

ottobock.

More freedom with full mobility – Ottobock warranty packages

Warranty options for prosthetic hands and elbows



Quality for life

Information for technicians

Let's overcome boundaries!

The Ottobock warranty packages make life easier for you and your patients. 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.

Services	2-year basic warranty	3-year warranty	5-year warranty
Free repairs ¹	✓	✓	✓
Free loaner unit during maintenance and repairs ¹	✓	✓	✓
Free 24-month maintenance	✗	✓	✓
Free 48-month maintenance	✗	✗	✓
		Benefits of the 3-year warranty	Benefits of the 5-year warranty
		✓ You enjoy full cost transparency over a period of 3 years	✓ You enjoy full cost transparency over a period of 5 years
		✓ You can opt to extend the term and upgrade to the 5-year warranty before your 3-year warranty expires	✓ Taking out a 5-year warranty directly is cheaper than extending it from 3 to 5 years
			✓ By extending the warranty, you will continue to save on possible repair costs and the costs for any mandatory maintenance

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

Basic definitions.



What is maintenance?

During the maintenance procedure, all product features and functions are tested thoroughly. Our service technicians also perform the required software updates and technical updates at the same time. If the inspection reveals an actual or pending loss of function, we replace or repair the corresponding part(s) in line with the Ottobock service directives. Maintenance also includes cleaning.

Important: 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?

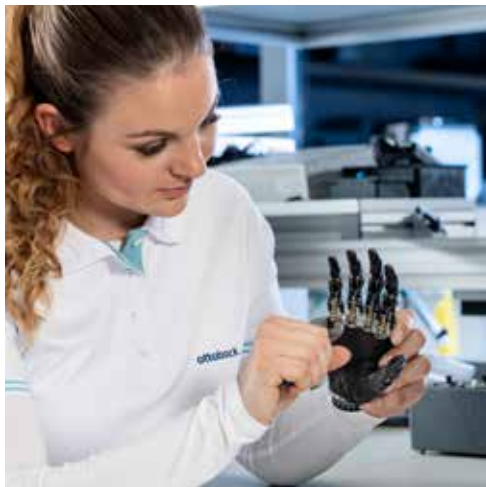
In a repair procedure, our service technicians inspect the product and test it for functionality. They assess the defective parts, and replace or repair them in line with the Ottobock service directives. They test the product before and after repairing it, and also clean the product.

Important: please note that repairs are free of charge during the warranty period, provided you have complied with all the terms and conditions of the warranty. If your product is no longer covered by a warranty, we will quote you for any repair work conducted during the prescribed service period. Warranties do not cover repairs for superficial damage (such as scratches), or damage resulting from improper use, or damage caused by wilful 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.



“With the Ottobock warranty package, I have full cost transparency over the entire warranty period. What’s more, I save on a lot of bureaucracy and can concentrate better on my actual work.”

Christoph,
O&P professional, France



Be on the safe side with a warranty!

Planning reliability and cost transparency

Whichever warranty package you choose, you will receive a long-term maintenance plan including an overview of the costs involved. This enables you to plan your work with full peace of mind.

Independence and efficiency

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 sales and service centres to maintain their mobility when maintenance or repairs are required.

Global validity

The Ottobock warranty applies worldwide and provides support in the event of emergencies – at home, on holiday or during business trips. In the event of a problem, the user can contact the medical supply company that provided their fitting. The medical supply company then contacts Ottobock's customer service, and together they coordinate the best possible local support.

Peace of mind with Ottobock Service.

We provide one on one support during maintenance and repairs, and are there to help you with any questions or problems you may have. When you send in a product, our experienced and professional service technicians will address the exact problem you describe. They will recommend future courses of action and inform you of any technical updates. They will also report back to you on software updates and other work they have completed. Ottobock warranties safeguard your users' mobility and ensure products are always kept up to date.

How we tailor your package.

If you want to buy one of our products, please ask about our warranty options. You can then purchase the warranty of your choice along with the product. If you choose the 3-year warranty, you can upgrade at any time during this period to our 5-year warranty. Please contact your Ottobock sales representative or local Ottobock customer service if you have any questions about our warranty packages.

Ottobock terms and conditions for our manufacturer's warranty – 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 maintenance in the following month(s):		Free loaner unit during maintenance and repairs ¹	Components covered by the warranty	Main-tenance window (in months)	
			... at the same time as buying the product	Upgrading a 3-year warranty to a 5-year warranty: ... within 36 months of buying the product	Extended 3-year warranty	Extended 5-year warranty				
Otto Bock Healthcare Products GmbH	Michelangelo hand (8E500) / Michelangelo hand transcarpal (8E550)	Free repairs ¹ – main-tenance 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	-4/+4	
Otto Bock Healthcare Products GmbH	bebionic Hand (8E70) (8E71)		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	-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	-	-	✓	• Prosthetic hand excl. glove	-
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	✓	• DynamicArm / DynamicArm Plus • Charger and power supply unit	-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	-	

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

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

- All dates refer to the date on which Ottobock delivers the product to the medical supply company (as recorded on the delivery note).
- The maintenance mentioned above is necessary to ensure the user's safety and 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). A 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).

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

1. Claimant

Each warranty is issued to the respective buyer, i.e., the person who originally purchased the product from a sales company belonging to the Ottobock Healthcaregroup (“Ottobock Sales Company”). The buyer and the first user are both 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 recorded in the delivery note.
- To the extent permitted by law, Ottobock hereby rejects all liability for damage caused by failure to observe required maintenance intervals, as well as for any indirect, secondary or consequential damage resulting therefrom.
- Wear and tear parts not expressly covered by the warranty are excluded from the warranty.
- This warranty does not cover any costs accrued in connection with the assertion of warranty claims, including but not limited to any travel charges or other expenses.
- All warranty claims must be asserted without delay, within no more than thirty (30) days of the emergence/first occurrence of the respective issue. Please address your claim to Ottobock, an Ottobock sales company or an authorised Ottobock service partner (“authorised service partner”) and remember to include a description of the defect. Should Ottobock, having conducted a reasonable assessment of the claim, come to the conclusion that the problem is not covered by the warranty, Ottobock will inform the submitting party as quickly as possible.

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.

In order to qualify for (ii), all mandatory maintenance procedures must have been completed properly in accordance with clause 4.3.

3.1.2 Care Package

To complement an extended warranty package, the buyer will get a Care Package. This is available for select 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. 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

When services (in particular, repair or replacement services) are rendered under the warranty, these do not re-set the clock on the warranty. In other words, the warranty will still expire on the originally agreed date. Follow-on claims connected to services rendered under the warranty may only be made

during the warranty period. If a claim is covered by the warranty, Ottobock will, at its own discretion, repair the product in question or replace the defective parts with spare parts.

- Ottobock reserves the right to 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 authorised service partner.
- Replaced parts remain with Ottobock and/or the Service Center or authorised service partner and become the property of Ottobock.
- Any parts repaired or replaced under warranty are covered by this same Ottobock warranty, which will expire on the originally agreed date.

4.2 Loaner units

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. The loaner unit is provided free of charge

- for the duration of the repairs, or until a new unit has been ordered and delivered, provided the warranty claim is justified; or
- from the time the product is sent in until Ottobock ascertains that the claim is not covered by the warranty and notifies the buyer accordingly.

The loaner unit must be returned as soon as the user gets their fitting back, which must happen 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 must be handled with due care and adequately protected from any potential damage. Ottobock is entitled to demand reimbursement and/or claim damages should the loaner unit be damaged or lost (including accidentally).

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

5. Disclaimer

The product warranty is null and void if:

- more than thirty (30) days pass from the time the defect occurs before the defect is reported to Ottobock, an Ottobock sales company or an authorised service partner
- the defect is caused by a failure to comply with the instructions for use, or results from improper use, excessive strain due to unusual activities, application of external force, lack of due diligence, force majeure, or negligent or wilful damage
- the product has been adapted, altered or modified, or features installed or other work carried out on the product contrary to the instructions for use, or work has been carried out on the product by a non-authorised third party
- the product has been used by more than one user
- no description of the defect is communicated
- the serial number has been removed or
- mandatory maintenance has not been completed at the correct intervals

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).

If the buyer classes as a commercial enterprise under the relevant laws, jurisdiction for any claims they make under this warranty shall lie with the courts at the domicile of Ottobock.

7. Other claims

Other valid rights and obligations in connection with the product remain unaffected by this warranty.

• Manufacturer information

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

