

Service pass

Empower



Quality for life

Patient information

The buyer's 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). 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"/>		<input type="text"/>	
Patient's name and address		When requesting an Empower loaner unit, please be sure to state the serial number, amputation side, foot size and stiffness. Please note that the loaner unit is only available with a beige footshell.	
<input type="text"/>			
Date of birth	<input type="text"/>	Empower prosthetic foot (1A1-2)	Serial No.
Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female	Foot size (cm)	<input type="text"/>
Weight	<input type="text"/>	Stiffness	<input type="text"/>
Amputation side	<input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Bilateral	Knee joint unit (optional)	<input type="text"/>
		Tube adapter (e.g. 2R57)	<input type="text"/>

The following components must always be sent in for maintenance and repair work: Empower (ankle + carbon foot), battery charger and power supply. 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 LP (manufacturer of the Empower prosthetic foot) 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.


Date, signature of the patient

* 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.

 24-month maintenance (free of charge within 3-year and 6-year warranty)	Ottobock Service Center Stamp Date
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 48-month maintenance (free of charge within 6-year warranty)	Ottobock Service Center Stamp Date
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MAINTENANCE NOTICE

In the interest of patient safety and to maintain operating safety and protect the warranty, regular maintenance (a service inspection) must be carried out at the end of the maintenance interval, i.e. **after 24 months**. The manufacturer grants a grace period of no more than one month before, or two months after, the due date. Maintenance (a service inspection) includes a detailed functional test as well as the required software updates and technical updates.

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