

Permobil Store FAQs

How do I access the Permobil Store?

On your computer, laptop, or tablet, go to store.permobil.com and request an account. A Customer Experience representative will review your request within 24-48 hours. The Permobil Store is compatible with most browsers and can also be accessed via your smartphone, however it is not optimized for mobile browsing. For further instructions, please utilize the [Permobil Store log in document](#).

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

Yes, spare parts will be available for quoting and ordering via the Permobil Store. If you don't see the parts/assemblies you need in the Permobil Store, please contact our team at 1-800-736-0925 or via email at parts.tilite@permobil.com (Permobil Power) or parts.tilite@permobil.com (TiLite) for further assistance.

How can I track the status of my order?

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

Can I process bulk orders using the Permobil Store?

Yes, through the one sales flow. After creating a quote, you have the power to add chairs or add parts to the same quote. Each chair order should be processed individually; however, you may also use the Chair Template feature to streamline your ordering process and even make changes to each chair if needed.

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

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

Sales@permobil.com (Permobil Power),
Sales.smartdrive@permobil.com (SmartDrive),
Chairs.tilite@permobil.com (TiLite),
Orders.roho@permobil.com (ROHO)

Additionally, you may also visit our support page and submit a ticket there.

What iOS version should I have downloaded on my Apple device for optimal Permobil Store performance?

It is recommended that when you utilize an iPad to access the Permobil Store, the device should be running system operating version iOS 16 or higher. This ensures optimal performance, compatibility with the latest features, and a smoother experience.

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

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

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

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

What are "Chair Templates" in the Permobil Store?

Creating a template allows you to work more efficiently by saving a "starting point" configuration that can be modified according to various parameters to meet each customer's needs. It can also be used to copy an existing configuration and modify it before converting to a quote.

How do I ensure that my option selections are locked in when configuring a chair?

When configuring a chair, you can keep your default selection (blue – selected automatically) or select yourself (green – selected by you). The red exclamation point icon indicates a mandatory selection that must be made before the configuration can be quoted. You always can lock or unlock your selections after making them or go back and make changes, provided the order has not yet been converted. To ensure your configuration is complete and accurate, please review your selections within the Review (Overview) tab. Once verified, confirm your configuration in the Quote and Order tab to finalize the process.

Do I have the option to send a quote?

Yes, you can send a quote directly from the Quote and Order tab by selecting the Send Quote button. You have the option to submit the quote in various formats, including PDF, CSV, or XML. Additionally, you can share multiple pricing models, such as MSRP Only, Net Only, Gross, or Gross and Net.

Are there any changes made to the quote lines once a quote has been created?

Quote lines have been upgraded. Previously, quotes included work instructions and production part numbers, but those have now been removed. This ensures that each quote only displays the clear, detailed options specific to the individual chair order.

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Creating a quote or converting a quote to an order is taking longer than expected. Should I refresh my screen?

No. The Permobil Store may take 30–45 seconds to process the data for each quote. Refreshing your screen could interrupt the process. If the process is interrupted, you can re-access the quote in your most recent history.

SmartDrive

Are there changes to how SmartDrive will be ordered in the Permobil Store?

No, the ordering process does not change. Input Make, Model, Rear Wheel Size, Frame Type, Specialty Frame, Chair/Frame Width, System details and Accessories, then Review, and Convert Quote to Order. For Canadian customers, please order directly through sales.ca@permobil.com.

ROHO

How are custom ROHO cushion items handled within the Permobil Store?

To order custom cushions within the Permobil Store, select the link associated with the custom cushion options in the ROHO product selection process. This link will take you directly to the editable ROHO Cushion Order Form. Once completed, please submit the custom form to the Permobil ROHO Customer Experience team. [Design-A-ROHO Custom Product Order Form](#)

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

Due to the Agility Max back support being discontinued as of February 2, 2026, this will impact the current ROHO back support custom configurator. The custom configurator will also be discontinued on February 2, 2026.

How do I add custom cushions to a current quote?

When an initial quote is created, a custom cushion must be generated using the custom cushion order form linked above. To add a custom cushion to an existing quote and ensure a single invoice, please contact the Permobil ROHO Customer Experience team.

How do I place warranty orders?

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

TiLite

Can I order an (Assembled Rear Wheel) spare part assembly?

Yes, instead of ordering each rear wheel assembly part individually, simply select Build Your Product and then Assembled Rear Wheel. You may then construct a fully assembled rear wheel while seeing configuration limitations and then process the order. If more assistance is needed, please contact Customer Experience directly.

Does the Permobil Store provide CAD?

Yes, the TiLite Z manual wheelchair offers CAD generation when a quote is created. The ellipsis (three dots) appears at the end of the chair line under the Quote Summary section. Click the ellipses and select CAD to generate the file.

Permobil Power

Will I still be able to access the current Order Portal?

Yes, if a customer already has the necessary permissions, they will continue to be able to use the Order Portal to view past and open quotes, edit or delete quotes, and convert quotes to orders until those quotes expire after 180 days. Beginning September 22, 2025, all new quotes must be created in the Permobil Store. On March 22, 2026, the Order Portal will officially close, and any remaining open quotes will expire. At that time, any quotes still needed must be recreated in the Permobil Store in order to be converted to an order.

Like the Permobil Store, can you add on parts and chairs to existing quotes in the Order Portal?

No, this is functionality that only lives in the Permobil Store. If additional parts or chairs should be added to one quote, we recommend you create a new quote in the Permobil Store.

Will I have the ability to save my “Custom Adaptations” into Templates?

No, At this time, custom adaptations cannot be saved into templates. Each template or new quote requires the custom adaptation to be added directly and processed independently.