

bebionic[®] hand (8E7*)

Frequently asked questions

After-Sales Service



Quality for life



Loaner and trial units

1 Who should I contact if I require a loaner or trial unit?

To obtain a loaner unit during maintenance or repairs or a trial unit for a trial fitting or marketing purposes, please contact your Ottobock sales representative or local Ottobock Customer Service.

2 What exactly does the loaner or trial unit case contain?

The loaner case contains the following components:

- bebionic hand

Most trial fitting sets contain the following components:

- bebionic hand
- bebionic wand
- bebionic charger
- bebionic dongle
- 2 electrodes & electrode cables

Please reuse the same packaging for the loaner or trial unit to return all components to Ottobock inspection.

Maintenance and repair

3 Is there mandatory maintenance for the bebionic hand?

In order to maintain the extended warranties (3 or 5 years), mandatory maintenance must be carried out every 24 months. No additional maintenance is required outside of the warranty period.

5 Which components have to be sent in for maintenance and repair?

- bebionic hand

4 For what length of time does Ottobock offer maintenance and repair for the bebionic hand (8E7*)?

Please note that service lifetime for the bebionic hand is 72 months (6 years). In principle, increased service costs are to be expected starting from the 60-month maintenance because crucial components must be replaced at that time. Therefore, this is the last possible maintenance. In addition, after the 72nd month (6 years), no further repairs will be provided.

Warranty

6 What warranty options are available for the bebionic hand?

Manufacturer	Product	2-year basic warranty included in product purchase	Warranty for 3 or 5 years can be purchased...		Free maintenance in the following month(s):		Free loaner unit during maintenance and repairs ¹	Components covered by the warranty	Grace period for maintenance (months)
			...at the time of product purchase	Extension from 3 to 5 years ...within the first 36 months following product purchase	Warranty 3 years	Warranty 5 years			
Otto Bock Healthcare Products GmbH	bebionic hand (8E70) (8E71) (8E72)	Free repairs¹	3/5 SP-8E7=3-CP SP-8E7=5-CP	3+2 SP-8E7=3+2-CP	24	24/48	✓	<ul style="list-style-type: none"> • bebionic hand excluding bebionic glove • Charger and power supply 	-4/+4

¹ Except for repairs of damage resulting from improper use, intent, negligence or force majeure.

NOTICE

- All times are based on the date of delivery by Ottobock to the O&P professional, according to the delivery note.
- The maintenance services mentioned above are necessary to ensure the continuity of the warranty.

7 When does the warranty take effect/ when does it begin?

The Ottobock bebionic warranty takes effect from the date of delivery by Ottobock to the O&P professional, according to the delivery note.

8 What are the services included in the individual warranty options?

Services	2-year basic warranty	3-year warranty	5-year warranty
Free repairs ¹	✓	✓	✓
Free loaner unit during maintenance and repairs	✓	✓	✓
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
		✓ Optional extension possible (before 3-year warranty expires)	✓ With the extension, you also continue to save on repair costs and the costs of any mandatory maintenance incurred

¹ Except in cases of superficial damage resulting from improper use, intent, negligence or force majeure.

9 What happens when the mandatory maintenance is not observed during the warranty period?

If maintenance that is mandatory during the warranty period (see FAQ No. 3) is not performed, Ottobock may invoice all costs that are incurred due to, or in connection with, the failure to carry out the mandatory maintenance.

10 Is there a grace period for maintenance?

The manufacturer grants a grace period for maintenance of no more than 4 months before or 4 months after the due date.

General

11 What is the product's service life?
6 years

12 Can the bebionic hand be used without the glove?
We recommend wearing an approved bebionic glove to protect the hand from environmental damage. If the user chooses not to wear a glove, the warranty will be void unless reasonable care has been taken to avoid exposure to excessive dust or moisture.

13 What are the wear and tear parts of the bebionic hand?

- Glove
- Battery
- Gaiter
- Clevis links
- Palps

Warranty coverage includes replacement of the following wear and tear parts*:

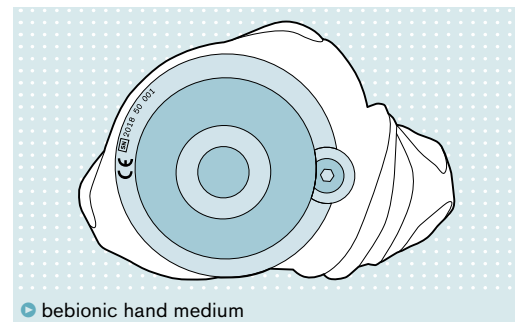
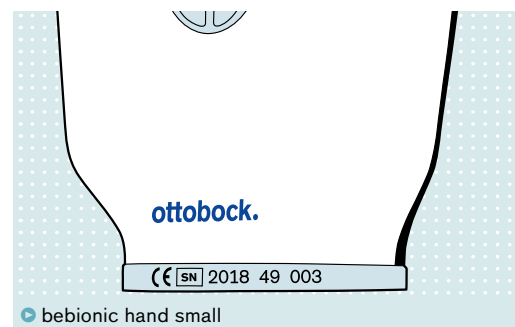
- Gaiter
- Clevis Links
- Palps

*US and Canada Only

14 Where can I find the serial number of the prosthetic hand?

With the dongle you can read out the serial number of all hand sizes using the bebalance software.

You can also find the serial number on the product itself – see the following illustration:





🔍 **QUESTIONS?**

Please contact your local Ottobock Customer Service.

- US 800 328 4058
- CA 800 665 3327

