

ottobock.

Warranty packages.

Warranty options for prosthetic hands and elbows.



Information for practitioners

Let's overcome boundaries!

The Ottobock warranty packages make life easier for you and your users. You no longer have to deal with submitting cost estimates or deadline inquiries. Your users benefit from shorter wait times and comprehensive service – worldwide – with proven Ottobock quality!

No matter which warranty package you choose, you always receive free repairs and maintenance during the respective warranty period, as well as a free loaner unit during maintenance and repairs.¹

Services	2-year basic warranty	3-year standard warranty	5-year extended warranty
Free repairs	✓	✓	✓
Free loaner unit during maintenance and repairs	✓	✓	✓
Free 24-month maintenance	✗	✓	✓
Free 48-month maintenance	✗	✗	✓
		<p>Benefits of the 3-year standard warranty</p> <p>✓ You enjoy full cost transparency over a period of 3 years</p> <p>✓ You can opt to extend the term and upgrade to the 5-year warranty before your 3-year warranty expires</p>	<p>Benefits of the 5-year extended warranty</p> <p>✓ You enjoy full cost transparency over a period of 5 years</p> <p>✓ By extending the warranty, you will continue to save on possible repair costs and the costs for any mandatory maintenance</p>

¹ Free of charge, provided you have complied with the manufacturer's terms and conditions of the warranty.

To put it simply.



What is maintenance?

During maintenance, all product functions are extensively tested in incoming and outgoing inspections. Our service technicians also perform the required software updates and technical updates at the same time. If there is imminent or already existing loss of function, the corresponding parts are replaced or repaired according to the Ottobock service directives. Maintenance also includes cleaning.

Maintenance is free of charge during the warranty period. If the product is no longer under warranty, maintenance is billed based on a cost estimate, as long as the product is within the defined service period.

Notice: please note that it is mandatory to submit products for maintenance every 24 months during the warranty period. This maintenance is free of charge, provided you have complied with all the terms and conditions of the warranty. If a product is not covered by a warranty, we will quote you for any maintenance procedure conducted during the prescribed service period.



What are repairs?

In case of a repair, our service technicians analyze the product and perform a mechanical-functional test. Affected parts are assessed and replaced or repaired according to the Ottobock service directives. In addition, incoming and outgoing inspections as well as cleaning are carried out. Repairs are free of charge during the warranty period. If the product is no longer under warranty, repair is billed based on a cost estimate, as long as the product is within the defined service period.

Repairs do not cover superficial damage, such as scratches indicating signs of use, and damage resulting from improper use, intent, negligence or force majeure.

What is a loaner unit?

A loaner unit is a replacement product. Ottobock provides users with a loaner unit as a substitute while maintenance and repairs are carried out.





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Better with a warranty!

Planning reliability and cost transparency

No matter which package you choose, you will receive a long-term maintenance plan including an overview of the costs involved. This will guarantee your planning reliability.

Independence and efficiency

All maintenance and repairs are handled quickly, easily and without red tape. You do not have to prepare cost estimates or obtain approvals.

Full user mobility

Subject to local availability, users are provided with a free loaner unit from our service center to maintain their mobility when maintenance or repairs are required.

Global validity

Every user – whether at home, on holiday, or on a business trip – can turn to a nearby Ottobock subsidiary, Service Center or clinic should any problems arise. The Ottobock warranty is valid all over the world.

Reasons for Ottobock Service.

We advise you personally on both maintenance and repairs, and assist you in case of questions and problems. Our experienced professional service technicians examine your specific reason for sending in the product. They provide you with recommendations and information about technical updates or software updates that have been made and inform you about all measures taken. With the Ottobock warranty, your users are safe on the go and the product is always technically up-to-date.

We provide you with a complete package.

If you want to buy one of our products, ask about the warranty options. You can then purchase the warranty of your choice along with the product. Please contact your Ottobock sales representative or local Ottobock Customer Service if you have questions about our warranty packages.

Ottobock terms and conditions of the manufacturers' warranties – prosthetic hands and elbows.

Manufacturer	Product	2-year basic warranty included in the purchase of the product	Extended 3- or 5-year warranty can be purchased...		Free condition-based maintenance, no later than in the following month(s) ¹		Free loaner unit during maintenance and repairs ¹	Components covered by the warranty	Grace period for maintenance ...at the time of (months)
			...at the time of (months) product purchase	Warranty extension from 3 to 5 years...within the first 36 months following the product purchase	Extended warranty 3 years	Extended warranty 5 years			
Otto Bock Healthcare Products GmbH	Michelangelo hand (8E500) Michelangelo hand transcarpal (8E550)	Free repairs ¹ - Maintenance and loaner units subject to fees	3/5 SP-8E500=3-CP SP-8E500=5-CP SP-8E550=3-CP SP-8E550=5-CP	3+2 SP-8E500=3+2-CP SP-8E550=3+2-CP	24	24/48	✓	• Prosthetic hand excl. glove • AxonEnergy Integral • AxonCharge Integral • AxonMaster • AxonRotation (active) • AxonRotation (passive)	- 4 /+ 4
Otto Bock Healthcare Products GmbH	bebionic Hand (8E70) (8E71) (8E72)		3/5 SP-8E7=3-CP SP-8E7=5-CP	3+2 SP-8E7=3+2-CP	24	24/48	✓	• Prosthetic hand (S / M) ² excl. glove • Charger and power supply unit	- 4 /+ 4
Otto Bock Healthcare Products GmbH	Variplus Speed (8E38=9 / 8E39=9 / 8E41=9) SensorHand Speed (8E38=8 / 8E39=8)		3/5 SP-Variplus=3 SP-Variplus=5 SP-Sensor=3 SP-Sensor=5	3+2 SP-Variplus=3+2 SP-Sensor=3+2	-	-	✓	• Knee joint excl. Protective Cover and cosmesis • Tube adapter • Battery charger and power supply	-
Otto Bock Healthcare Products GmbH	DynamicArm (12K100N) DynamicArm Plus (12K110N)		3/5 SP-12K100N=3-CP SP-12K100N=5-CP SP-12K110N=3-CP SP-12K110N=5-CP	3+2 SP-12K100N=3+2-CP SP-12K110N=3+2-CP	24	24/48	✓	• Knee joint excl. Protective Cover • AXON tube adapter • Inductive charger and power supply	- 4 /+ 4
Otto Bock Healthcare Products GmbH	AxonArm Ergo (12K501)		3/5 SP-12K501=3 SP-12K501=5	3+2 SP-12K501=3+2	-	-	✓	• AxonArm Ergo	-

¹ Free of charge, provided you have complied with the manufacturer's terms and conditions of the warranty.

² The extended warranties also cover the replacement of the following wear and tear parts: gaiter, clevis links and palps.

³ The 2-year manufacturer's warranty covers replacement of the following wear and tear parts: gaiter, clevis links and palps (US and Canada Only)

- All times are based on the date of delivery by Ottobock to the O&P professional, in accordance with the delivery note.
- The maintenance services mentioned above are necessary to ensure the continuity of the warranty.
- Please make sure that you specify the corresponding order number when purchasing a warranty package.

New – Care Package: we now offer a Care Package for select products (order number: CP). The Care Package covers mechanical damage to a product if it is incurred accidentally despite proper use (e.g., if a finger breaks because too much pressure is exerted).

Warranty terms and conditions

The Ottobock product manufacturer (“Ottobock”) provides a manufacturer’s warranty for certain components of the purchased product (“Object of the Warranty”), both of which are listed in the table above, under the terms and conditions set forth herein.

1. Claimant

The present warranty applies to the original buyer purchasing the product from a sales company of the Ottobock Healthcare group (“Ottobock Sales Company”) for the benefit of the user provided for (“Buyer”). The Buyer and the first-time user are entitled to assert warranty claims. The warranty cannot be transferred to a third party.

2. General information on the warranty

- Unless stipulated otherwise, all periods commence on the date of delivery by Ottobock to the Buyer (as per the delivery note).
- Where permitted by law, any liability on the part of Ottobock, particularly for damage caused by the failure to observe required maintenance intervals as well as for all indirect, secondary or consequential damage, shall be excluded.
- Wear and tear parts not expressly covered by the warranty are excluded from such warranty.
- Any costs accruing in connection with the assertion of warranty claims, including but not limited to any travel charges or other expenses, are not covered by this warranty.
- Any warranty claims must be asserted as soon as possible, but no later than within thirty (30) days of the warranty event’s occurrence. Claims, including descriptions of the defect, shall be addressed to Ottobock, an Ottobock Sales Company or an Ottobock authorized service partner (“Authorized Service Partner”). Ottobock will attempt to inform the submitting party as soon as possible if there is no warranty event in the reasonable assessment of Ottobock.

3. Basic warranty

Ottobock provides a basic warranty for the purchased product lasting two (2) years from the date of delivery by Ottobock to the buyer (as recorded on the delivery note).

3.1 Additional warranty options

3.1.1 Extended warranty

The buyer may purchase an extended warranty for a period of three (3) or five (5) years, either

- together with the purchase of the product or
- by upgrading a 3-year warranty to a 5-year warranty at any time during the term of the 3-year warranty.

The prerequisite for (ii) is the proper performance of mandatory maintenance in accordance with Clause 4.3.

3.1.2 Care Package

To complement the extended warranty package, the buyer will get a Care Package. This is available for selected products only. The Care Package covers accidental mechanical damage sustained while handling the product in line with its intended use, e.g., accidentally exerting too much force.

4 Warranty extent and scope

The basic warranty and additional warranty options cover defects in materials or workmanship and/or functional failures of the product in question. The warranty does not cover theft, loss, or wear and parts not expressly listed (especially superficial damage). The Care Package also covers accidental mechanical damage sustained by the original (first) user while handling the product in line with its intended use, e.g., accidentally exerting too much force. The basic warranty covers only those services detailed in clause 4.1; all other warranty options also cover the services detailed in clauses 4.2 and 4.3.

4.1 Repair or replacement

If a warranty event applies, Ottobock will, at its own discretion, repair the Object of the Warranty or replace defective parts with replacement parts.

- Ottobock may use new or as-new parts insofar as this complies with statutory requirements. Warranty services may be performed by an Ottobock Service Center, an Ottobock Sales Company or an Authorized Service Partner.
- Replaced parts remain with Ottobock and/or the Service Center or Authorized Service Partner, with title in such parts passing to Ottobock.
- As for parts repaired or replaced under this warranty, Ottobock provides a new warranty from the time of the repairs or replacement until the end of the purchased warranty.

4.2 Loaner unit

If you purchase an extended warranty option as per 3.1, Ottobock will provide you with a free loaner unit on request, subject to availability.

- in the case of a justified warranty event for the duration of the repairs or until a new unit has been provided and for the respective shipping times and/or
- if it is determined that this is not a justified warranty event, for the duration from the time that the product is sent in until the relevant notification by Ottobock.

The loaner unit shall be returned immediately following the user’s re-fitting, which is to take place within one week of receiving the serviced or repaired components. Any exceptions to this shall be arranged separately with the local Ottobock sales company.

The loaner unit shall be handled with due care and shall be reasonably protected from any potential damage. Ottobock may demand reimbursement and/or damages should the loaner unit be damaged or lost (including accidentally).

If a warranty event applies, no shipping costs will be charged for the provision of the loaner unit and the return of the serviced and repaired components.

4.3 Maintenance

The standard or extended warranty includes one or more free maintenance services, the due dates of which are listed in the table above. Such maintenance shall be performed by an Ottobock Service Center, an Ottobock Sales Company or an Authorized Service Partner. If such maintenance is not performed, the warranty will cease to be valid and Ottobock may invoice all costs that are incurred due to, or in connection with, the failure to carry out maintenance.

5. Disclaimer

The present product warranty is excluded if:

- a) the defect is not reported to Ottobock, an Ottobock Sales Company or an Authorized Service Partner within thirty (30) days;
- b) the defect is caused by a failure to comply with the instructions for use, inappropriate physical force, external influences, lack of due diligence, improper use, negligent or willful damage, or force majeure;
- c) the Buyer, user or other third party not authorized by Ottobock has made adjustments, changes, modifications, installations or other types of work to the Object of the Warranty (including the use, or combination, of the Object of the Warranty with incompatible parts or parts not approved by Ottobock);
- d) the Object of the Warranty is used by more than one user;
- e) no description of the defect is communicated;
- f) the serial number has been removed; or
- g) mandatory maintenance is not or has not been carried out in a timely manner.

6. Applicable law and jurisdiction

This warranty is subject to the local law of Ottobock to the exclusion of relevant provisions on conflict of laws and the United Nations Convention on Contracts for the International Sale of Goods (CISG). Jurisdiction for claims of the Buyer under this warranty shall lie with the courts at the domicile of Ottobock where the Buyer has company status under applicable laws.

7. Other claims

Any other existing rights and obligations in connection with the Object of the Warranty are not affected by this warranty.

Manufacturer information

Otto Bock Healthcare Products GmbH
Brehmstraße 16, 1110 Vienna, Austria
Company register number: 242378p
Register court: Commercial Court Vienna