

# Service pass

bebionic® hand



Quality for life

# Patient information

The O&P professional is responsible for the collection, processing, transfer or other use of all personal data of the patient. The processing of this personal data is subject to special data protection provisions, in particular the provisions of the EU General Data Protection Regulation (Regulation (EU) 2016/679), and the Health Insurance Portability and Accountability Act of 1996 (HIPPA) Privacy Rule. Such data may only be transmitted to third parties to the extent permitted by law, e.g., in the event of a legal obligation or with the valid consent of the patient. In compliance with statutory requirements, the O&P professional must also ensure the patient is informed of the data protection policy when collecting the data.

Name and address of the buyer (stamp)	Date of delivery (according to Ottobock delivery note)
<input type="text"/>	<input type="text"/>
	Certified prosthetist
	<input type="text"/>
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Patient's name and address	<b>▶ When requesting a bebionic hand loaner unit, please be sure to state the serial number, amputation side and prosthesis hand type.</b>
<input type="text"/>	Size
	<input type="checkbox"/> Small <input type="checkbox"/> Medium
Date of birth	<input type="text"/>
Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female
Amputation side	<input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Bilateral
	Prosthesis hand type
	<input type="checkbox"/> bebionic hand EQD (8E70)
	<input type="checkbox"/> bebionic hand Short Wrist (8E71)
	<input type="checkbox"/> bebionic hand Flex (8E72)
	Serial No. <input type="text"/>
	Elbow type <input type="text"/>

**The following component must always be sent in for maintenance and repair work:** bebionic hand.  
The shipping container for the loaner unit you receive must be reused for sending back the components requiring inspection.

## Data transfer for warranty service, maintenance and repair work

I hereby agree that my personal data as stated above (name, address, date of birth, gender, and all product-related information) may be forwarded by the aforementioned O&P professional or doctor to Otto Bock Healthcare Products GmbH (manufacturer of the bebionic hand) or the respective Ottobock Service Center\* for the purpose of any necessary warranty services, maintenance and repair work, in accordance with Art. 9(2)a EU General Data Protection Regulation (GDPR) or other country-specific regulations. I understand that I may revoke this consent at any time by phone or by letter to my O&P professional. Should I revoke my consent, I understand that the corresponding services can no longer be performed by the manufacturer or the Ottobock Service Center.



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Date, signature of the patient

\* [www.ottobock.com/en/company/locations/index.html](http://www.ottobock.com/en/company/locations/index.html)

# Your maintenance documentation

This maintenance documentation is filled out by the Ottobock Service Center and serves as proof of the maintenance performed (for example, when submitted to the insurer/payer). Please keep this documentation in a safe place and enclose it whenever you send in the product.

<p> <b>24-month maintenance</b> (free of charge within 3-year and 5-year warranty)</p>	<p>Ottobock Service Center Stamp</p> <p>.....</p> <p>Date</p>	<p> <b>48-month maintenance</b> (free of charge within 5-year warranty)</p>	<p>Ottobock Service Center Stamp</p> <p>.....</p> <p>Date</p>
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## MAINTENANCE NOTICE

For continued warranty coverage, regular maintenance (service inspection) must be carried out upon the expiration of the maintenance interval, i.e. after **24 months**. The manufacturer grants a grace period of no more than one month before or three months after the due date.

The maintenance includes the inspection of the sensors and the replacement of wear and tear parts.<sup>1</sup>

In general, all products are subject to compliance with the maintenance intervals during the warranty period. This is the only way to maintain full warranty coverage.

<sup>1</sup> See FAQ document for specific required maintenance and warranty information.

