

Ottobock Repair Request Form

ottobock.

Please complete this form in its entirety and submit by clicking the "Email Form" button, or by printing and shipping with the device to the below address:

Ottobock-Great Lakes Building Attn: Service Department
3820 West Great Lakes Drive, Salt Lake City, UT 84120

Practitioner Information		Ship To Information	
Customer Number:	<input type="text"/>	Facility:	<input type="text"/>
Practitioner Name: <i>*Required Field</i>	<input type="text"/>	Address:	<input type="text"/>
Practitioner Email: <i>*Required Field</i>	<input type="text"/>	City:	<input type="text"/>
CC Email:	<input type="text"/>	State:	<input type="text"/>
Practitioner Phone: <i>*Required Field</i>	<input type="text"/>	Zip Code: <i>*Required Field</i>	<input type="text"/>
Facility Fax Number:	<input type="text"/>		

Patient and Device Information	
Patient Last Name, First Initial:	<input type="text"/>
Patient Device: <i>*Required Field</i>	<input type="text"/>
Device Serial Number:	<input type="text"/>
Pylon Serial Number:	<input type="text"/>
Remote Lot #:	<input type="text"/>
Charger Lot #:	<input type="text"/>
Additional Items:	<input type="text"/>

PLEASE NOTE:
for microprocessor knees, we require sending in the pylon, remote, and charging system. This will expedite the service process and assist with faster turnaround times. Thank you for choosing Ottobock!

Loaner Required: Yes No

All loaners will be scheduled to the next available date based on volume and availability. If you require a loaner urgently, please contact After-Sales Service at 800-328-4058.

Why is the device coming in for repair?

**Required Field*

To check the status of a repair, please call Ottobock After-Sales Service at 800-328-4058 or email us at OBUSAService@ottobock.com.