the repair ourselves or direct components to the original manufacturer or repair facility

Any time you send a repair to us or any other company, **be sure to wrap and pad everything carefully and insure your package. INCLUDE INFORMATION INSIDE** with your name and address for return, contact phone number and/or e-mail address and a description of the problems you are having and what you feel needs correcting. Anyone doing repairs needs to be able to get in touch with you or someone assisting you in case there are any questions about the repairs to be done, the charge for them and the way the payment (if not under warranty) will be handled.

While we expect that microphones will last several years if properly handled and cared for, **MOST MANUFACTURERS WARRANT MICS FOR ONLY 90 DAYS.** In any case, mic warranties cover only defective parts and labor. They do not cover accident, misuse or abuse, such as moisture damage from saliva, water or any other liquid, or openings clogged by food or other foreign material, or cords broken by excessive pulling or twisting or cord cuts, or mics that are stepped on, run over by a car, etc. To get the most satisfactory use & avoid repair inconvenience and expense, be sure to read & heed both sides of the “Positioning & Use of Microphones and Speakers/Microphone Handling & Care” sheet we include with each Amplifier & Microphone we send out. Please ask us for the sheet (free) if you did not get the amp & mic from us or you have lost your original instructions.

**NOTE: BATTERIES ARE ALWAYS INCLUDED WHEN YOU BUY A BATTERY POWERED DEVICE FROM LUMINAUD!**



[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)

8688 Tyler Boulevard • Mentor, OH 44060-4348

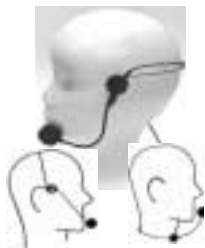
PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250

# MICROPHONES AND MICROPHONE SUPPORTS

Most made in Asia

SHAKY HANDS?? POOR GRIP?? Many people can do very well with a handheld mic braced by 2 fingers or the palm or the heel of the hand on your chin - or with a handheld mic supported by a stand or gooseneck (see the next page). Those who cannot hold a mic or who prefer or need both hands free can get good results by choosing among various **HANDS FREE MICS**. Weights given include headband, cord and plug. Mics have 1/8" (3.5mm) plug. **ALL MICS** include a windscreen to cut down on distortions from sound like "s" and "p" and to protect the mic from saliva.



**Hi-Gain 3-Way Headband Microphone - Cat. 16009 - \$85.00** Versatile uni-directional mic offers good pickup for soft, breathy or wispy voices. Mounted on a thin, flexible spring steel headband - can be carefully bent and shaped to adjust tension/pressure on the head. The adjustable stem holds the mic firmly in the position you choose. Can be worn 3 ways as shown - around the back of the head, over the top of the head and around the neck. Fits adult size head but can be adjusted before shipping for small or child size head. **If the head measures less than 15" from the outside corner of one eye tightly around the back of the head to the outside corner of the other eye, give us that measurement when ordering.** **Weights 1.5 oz. w/ 43 in. cord.**



**HM-200C Headset Microphone - Cat.16048 - \$90.00** Comfortable & durable. HDPE tan-coated stainless steel headband, with adjustable mic stem & color-matched wind screen, offers soft surface, great flexibility and minimal visibility. The cord connecting the mic to an amplifier plugs in at both ends. At the amplifier end, a right angle bend and strain relief maximize durability. Can be unplugged that the mic end, so if the cord does break the user can buy a new cord and plug it in - no need to send for repair. For adult heads -not adjustable to child size. **Weights .95 oz. w/ 48" cord.**



**HM-100 Headset Microphone - Cat. 16034 - \$80.00** uni-directional. Mic element is on the end of an adjustable stem that can be adjusted to just the right position. Mic attaches on the right side only. The headset is quite sturdy and stable. - fits adult size heads - measures 11" from the center of one ear loop around the back of the head to center of the other ear loop. The headband is NOT adjustable for any other size. **Weights 1.5oz. w/ 45" cord.**



**CM-200 Collar Microphone - Cat. 16041 - \$80.00** Uni-directional mic on a bendable 22" gooseneck - wraps easily around the neck. Bend mic up to the side of the mouth on either right or left. Best positioned as shown - at lip level but well to the side so that speech goes across the mic face. The mic does NOT move when the head turns, so the user can easily turn away from it to cough, clear the throat, eat or drink - but the head must be turned back to the proper position when speaking. Active people will need to pin the mic under a collar to avoid it bouncing around. **Very versatile. Also works well if clamped to the back of a wheelchair, to a bed headboard, etc. and bent into a good position for easy use. Or can be curled around to make it's own mic stand to set on the table - or twisted into a good shape for holding with the hand - or it can be wrapped around the arm or a chair arm.**

**Weights 3.5oz w/ 36 in. cord.**



**MM-100 Pencil Microphone - Cat. 16043 - \$80.00** Weights 2.25 oz. 4.75" long, 1/2" diam., 48" cord. >CHATTERVOX, SPOKEMAN, and SONIVOX PLUS. This powerful mic usually works well, even when the voice is quite weak or whispery..

For good results with a personal amplifier, mics should usually be at the lip line, almost touching!!! This gives the most amplification with the least vocal effort & will cut down on feedback problems. The powerful DynaMic Pencil Mic may be the exception to the rule - with some voices & amps it may be better held a little farther away. Each user must experiment to find his/her best placement. A corner of the mouth is usually best to avoid hissing "s" and pffing "p" and to let people see your lips move - and often there is a different in volume output from one side to the other. When learning to use your amp, get someone to be a listener & help you decide what sounds best. Also look at yourself in a mirror. You'll soon find your best position.

**Luminaud inc.**

[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)  
8688 Tyler Boulevard • Mentor, OH 44060-4348

PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

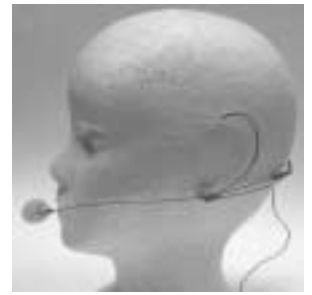
Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250

# SUPER-LITE HEADBAND MICROPHONE

Excellent Anti-Feedback Characteristics

**CAT. 16053- \$90.00**

**A light tan mic that weighs only ½ oz. and has supports that hook around both ears to keep the microphone very steady just where it needs to be - at the corner of the mouth very close to the lips for maximum output.**



Compared to "stage mics" similar in appearance, this mic is much less expensive but should provide much better performance for people with weak voices. The S-L has a noise-canceling dual microphone which does an excellent job of picking up the user's voice but avoiding feedback and eliminating the sounds from others talking, TV sets, etc.

This very light-weight mic can be adjusted for comfortable fit for long periods of time, but it requires more fitting and adjusting than our Hi-Gain 3-Way Headband Mic and other similar mics and is most suitable for use by one person rather than for frequent readjusting to pass from one user to another in a group setting.. **Note that it fits average adult heads - only very little adjustment in head size is possible.**

**The mic cord must be handled with greater care than most other mics' cords.** The 42" cord is thin and light weight and can easily be tucked into or under clothing, **but it is more easily damaged than a heavier cord if it is caught in doors or drawers or handled too roughly - pulled, twirled, twisted around, etc.**

The Super-Lite Headband Mic will not provide quite the level of amplification that the Hi-Gain 3-Way Headband Mic does, nor is it as versatile in fit. But it will do a great job for many people - especially by eliminating or greatly improving feedback problems for those who want to wear an amplifier at chest level or whose positioning means that it is difficult to separate the microphone very far from the speaker.

**Suitable for use with the ChatterVox and Spokeman.**

Standard 90 Day Microphone Warranty covers defects in parts and labor, not damage in use, handling or accident

**Lapel Mic with clip - Cat. 16019 - \$40.00** is usually for people with strong voices using a wireless system. This mic is not often suitable for someone wearing or carrying an amplifier because there must be as much separation as possible between the amplifier and the mic to get the loudest amplification with the least feedback problems. **Lapel Mic weighs 7/10 oz. including a 30" cord with c in. plug.**



It is especially important for people with weak voices to have the microphone at the lipline level to get maximum volume without strain or tiring effort. People who choose a lapel mic, hoping to be "less conspicuous," often find themselves bending their heads to get closer to the mic, which results in losing eye contact with those they're talking with, calling more attention to themselves and getting a "crick" in the neck.

However, some people with weak voices may be able to make very good use of the Lapel Mic!! One possibility is to clip the Lapel Mic to a ring on the finger and lift the back of the hand to the mouth when talking or to clip it to a wristwatch or snug bracelet and lift the wrist. This works especially well for people who are sitting in an arm chair or at a table. They can lean on an elbow with lower arm upright - then they're able to rest the chin on the side of the hand or wrist to keep the mic in good position to one side or the other of the lower lip. This position may be especially helpful for people who have difficulty controlling movement of the head or hand/arm. Thanks to a nice customer who showed us how well this worked for her.

Another excellent use of the Lapel Mic is for people operating wheelchairs or scooters with mouth sticks or puff control. The Lapel Mic can be mounted in the area of the mouth control so the user has to adjust the head only slightly to move the mouth from control stick to mic.

**Luminaud inc.**

[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)

8688 Tyler Boulevard • Mentor, OH 44060-4348

Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250

PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

# AMPLIFIER PARTS, ACCESSORIES & SUPPLIES

CATALOG # PRICE

## REPLACEMENT SUPPLIES AND ACCESSORIES FOR AMPLIFIERS AND MICROPHONES

### WINDSCREENS for Mics

Windscreen for Mini-Vox Mics (#61039,#16015)	1 ea. . . . .	22019	\$2.50
Windscreen for CM-200 Collar Mic (#16041)	1 ea. . . . .	22047	2.00
Windscreen for MM-100 Pencil Mic (#16043)	1 ea. . . . .	22061	3.00
Windscreen for HM 200C Headset Mic	Please contact us		
Windscreen for Super-Lite Headband Mic #16053	1 ea . . . . .	22066	2.00
	pkg. of 4 .	63022	7.00
Windscreen - small-3/4" diam.- for Hi Gain Headband Mic (#16009) and HM-100 Headset Mic (#16034)	1 ea . . . . .	22062	2.00
	pkg. of 4 .	63036	7.00
Windscreen - large-1 1/8th" diam. original size on Hi Gain Headband Mic (#16009)	1 ea. . . . .	22063	3.00
	pkg. of 4	63038	10.00

### REPLACEMENT BATTERIES AND CHARGERS

Replacement Battery Charger for Voicette, USA use (120V 60Hz) . . . . . 7005 15.00

**FOR VOICETTES MADE BEFORE 12/03**

Replacement Battery Charger for Voicette, USA use (120 60 Hz) . . . . . 7007 15.00

**FOR VOICETTES MADE 12/03 and AFTER**

Replacement Rechargeable Battery Pack for Voicette (Original pack usually lasts several years) 61043 35.00

Note: If you are replacing a battery pack in a Voicette made before 12/03 you will also need a new charger, #07007 above, to go with this battery pack.

Replacement NiMH AA Batteries for ChatterVox "6" -Full replacement takes 4 ea. Sold 1 ea. 18020 6.50

Replacement Battery Charger for ChatterVox, USA use (120V 60Hz) . . . . . 7019 25.00

Replacement NiMH AA Batteries for ChatterVox - Full replacement takes 6 Sold 1 ea. 18007 6.50

Replacement Charger for Spokeman . . . . . 7021 20.00

Replacement NiMH AAA Batteries for Spokeman - Full replacement takes 6 Sold 1 ea. 18023 6.00

Battery charger for 9 V. Ni-Cad battery, easy pop-out design . . . . . 7012 12.00

Rechargeable 9 V. Ni-Cad battery, New premium grade, for Wireless Transmitters . . . . . 18021 16.00

**NOTE: Sets of NiMH batteries usually last 3 or 4 years or more before needing replacement as long as they are properly maintained. A 10 hour charge will usually charge batteries completely. Do NOT leave them on charge for more than 24 hours at a time. If you run them completely down, recharge them promptly. For long storage, charge batteries and keep them in a cool but not freezing area. Use or keep in temperatures between 40F and 110F.**



[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)

8688 Tyler Boulevard • Mentor, OH 44060-4348

PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250

# **PURCHASING INFORMATION**

## **AGENCY, INSTITUTION AND ORGANIZATION INFORMATION**

### **GENERAL PURCHASING**

**Including Ordering & Shipping**

**Warranties**

**Returns, Exchanges & Refunds**

**Repairs**

### **SUGGESTIONS FOR THE POSSIBILITIES OF GETTING INSURANCE, MEDICAID OR MEDICARE COVERAGE**

**Medicare Waiver Form**

### **ORDER FORMS**

**NOTE: MINIMUM ORDER AMOUNT IS \$10.00**

**PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE SINCE SUPPLIERS  
AND UPS, FEDEX AND THE POST OFFICE SOMETIMES RAISE CHARGES TO  
US IN AMOUNTS THAT ARE MORE THAN WE CAN ABSORB.**

**See other side of this sheet for information on Quantity Discounts,  
Demo Loans, Warrantees, Returns, Repairs, Our Donation Policy.**



[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)

8688 Tyler Boulevard • Mentor, OH 44060-4348

## SPECIAL INFORMATION FOR: HOSPITALS, CLINICS, REHAB CENTERS, SCHOOLS, DOCTORS, THERAPISTS and for HEALTH, SERVICE AND SUPPORT ORGANIZATIONS and CLUBS

**DEMONSTRATION LOANS** - Fifteen (15) day Demo loans of our basic instruments (not Limited motion units or special switches, special microphones or supplies) are available to Institutions, Agencies, Organizations, Professionals. Your only expense is to return the Demo by UPS or PRIORITY MAIL insured. Demo loans are provided so you can assess our instruments for possible inclusion in your program (see Discount for In-House Use) and so that as many as possible of your speech, medical and other staff and students can become familiar with them. A professional who knows our instruments can usually predict quite well whether use by an individual patient or client will be successful.

Because of demand and expense, we cannot sell Demo units, assign them for long term loan, send the same device repeatedly to the same place or send them for tryout by only one patient. Do not give a Demo unit to one patient for the entire 15 days. A few hours should be sufficient to Decide if an instrument will be suitable for a specific individual.

Demos **MUST** be returned promptly after you have had them 15 days. Others will be waiting!! Due to serious problems with delays and non-returns, we have had to adopt the policy that **ANY UNIT NOT RETURNED PROMPTLY WILL BE BILLED TO THE BORROWING AGENCY AT THE RETAIL PRICE OF A NEW UNIT!!**

**DONATIONS** - We make NO donations of money or products. Since thousands of agencies, professionals & individuals would benefit from the use of our products, the demand would be impossible for our small company to accommodate without major price increases. We feel that the best, fairest, most helpful contribution we can make is to keep our prices as low as we can for everyone.

One exception - to promote maximum use and exposure of our instruments, we will refurbish a used instrument that is donated to an agency, Lost Cord Club, Parkinson's support group, etc. for in-house use - one refurbishment per instrument. This service includes cleaning, minor repairs and adjustments, providing replaceable batteries and supplies, shipping to the designated agency. It does NOT include replacement of rechargeable batteries or other major parts or extensive repairs.

**DISCOUNT FOR IN-HOUSE USE** - We offer a 10% discount on any instrument purchased for IN-HOUSE USE - for education, demonstration, short patient loans, club loan closet, etc. The discount does NOT apply to instruments to be resold or assigned for long term use by one individual. Your order **MUST** state IN-HOUSE USE to receive this discount. The In-House discount does NOT apply to supply items or instrument parts.

**QUANTITY DISCOUNTS** will be applied as follows:

>5% on 6 or more units each of any major instrument. 10% on 24 or more.

>10% on 10 or more each of lesser devices, supply or replacement items (i.e.: 10 Tone Generators, 10 pkgs. of C-R tubes, 10 bags of , etc.)

For a quantity discount, instruments or items must be shipped together to the same address and billed together on the same invoice as part of the same purchase order.

**AGENCY, INSTITUTION, PROFESSIONAL & ORGANIZATION ORDERS.** Submit written orders or loan requests on letterhead or P.O. form. Be sure to specify shipping address, billing address and whether the bill should be included in the package or sent separately. We are happy to give phone information and accept phone orders (weekdays 9am to 4:30pm Eastern).

**PATIENT OR CLIENT ORDERS** - We cannot bill instruments to individuals. A Speech Pathologist helping a patient order must include a credit card number or check. See the Payment/Shipping sheet for details on individual orders, Medicare, sources of financial help, etc.

**PATIENT INSTRUCTION** - If you teach a patient to use an instrument that he/she will take home, please remember to teach maintenance and care too. Send our instructions and purchase information home with the instrument. Advise the user to keep them handy to check any problems in operation and to order replacement supplies.

**IF YOU HAVE LOST INSTRUCTIONS FOR ANY OF THE INSTRUMENTS WE SELL, ASK US FOR MORE - NO CHARGE!**

**WE APPRECIATE YOUR INTEREST AND HOPE THAT MANY OF OUR PRODUCTS WILL FIT INTO YOUR PROGRAM.**

**WARRANTY** - 2 years on all instruments we manufacture, covering defective parts and workmanship **ONLY**. The Warranty is **NOT** a service contract. It does not include routine cord, battery, tube replacements or damage from moisture, dropping or other accident, misuse or abuse.

Don't assume that the Warranty will apply to all problems in instruments less than 2 years old. Far more repairs result from user misuse or accident than from defective parts or labor. Tell us the purchase date when you send the unit for repair, but allow for a charge (see REPAIRS section). If there is a defect, there will be no charge and compensation will be provided for your insured UPS or US mail cost at regular rates - **NOT** for next day or other fast delivery.

**RETURNS** - Undamaged instruments and unopened supplies May be returned within 30 days for refund or credit, but are subject to a service charge of 10% to 15% for instruments and \$4 up for supplies to cover some of our restocking expenses.

**REPAIRS** - Include a note in the package describing the problems. Include an authorization to repair if cost does not exceed \$50.00. That will save us the time and expense of a written or phoned quote, so you will get routine repairs back sooner and at a lower cost. Include a phone number in case we have questions or must get approval for a higher charge.

**DEALERS** - Several Durable Medical Equipment (DME) and Speech Device dealers handle some of our products. Their prices may differ from ours, especially if they provide extensive personal service, instruction and/or if they handle Medicare, Medicaid and/or insurance. Our prices & purchase policies apply only to Luminaud. Those quoted by any dealer are entirely his/her own.

**WE WILL BE HAPPY TO TRY TO HELP WITH ANY QUESTIONS, PROBLEMS OR SPECIAL NEEDS.**

WE CAN SOMETIMES DO IN-SERVICE PRESENTATIONS ON COMMUNICATION EQUIPMENT  
PLEASE CONTACT US IF YOU HAVE AN INTEREST. NO CHARGE.

 Luminaud inc.

[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)  
8688 Tyler Boulevard • Mentor, OH 44060-4348

PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250



# LUMINAUD, inc. ORDERING, PAYMENT AND SHIPPING INFORMATION

## INDIVIDUAL CUSTOMERS:

>Use order form at the end of the catalog or write, phone, fax or e-mail. Give a Cat. # and name. Give the color and size if there is a choice.

>Tell us the NAME & LEGAL ADDRESS OF THE USER. (We keep files in the user's name - and having the user's name on the invoice may help you if you apply for insurance reimbursement.) Tell us both the shipping and billing addresses, if different.

>Give the customer number if you have ordered before - 3 letter 3 digit # under the words "BILLED TO:" on our invoices.

>Pay by check, money order, charge card. DON'T MAIL CASH. To charge, give us card type, name & # on the card, expiration date, and security code, which is the last 3 numbers in the signature area on Discover, MasterCard or Visa, and 4 small number on the middle right side of the face of the card for American Express.

>Include your daytime phone # in case we have questions

ESTABLISHED CUSTOMERS IN GOOD STANDING may be billed, on request. TERMS: NET 30 DAYS, top account limit of \$75.

## INSTITUTIONS, AGENCIES, ORGANIZATIONS:

>Authorized staff members may order by mail, phone, fax or e-mail with a Purchase Order Number.

>TERMS - NET 30 DAYS! Or pay by Credit Card when you order..

>Give us your customer number if you have ordered from us before. The 3 letter 3 digit number is found just under the words "BILLED TO:" on our invoices and packing slips.

>Order by Catalog #, description, color & size if a choice.

>Give your phone or fax # or e-mail address for questions.

>If billing must be on your forms, send them with your order so we can do all the paperwork at once.

>If another agency is to pay for your order, we need their confirmation - purchase order number or letterhead order.

>Give us a phone #, fax # or e-mail address for any questions.

**Note:** If a patient/client will pay us, it is an INDIVIDUAL order, even if placed by a staff member - see left column for Individual Customers

**QUANTITY DISCOUNTS** - 10% on 10 or more items as packaged - for instance: 10 C-R cords, 10 bags of StomaFoam  
**See our Agency and Institution sheet for House Use and Quantity Discounts, 15 Day Demo Loans, other information.**

Make check or money order payable to **Luminaud, Inc.** **\$30.00 charge for returned checks** **DON'T SEND CASH THROUGH THE MAIL**

**MINIMUM ORDER - \$10.00 US**

**PAY WITH CHECK, MONEY ORDER, AMEX, DISCOVER, MASTERCARD or VISA**

### SHIPPING/HANDLING/INSURANCE - U.S.A. 48 STATES STANDARD UPS (or PRIORITY MAIL)

Orders from	\$10.00 to	\$50.00	\$8.00
Orders from	\$50.01 to	\$100.00	\$10.00
Orders from	\$100.01 to	\$300.00	\$18.00
Orders from	\$300.01 to	\$800.00	\$22.00
Orders over	\$ 800 - contact us for a quote		

**Instrument repairs may be billed an additional Amount to cover insurance for replacement if lost.**

**OHIO TAX - Ohio residents only**, on books, & any items such as pager, voice amplifiers, SLP instruments **IF for business or personal convenience use**, not for personal medical use. Amount varies by county. Contact us to find your county's charge.

**SHIPPING TIMES:** We TRY to keep products in stock, to ship in 1-3 working days & to do repairs within a week, but some items are made to order and take longer. We can OFTEN get phoned or faxed orders on the way the same day if we receive them by 1pm EASTERN time. If you need very fast service on a repair, MARK **RUSH** on the outside AND on the paperwork inside and we'll do our best.

**ALLOW TIME FOR DELIVERY** - UPS counts weekdays only. A Fri. Next Day package arrives Mon. Express Mail delivers weekends, but some rural areas are not covered or the Post Office charges Express Mail rates for 2nd or 3rd Day delivery.

**NOTE:** UPS & Postal Service DO NOT cancel Next Day or Express charges if weather or disaster delays delivery. We can't remove such charges from your bill unless the carrier refunds them to us.

We send more costly packages by UPS for quick traceability & insurance. Give us an address useable by UPS if possible. If you do NOT want UPS used, tell us each time you order.

**WHY ARE THERE SHIPPING/HANDLING/INSURANCE CHARGES?** Paperwork/packaging on even the smallest order costs **\$10 & up** in time, supplies and record keeping. We couldn't afford to handle inexpensive items and small orders without charging shipping/handling. UPS charges extra for residential delivery & for insurance over \$100. Shipping charges on small Postal Service packages **include** something for "self-insurance" to help cover cost of replacing lost packages..

### OTHER CHARGES MAY APPLY - contact us if any questions

**DROP SHIPPING for agencies, institutions, businesses - \$5.00 per address** in addition to regular shipping charges

**UPS 2<sup>nd</sup> DAY, 3<sup>rd</sup> DAY, NEXT DAY, OR EXPRESS MAIL -**  
AT YOUR REQUEST at additional charge.

**AK, HI, PR, VI, etc., APO, FPO** - similar to 2<sup>nd</sup> or 3<sup>rd</sup> day UPS

**CANADA** - for orders up to \$150, add \$35 to U.S. rates above. Pay in U.S. funds. Contact us for larger orders, further purchase/shipping info, and **Canadian dealers.**

**OTHER COUNTRIES - Payment in U.S. funds.** Our charges include a little extra for filling out customs forms, Contact us for further information. Give a Fax number or e-mail address for quick response. Some countries charge duties on medical supplies, some do not. Recipient is responsible for all taxes, duties and charges for local customs handling.

**SEE OTHER SIDE AND NEXT PAGES FOR MORE INFORMATION ABOUT ORDERING FROM US,  
WARRANTIES, RETURNS, REFUNDS, EXCHANGES, REPAIRS, OUR HOURS, PHONING US, VISITING US,  
INSURANCE, MEDICAID, MEDICARE AND SUGGESTIONS FOR FINANCIAL ASSISTANCE**

**PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE.** We try to make any changes no more often than once a year, but higher costs for products or shipping are sometimes more than we can absorb until the next year. Sorry we can't afford to notify every customer individually about changes - we'd have to hire more people and that would push prices up even further.

**OVERDUE PAYMENTS:** Can't pay a bill when due? Tell us you haven't forgotten!! Send small monthly payments so we don't have to send reminders, which are costly for us. We must add **\$3.00 handling fee** to your account for the 2nd overdue notice and to each following reminder.

**PROOF-OF-PURCHASE:**

>An original and 2 copies of the invoice come with your order. **Save them** for taxes or insurance. If you need more copies, please request them when you order. At a later date, it would be time consuming and costly for us and we would have to charge for providing copies.

>For proof of payment on a billed order, send your invoice and a self-addressed, stamped envelope with your payment.

**NO DEMO UNITS CAN BE SENT TO/FOR INDIVIDUALS.** (Sorry but our prices won't allow for that expense. See our 30 day return policy - next column.) Agencies, institutions, groups may have one-time 15 day Demo Loans of major instruments. See Agency & Institution sheet for details.

Our policy of **NO MAJOR FREE SAMPLES OR DONATIONS** helps us keep our prices as low as possible for everyone.

**OFFICE & PHONE HOURS** - 9:00a to 4:30p weekdays Eastern time. (NOTE - To avoid misunderstandings, our answering machine **does not take messages**.) We're happy to have you visit us for tryouts, purchase or repairs. And we can often arrange evening or weekend hours. **But YOU MUST MAKE AN APPOINTMENT, even for weekdays!!** We don't have a regular store. **With** an appointment, the right person will be here ready to help you, with the proper items on hand. **Without** an appointment, you may have a long wait or there may be no one here who can help you with what you need.

Except for scheduled appointments, we don't have phone/office hours evenings, weekends or holidays. **WE ARE A FAMILY BUSINESS & WE ARE CLOSED FOR SEVERAL DAYS AT THE END OF EACH YEAR FOR HOLIDAYS & INVENTORY.** December orders must reach us by the 15th to insure processing in the same year.

**YOU ARE WELCOME TO CONTACT US with any problems, questions or suggestions. We will do our best to help. We will be happy to discuss and quote on possible modifications, or on new products for special needs.**

**WARRANTY on LUMINAUD's OWN INSTRUMENTS**

(Cooper-Rand in any version) is 2 YEARS for **defective parts & workmanship**. This is **NOT** a service contract. It does **NOT** cover damage from moisture, accident, misuse or abuse and does **NOT** include routine replacements of batteries, tubes, switch cords, filters, windscreens, etc. Nor does it include special mics from other manufacturers. **(NOTE: Most repairs within the warranty period are because of accident or improper use or handling, not because of defects - non-warranty repairs are done as economically as we can.)**

IF SMALL ITEMS OR SUPPLIES (cords, switches, stoma covers, etc.) ARE DEFECTIVE (arrive not working, torn, or do not last a reasonable length of time) return them to us as soon as possible for our evaluation and appropriate action.

**GUARANTEE & SERVICE on OTHER BRANDS WE SELL**

(ELs, Voice Amplifiers etc.) is as given by the manufacturer, described on ad sheets & instruction sheets for each product. REPAIRS on ARTIFICIAL LARYNGES should go directly to the manufacturer or US importer. **Call or e-mail the appropriate company before sending a repair.** Sometimes a return authorization is required. Sometimes phone advice can correct the problem and avoid repair time and expense. We cannot reimburse your shipping cost for a Warranty Repair on any product that we do not manufacture or control.

**RETURN, EXCHANGE, REFUND:** An instrument in excellent condition may be returned within 30 days. We will retain a **10% RESTOCKING CHARGE** to cover some of our costs in testing, cleaning, replacing batteries & used supplies, repackaging, paperwork, etc. (Additional charge for damaged parts.) **Supplies, foam or cloth items** may be returned **ONLY** if the individual bag is **STILL SEALED** (unless actually defective). We have no economical way to clean opened products of this type and no one would want a stoma cover or wind screen someone else had used! A **SERVICE CHARGE of 10% (minimum \$4.00 per order)** applies (unless return is due to defect or our error, in which case we are responsible for the expenses of return and replacement or refund).

**TO SEND A PACKAGE TO US OR TO ANY OTHER**

**COMPANY:** PAD and WRAP the item with CARE and send it insured. No company can be responsible for packages that are empty, damaged, never arrive or don't include name/address of the sender. **INCLUDE A NOTE IN THE PACKAGE** telling us WHY the item was sent and WHAT you want done. Give the name and address you want used and a phone number and/or e-mail address for questions.

TO ORDER BY E-MAIL: **We don't have a shopping cart system - it's not compatible with our invoicing program - but ordering by e-mail is even easier!!!!** For the 1st order, give us all the information requested on the order blank. To be sure no one can grab your Credit Card info from the Internet, have someone phone it the first time - or break it up into 2 different transmissions a while apart. Your first invoice will have the customer # we assign to you - the first 3 letters of your last name and 3 numbers we choose. For any further orders, if there are no changes in address or CC, all you have to do is e-mail us "I am customer # such and such - Zip Code XXXXX (a double check that we have the right person). Please send me # of Cat.XXXXX.

Use my CC on file." Many find it faster than a market basket. **Of course, if your information changes we need you to tell us.**

**FINANCIAL HELP** can sometimes be found through the American Cancer Society, the Veterans Administration, your state Bureau of Vocational Rehabilitation, Sertoma Club, Lions Club, Telephone Pioneers of America, Easter Seal Society, local chapters of other health, fraternal or service organizations, or churches. If one group cannot help, the staff may be able to direct you to another one that can.

**INSURANCE** - We regret that we cannot **bill** or send claims to Private Insurance companies because of so much loss, both in non-payment and in excessive phone and paperwork time. It is impossible for a small, specialized company to keep up with the requirements of many hundreds of insurance companies around the country. **However, there are still possibilities for insurance coverage:**

1) When we send an order to an individual customer, the package will include the original and 2 copies of the "paid" invoice. **If the products ordered are covered by insurance, the patient very likely will be able to obtain reimbursement** by completing one of the insurance company's claim forms and sending it to them along with one of the invoice copies and a prescription or "statement of need" from the physician or an appropriate medical professional. Contact your insurance company for exact requirements.

2) **Any local medical equipment company that is a recognized or preferred provider for an insurance company may purchase products from us at a small discount, then resell to the patient and bill the insurance company.** The insurance company should have a list of preferred providers in the local area to help locate a nearby equipment provider. If we are given the provider's contact name/address, we can send information to him/her about products, prices and arrangements.

**MEDICAID** - Unfortunately, we cannot work with state **MediCaid** programs. Medicaid programs vary considerably from state to state in forms, procedures, regulations and products covered.

We tried for 2 or 3 years, but the costs of non-payment, reduced payment, and much extra paperwork and phone time were impossible to absorb. In fairness to the great majority of our customers, we had to give up on Medicaid in order to stay in business without having to hire more people and raise prices drastically.

**There is usually a way to get MediCaid help, however.** Many people can get our products through local Durable Medical Equipment (DME) dealers who are MediCaid Providers in their own states. Since local dealers have only 1 or 2 states to work with, they are much more likely to be able handle MediCaid than companies like ours that sell by mail order to 50 states. DME dealers can purchase from the manufacturer or, if the manufacturer will not sell to them directly, from us or another major nationwide dealer. Then the local DME dealer can provide the equipment and bill MediCaid.

Often a person needing products can find a local company that sells walkers, canes, commodes and various other medical and health equipment, then **ask the staff if they work with MediCaid. If so, show them the products from our catalog that are of interest and ask them to phone, fax or e-mail to get more details about purchasing the equipment needed.** Medical professionals or hospital discharge planners may have recommendations about local DME dealers that they have found helpful and referred patients to.

**MEDICARE CHANGES - SEE THE OTHER SIDE OF THIS SHEET**



PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)

8688 Tyler Boulevard • Mentor, OH 44060-4348

Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250

# IMPORTANT - WE CAN NO LONGER DO MEDICARE

Several years ago Medicare began implementing changes, one of which is to require that Durable Medical Equipment (DME) dealers who are Medicare providers be "Accredited" (by one of several agencies approved to handle the process) to prove that the DME company is honest, competent, courteous, helpful and doing its best for its customers. We certainly don't object to those ideas. We have tried to provide that kind of service all the 40+ years we have been in business.

At first the new requirements were only affecting those companies that sold the "big 10" products in Medicare claims - oxygen, diabetes supplies, walkers, wheel chairs, home hospital beds, etc. However, by the end of DEC. '09, **all** companies who were DME Medicare providers had to be "Accredited" or they were dropped as Medicare providers.

The problem for us was that the minimum cost for Accreditation would have been many thousands of dollars in fees and expenses and the process would have taken a great deal of time and paperwork. The only way for us to comply would have been to hire an additional person and to raise prices considerably. We did not feel this would be fair to all our non-Medicare customers or to our institutional customers and their patients. Therefore, with much regret for the serious inconvenience to our Medicare customers, we chose NOT to become accredited and **we are no longer a Medicare provider**. Some other companies in this small, specialized market have withdrawn from Medicare as well and at least two have gone out of business so those who need to have claims filed with Medicare unfortunately now have several few supplier options.

Since we are no longer a Medicare provider, we cannot send claims to Medicare for anyone and **any product purchased directly from us will NOT be covered by Medicare !!**

**However, Medicare will cover many of the products we manufacture or import if they are purchased from companies that are Medicare providers.** We have information sheets that give contacts for Medicare Accredited companies that handle our products and/or similar items; along with suggestions for finding & working with a DME company in your area that may be willing to purchase from us, sell to a customer and send Medicare claims. There is also a list of our products that should be covered by Medicare if purchased from a Medicare Accredited supplier and a list of items not likely to be covered by Medicare. Non-covered items include many popular stoma covers & filters, Medical Alert Bracelets and books. And there is a form we are required to have you sign if you have Medicare but choose to buy a Medicare product from us anyway. **PLEASE CONTACT US IF YOU WOULD LIKE US TO SEND YOU THIS REFERENCE INFORMATION. IT WILL ALSO BE ON OUR WEBSITE.**

**We hope that many of our customers who have Medicare will continue to purchase directly from us when they want products that Medicare does not cover.**

Sincerely, Tom and Dorothy Lennox  
and the staff at Luminaud





PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)

8688 Tyler Boulevard • Mentor, OH 44060-4348

Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250

I understand that Luminaud, Inc., is no longer a Medicare enrolled provider and that anything I purchase from Luminaud, Inc. will not be covered or reimbursable by Medicare.

However, I wish to order from Luminaud, Inc. anyway and will pay the full cost of any products I order. I will not submit a claim to Medicare nor will I expect Luminaud, Inc. to submit a claim to Medicare.

Signed \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

City, St., Zip \_\_\_\_\_

Date \_\_\_\_\_

IF YOU ARE ON MEDICARE, PLEASE INCLUDE THIS FORM FOR US TO KEEP IN YOUR FILE IF YOU DECIDE TO ORDER FROM LUMINAUD. WE DO NOT NEED ADDITIONAL FORMS IF YOU ORDER MORE THAN ONCE



# ORDER FORM

**\$10.00 minimum order**

**PRINT CAREFULLY. Give an address useable by UPS if possible.**

Check if this is a new address.

Check if this is your 1st order from Luminaud

NAME: \_\_\_\_\_ Cust.# \_\_\_\_\_

NAME OF USER IF DIFFERENT \_\_\_\_\_

SHIPPING ADDRESS \_\_\_\_\_

Daytime Phone \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ Order Date \_\_\_\_\_  
PHONE NUMBER MUST BE GIVEN FOR A CHARGE ORDER

**BILL ME** - established customer in good standing  
\$75.00 top balance limit. (see [X] other side)

**SORRY - WE CAN NO LONGER SEND CLAIMS TO MEDICARE -  
CONTACT US FOR SUGGESTIONS ON MEDICARE COVERAGE**

**PAYMENT ENCLOSED** by check or money order.

Make payable to "Luminaud, Inc." US FUNDS  
**DON'T MAIL CASH. \$30.00 CHARGE FOR RETURNED CHECKS.**

**PAY BY CREDIT/DEBIT CARD** - circle card type

AMEX DISCOVER MASTERCARD VISA

CARD # \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

V-CODE \_\_\_\_\_ AMEX 4 numbers - middle right front of card  
All others -Last 3 numbers in signature area on back of card

EXP. DATE: \_\_\_\_\_ / \_\_\_\_\_

CARD HOLDER NAME: \_\_\_\_\_

CARD BILLING ADDRESS \_\_\_\_\_

ZIP CODE \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

**CIRCLE FOR INFORMATION ON:** Stoma Covers, filters, HMEs Artificial larynges Switches requiring minimal movement  
Phones, phone attachments Voice amplifiers for esophageal, TEP speaker, weak voice signal devices for back-up, emergencies

**SEE THE OTHER SIDE OF THIS SHEET FOR QUANTITY DISCOUNTS, OHIO SALES TAX, RETURN POLICY AND OTHER INFORMATION**

Qty.	Cat.#	Product name - include color and size when appropriate	Price	Total

**USE THE BACK FOR MORE ITEMS, QUESTIONS, NOTES, SPECIAL REQUESTS** **SUBTOTAL**

**SHIPPING/HANDLING/INSURANCE FEES - U.S.A. 48 STATES  
STANDARD UPS, 1<sup>st</sup> CLASS or PRIORITY MAIL**

Orders from \$10.00 to \$ 50.00 - \$ 8.00  
Orders from \$50.01 to \$100.00 - \$10.00  
Orders from \$100.01 to \$300.00 - \$18.00  
Orders from \$300.01 to \$800.00 - \$22.00  
Orders over \$800.00 - contact us for a quote

Instrument repairs may be billed an additional amount to cover insurance for replacement if lost.

**OTHER CHARGES MAY APPLY - contact us for information:**

**UPS 2<sup>nd</sup>, 3<sup>rd</sup> or NEXT DAY, EXPRESS MAIL, AVAILABLE AT YOUR REQUEST!** Extra charges will be added to cover additional cost and for faster or special handling.

AK, HI, PR, VI, APO, FPO, etc similar to 2nd or 3<sup>rd</sup> Day UPS

**CANADA** - Orders up to \$149.99, add \$35.00 to U.S. rates above  
Pay in U.S. funds. Contact us for larger orders, further purchase information and for Canadian dealers!!.

**OTHER COUNTRIES** - we can quote shipping charges.

Less 10% Qty. Discount(s) that apply (see back)	
<b>OHIOANS</b> - Sales Tax on some items (see back)	
<b>See column at left for Shipping Charge</b>	
Previous Balance Due if any	
Less credit on account or coupons enclosed	
<b>TOTAL AMOUNT DUE</b>	

**MAIL TO: Luminaud, Inc.**  
**8688 Tyler Blvd.**  
**Mentor, OH 44060**

**OR FAX TO: 440-255-2250**

**IF YOU RUN OUT OF ORDER FORMS,  
JUST SEND YOUR ORDER IN A LETTER  
OR PHONE OR E-MAIL IT**

**PHONE 800-255-3408 or 440-255-9082 from 9:00a to 4:30p Weekdays Eastern Time or e-mail: info@luminaud.com**



PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)

8688 Tyler Boulevard • Mentor, OH 44060-4348

Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250

**RETURNS & EXCHANGES within 30 days:** Returns are costly in paperwork, cleaning, handling and repackaging so we must charge a **RESTOCKING FEE OF 10% - \$4.00 minimum. A higher charge for serious damage. NO RETURN of cloth or foam items or tubes if individual item bag is opened** (unless product is defective). We have no economical way to clean these items for resale-and you wouldn't want a stoma cover or windscreen that has been used-even a little!

**ALLOW TIME FOR YOUR ORDERS:** We TRY to ship within 1-3 working days of receipt, but sometimes we are busier than others - and some items are custom made or late in delivery to us. Try to order routine supplies a little ahead. If speed is vital, phone, fax or e-mail your order and/or request a faster shipping method (additional charge). We'll do our best!

**SHIPPING/HANDLING CHARGES:** Wrapping/handling even the smallest order takes several minutes in time and there are costs packing materials as well as postage, so we couldn't afford to do small orders without adding these charges. And replacing lost packages is very costly, so shipping/handling charges on small, U.S. Postal 1st Class packages include something for "self-insurance" to help cover that problem

**WE PREFER TO SHIP BY United Parcel Service (UPS) or US POSTAL SERVICE FOR QUICK TRACEABILITY AND LOSS COVERAGE on orders over \$25.00. Please provide us with an address UPS or USPS can use if possible. If you absolutely want FED-EX or another service, specify each time you order what service you want used. Additional charge may apply.**

**[X] BILLING ESTABLISHED CUSTOMERS:** Individual customers with good credit records may be billed, on request. TERMS: NET 30 DAYS. Top total balance limit of \$75.00.

**10% DISCOUNT FOR ORDERS OF 10 OR MORE OF ANY SUPPLY ITEMS AS PACKAGED** - for instance: 10 C-R cords. 10 bags of 30 foam filters, 10 Cravats.

**OHIO SALES TAX - OHIO RESIDENTS ONLY: TAX ONLY ON PRODUCTS OHIO CONSIDERS NON-MEDICAL.** This includes books. It may include voice amplifiers and pagers IF they are used for convenience or business rather than personal medical need. Diagnostic and testing equipment for professional use is also taxable unless a tax exemption certificate is provided. **TAX VARIES BY COUNTY.** Contact us for the amount to send for your planned purchase,

**PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE:** We try to hold prices as long as possible and make any changes no more than once a year, but increases to us in product or shipping costs are sometimes more than we can absorb. It is not practical or possible to notify all our customers individually

**WE ARE A FAMILY BUSINESS AND WE CLOSE FOR ALL LEGAL HOLIDAYS** - any time the Post Office and banks are closed as well as the day after Thanksgiving, one or two days in Dec. for inventory and several days for Christmas/New Year for family time.. Plan your orders so you are not left short over the holidays. **Orders must reach us by Dec. 15<sup>th</sup> if you need them sent and dated in the same year.**

***INSTITUTIONS, BUSINESSES, ORGANIZATIONS - PLEASE USE YOUR ORDER FORMS OR LETTERHEAD***

**QUESTIONS? - CALL 800-255-3408 or 440-255-9082 - Weekdays 9:00a - 4:30p Eastern**

**NOTE: OUR ANSWERING MACHINE DOES NOT TAKE MESSAGES.**

**MANY PEOPLE WHO CALL US HAVE VERY SOFT VOICES OR PROBLEMS WITH PRONUNCIATION AND WE DON'T WANT TO MISS RESPONDING TO MESSAGES WE CAN'T UNDERSTAND.**

**WE WOULD RATHER HAVE YOU CALL BACK WHEN WE CAN TALK TO YOU IN PERSON AND MAKE SURE THAT WE UNDERSTAND EVERYTHING YOU WANT TO TELL OR ASK US.**

**or fax 440-255-2250 or e-mail: [info@luminaud.com](mailto:info@luminaud.com).**

USE THE SPACE BELOW TO ORDER ADDITIONAL ITEMS AND FOR QUESTIONS, COMMENTS, SPECIAL REQUESTS



# ORDER FORM

**\$10.00 minimum order**

**PRINT CAREFULLY. Give an address useable by UPS if possible.**

Check if this is a new address.

Check if this is your 1st order from Luminaud

NAME: \_\_\_\_\_ Cust.# \_\_\_\_\_

NAME OF USER IF DIFFERENT \_\_\_\_\_

SHIPPING ADDRESS \_\_\_\_\_

Daytime Phone \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ Order Date \_\_\_\_\_  
PHONE NUMBER MUST BE GIVEN FOR A CHARGE ORDER

**BILL ME** - established customer in good standing  
\$75.00 top balance limit. (see [X] other side)

**SORRY - WE CAN NO LONGER SEND CLAIMS TO MEDICARE -  
CONTACT US FOR SUGGESTIONS ON MEDICARE COVERAGE**

**PAYMENT ENCLOSED** by check or money order.

Make payable to "Luminaud, Inc." US FUNDS  
**DON'T MAIL CASH. \$30.00 CHARGE FOR RETURNED CHECKS.**

**PAY BY CREDIT/DEBIT CARD** - circle card type

AMEX DISCOVER MASTERCARD VISA

CARD # \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

V-CODE \_\_\_\_\_ AMEX 4 numbers - middle right front of card  
All others -Last 3 numbers in signature area on back of card

EXP. DATE: \_\_\_\_\_ / \_\_\_\_\_

CARD HOLDER NAME: \_\_\_\_\_

CARD BILLING ADDRESS \_\_\_\_\_

ZIP CODE \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

**CIRCLE FOR INFORMATION ON:** Stoma Covers, filters, HMEs Artificial larynges Switches requiring minimal movement  
Phones, phone attachments Voice amplifiers for esophageal, TEP speaker, weak voice signal devices for back-up, emergencies

**SEE THE OTHER SIDE OF THIS SHEET FOR QUANTITY DISCOUNTS, OHIO SALES TAX, RETURN POLICY AND OTHER INFORMATION**

Qty.	Cat.#	Product name - include color and size when appropriate	Price	Total

**USE THE BACK FOR MORE ITEMS, QUESTIONS, NOTES, SPECIAL REQUESTS** **SUBTOTAL**

**SHIPPING/HANDLING/INSURANCE - U.S.A. 48 STATES  
STANDARD UPS, 1<sup>st</sup> CLASS or PRIORITY MAIL**

Orders from \$10.00 to \$ 50.00 - \$ 8.00  
Orders from \$50.01 to \$100.00 - \$10.00  
Orders from \$100.01 to \$300.00 - \$18.00  
Orders from \$300.01 to \$800.00 - \$22.00  
Orders over \$800.00 contact us for a quote

Instrument repairs may be billed an additional amount to cover insurance for replacement if lost.

**OTHER CHARGES MAY APPLY - contact us for information:**

**UPS 2<sup>nd</sup>, 3<sup>rd</sup> or NEXT DAY, EXPRESS MAIL, AVAILABLE AT YOUR REQUEST!** Extra charges will be added to cover additional cost and for faster or special handling.

AK, HI, PR, VI, APO, FPO, etc similar to 2<sup>nd</sup> or 3<sup>rd</sup> Day UPS

**CANADA** - Orders up to \$149.99, add \$35.00 to U.S. rates above Pay in U.S. funds. Contact us for larger orders, further purchase information and for Canadian dealers!!

**OTHER COUNTRIES** - we can quote shipping charges.

Less 10% Qty. Discount(s) that apply (see back)	
<b>OHIOANS</b> - Sales Tax on some items (see back)	
<b>See column at left for Shipping Charge</b>	
Previous Balance Due if any	
Less credit on account or coupons enclosed	
<b>TOTAL AMOUNT DUE</b>	

**MAIL TO: Luminaud, Inc.  
8688 Tyler Blvd.  
Mentor, OH 44060**

**OR FAX TO: 440-255-2250**

**IF YOU RUN OUT OF ORDER FORMS,  
JUST SEND YOUR ORDER IN A LETTER  
OR PHONE OR E-MAIL IT**



PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

[www.luminaud.com](http://www.luminaud.com) e-mail: [info@luminaud.com](mailto:info@luminaud.com)

8688 Tyler Boulevard • Mentor, OH 44060-4348

Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250

**RETURNS & EXCHANGES within 30 days:** Returns are costly in paperwork, cleaning, handling and repackaging so we must charge a **RESTOCKING FEE OF 10% - \$4.00 minimum. A higher charge for serious damage. NO RETURN of cloth or foam items or tubes if individual item bag is opened** (unless product is defective). We have no economical way to clean these items for resale-and you wouldn't want a stoma cover or windscreen that has been used-even a little!

**ALLOW TIME FOR YOUR ORDERS:** We TRY to ship within 1-3 working days of receipt, but sometimes we are busier than others - and some items are custom made or late in delivery to us. Try to order routine supplies a little ahead. If speed is vital, phone, fax or e-mail your order and/or request a faster shipping method (additional charge). We'll do our best!

**SHIPPING/HANDLING CHARGES:** Wrapping/handling even the smallest order takes several minutes in time and there are costs for packing supplies as well as postage, so we couldn't afford to do small orders without adding these charges. And replacing lost packages is very costly, so shipping/handling charges on small, U.S. Postal 1st Class packages include something for "self-insurance" to help cover that problem .

**WE PREFER TO SHIP BY United Parcel Service (UPS) or US POSTAL SERVICE FOR QUICK TRACEABILITY AND LOSS COVERAGE on orders over \$25.00. Please provide us with an address UPS or USPS can use if possible. If you absolutely want FED-EX or another service, specify each time you order what service you want used. Additional charge may apply.**

**[X] BILLING ESTABLISHED CUSTOMERS:** Individual customers with good credit records may be billed, on request. TERMS: NET 30 DAYS. Top total balance limit of \$75.00.

**10% DISCOUNT FOR ORDERS OF 10 OR MORE OF ANY SUPPLY ITEMS AS PACKAGED** - for instance: 10 C-R cords. 10 bags of 30 foam filters, 10 Cravats.

**OHIO SALES TAX - OHIO RESIDENTS ONLY: TAX ONLY ON PRODUCTS OHIO CONSIDERS NON-MEDICAL.** This includes books. It may include voice amplifiers and pagers IF they are used for convenience or business rather than personal medical need. Diagnostic and testing equipment for professional use is also taxable unless a tax exemption certificate is provided. **TAX VARIES BY COUNTY.** Contact us for the amount to send for your planned purchase,

**PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE:** We try to hold prices as long as possible and make any changes no more than once a year, but increases to us in product or shipping costs are sometimes more than we can absorb. It is not practical or possible to notify all our customers individually

**WE ARE A FAMILY BUSINESS AND WE CLOSE FOR ALL LEGAL HOLIDAYS** - any time the Post Office and banks are closed as well as the day after Thanksgiving, one or two days in Dec. for inventory and several days for Christmas/New Year for family time.. Plan your orders so you are not left short over the holidays. **Orders must reach us by Dec. 15<sup>th</sup> if you need them sent and dated in the same year.**

***INSTITUTIONS, BUSINESSES, ORGANIZATIONS - PLEASE USE YOUR ORDER FORMS OR LETTERHEAD***

**QUESTIONS? - CALL 800-255-3408 or 440-255-9082 - Weekdays 9:00a - 4:30p Eastern**

**NOTE: OUR ANSWERING MACHINE DOES NOT TAKE MESSAGES.**

**MANY PEOPLE WHO CALL US HAVE VERY SOFT VOICES OR PROBLEMS WITH PRONUNCIATION AND WE DON'T WANT TO MISS RESPONDING TO MESSAGES WE CAN'T UNDERSTAND.**

**WE WOULD RATHER HAVE YOU CALL BACK WHEN WE CAN TALK TO YOU IN PERSON AND MAKE SURE THAT WE UNDERSTAND EVERYTHING YOU WANT TO TELL OR ASK US.**

**or fax 440-255-2250 or e-mail: [info@luminaud.com](mailto:info@luminaud.com).**

USE THE SPACE BELOW TO ORDER ADDITIONAL ITEMS AND FOR QUESTIONS, COMMENTS, SPECIAL REQUESTS