Ottobock Service: Loaner Program
Serving you and your patients
Ease of service

Communication, clear guidelines, and simplicity are the most important aspects of a loaner program. We created a straightforward process including transparent communication for supporting you and your patient while a product is being serviced.

Ottobock’s Loaner Program can help fill the gap when a device needs to be assessed for service. Whether service is planned or not, you can depend on our Loaner Program to help provide a component that keeps your patient safe, using the system they depend on.

Quality components

You and your patients rely on products like the unmatched C-Leg, Genium, X3, Meridium, and C-Brace to stay independent and mobile. To make sure your loaner is just what you expect, every component must pass a 7-point maintenance review and test before it can be loaned again. Devices are retired when they reach the end of their useful life and we match technology whenever possible – a C-Leg loaner for a C-Leg sent to service – so that patients can rely on familiar functionality.

Simply straightforward

Our loaner program includes a suite of products that you rely on to provide proven performance.

- C-Leg®, Compact, Kenevo, Genium, and X3
- bebionic, DynamicArm, DynamicArm Plus, Michelangelo, and other select Myo products
- Harmony® vacuum products
- Mechanical knee families including, but not limited to: 3R106, 3R60, 3R62, 3R80, 3R90, 3R93, and 3R95
- Hips 7E9 and 7E10
- Meridium and Empower
- C-Brace

To use the Ottobock Loaner program, just follow these steps.

Step 1  Contact service at 800-328-4058, option #3, to request a loaner component.

Step 2  If an up-to-date, signed loaner contract is not on file, one will need to be submitted to Ottobock ensuring the understanding of the terms and conditions. Make sure to fully read and understand the terms and conditions before signing.

Step 3  The loaner device will be shipped with a delivery date based on your patient’s availability. A shipping label to return the patient’s device for service/repair will be included. Upon delivery, you have up to 30 days to perform Step 4 (before rental fees could apply).

Step 4  Fit your patient with the loaner, then ship your patient’s device to Ottobock in Salt Lake City using the prepaid shipping label.

Step 5  We evaluate and provide a detailed estimate if necessary.

Step 6  Our loaner program offers options for products both in warranty and out of warranty.

- If your patient’s device is covered under warranty: Ottobock will perform all required product updates and services and make any repairs covered under warranty. We’ll promptly return your patient’s device when service is complete.
- If your patient’s device is no longer covered by warranty: Ottobock will contact you with estimate details. You decide whether you want to service/repair or replace the device.* Ottobock only performs service and/or repairs when authorized by you** then promptly returns your patient’s device.

Step 7  Once you receive your patient’s device, return the loaner within 30 days to Salt Lake City using the included prepaid shipping label.

- We understand patients aren’t always available as soon as you receive their repaired device. To make sure Ottobock loaner devices are serviced and available for everyone, we’ve incentivized you by waiving rental fees if everything is returned within 30 days.
- Need more than 30 days to return the loaner? That’s ok! Just pay daily rental fees starting on day 31. But please keep in mind that loaner devices can only be rented for a maximum of 180 days.
- Ottobock will communicate with you along the way to remind you of outstanding loaner devices. This can be helpful if your goal is to avoid rental fees.
- Incurred rental fees while awaiting insurance approval for a new Ottobock device? Call our customer service team with the new device’s serial number handy, and we’ll work with you on rental fees.

*Ottobock manufacturer has set service lifetimes, which differ from product to product. If a device has passed its service lifetime, no repairs or service can be performed, and the device will be returned to you.

**When performing out of warranty repairs, Ottobock manufacturer may require service updates to ensure medical device is up to current safety & reliability standards.
Need a general service quote on an out-of-warranty device?

Ottobock can provide a quote for manufacturer-required updates based simply on a device’s serial number. This means you don’t have to send the device in for a physical inspection. This kind of quote can be helpful if (1) your patient’s device seems to be working properly and (2) you’re working with an insurance payer on deciding whether to upgrade to a new device or update an old one.

We'll also check the device's service lifetime. If a device has passed its service lifetime, we'll supply you with a letter explaining that it can no longer be serviced or repaired.

A physical inspection, while utilizing our loaner rental program, will always provide the most accurate estimate. But often the general service quote and service lifetime check can be enough to accomplish your goals without needing to send the patient’s device.

Contact your sales rep or call our service team at 800-328-4058, option #3 to learn more.

Need help with reimbursement of service costs or a new unit?

Contact Ottobock’s reimbursement support team at 800-328-4058 (ask for reimbursement support) or reimbursement911@ottobock.com