

**ottobock.**

# Warranty packages.

Warranty options for mechatronic orthoses.







**Information for technicians**

# Let's overcome boundaries!

The Ottobock warranty packages make life easier for you and your users. You no longer have to deal with submitting cost estimates or deadline inquiries. Your users benefit from shorter wait times and comprehensive service – worldwide – with proven Ottobock quality!

No matter which warranty package you choose, you always receive free repairs and maintenance during the respective warranty period, as well as a free loaner unit during maintenance and repairs.

Services	3-year standard warranty	6-year extended warranty
Free repairs <sup>1</sup>	✓	✓
Free loaner unit during maintenance and repairs <sup>1</sup>	✓	✓
Free 1st maintenance	✓	✓
Free 2nd maintenance	✗	✓
	<b>Benefits of the 3-year standard warranty</b>  You enjoy full cost transparency over a period of 3 years  Optional extension possible (before expiration of the standard warranty)	<b>Benefits of the 6-year extended warranty</b>  You enjoy full cost transparency over a period of 6 years  With the extension, you also continue to save on repair costs and costs of mandatory maintenance incurred

<sup>1</sup> Repairs do not cover superficial damage and damage resulting from improper use, intent, negligence or force majeure.

# To put it simply.



## **What is maintenance?**

During maintenance, all product functions are tested in detail in incoming and outgoing inspections. Our service technicians also perform the required software updates and technical updates at the same time. If there is imminent or already existing loss of function, the corresponding parts are replaced or repaired according to the Ottobock service directives. Maintenance also includes cleaning and disinfection.

Maintenance is free of charge during the warranty. If the product is no longer under warranty, maintenance is billed based on a cost estimate, as long as the product is within the defined service period.

## **What are repairs?**



In case of a repair, our service technicians analyse the product and perform a mechanical-functional test. Affected parts are replaced or repaired according to the Ottobock service directives. Incoming and outgoing inspections as well as cleaning and disinfection are carried out.

Repairs are free of charge during the warranty period. If the product is no longer under warranty, repair is billed based on a cost estimate, as long as the product is within the defined service period. Repairs do not cover superficial damage, such as scratches indicating signs of use, and damage resulting from improper use, intent, negligence or force majeure.

## **What is a loaner unit?**



A loaner unit is a replacement product. Ottobock provides users with a loaner unit as a substitute while maintenance and repairs are carried out.





# Better with a warranty!

## **Planning reliability and cost transparency**

No matter which package you choose, you will receive a long-term maintenance plan including an overview of the costs involved. This will guarantee your planning reliability.

## **Independence and efficiency**

All maintenance and repairs are handled quickly, easily and without red tape. You do not have to prepare cost estimates or obtain approvals.

## **Full user mobility**

If maintenance or repairs are due, users will receive a free loaner unit for that period so they can remain mobile. This means: full mobility – always and everywhere.

## **Global validity**

Every user – whether at home, on vacation or on a business trip – can turn to a nearby Ottobock subsidiary, Service Center or Patient Care Center should any problems arise. The Ottobock warranty is valid all over the world.

# Reasons for Ottobock Service.

We advise you personally on both maintenance and repairs, and assist you in case of questions and problems. Our experienced professional service technicians examine your specific reason for sending in the product. They provide you with recommendations and information about technical updates or software updates that have been made and inform you about all measures taken. With the Ottobock warranty, your users are safe on the go and the product is always technically up-to-date.

# We provide you with a complete package.

If you want to buy one of our products, ask about the warranty options. You can then purchase the warranty of your choice along with the product. Please contact your Ottobock sales representative or local Ottobock Customer Service if you have questions about our warranty packages.

# Ottobock terms and conditions of the manufacturers' warranties – orthoses.

Manufacturer	Product	Standard warranty at the time of product purchase (years)	Extended warranty to 6 years can be purchased...		Free condition-based maintenance, no later than in the following month(s)*		Free loaner unit during maintenance and repairs <sup>1</sup>	Components covered by the warranty	Grace period for maintenance ...at the time of (months)
			...at the time of (months) product purchase	Warranty extension from 3 to 6 years... within the first 36 months following the product purchase	Standard warranty 3 years	Standard warranty 6 years			
Otto Bock Healthcare Products GmbH	C-Brace® (17KO1)	3 SP-17KO1=3	✓ SP-17KO1=6	✓ SP-17KO1=3+3	24	24/48	✓	• C-Brace® joint unit • Charger and power supply	- 4 /+ 4

- All times are based on the date of delivery by Ottobock to the O&P professional, in accordance with the delivery note.
- The maintenance services mentioned above are necessary to ensure the continuity of the warranty.
- Please make sure that you specify the corresponding order number when purchasing a warranty package.

## Warranty terms and conditions

The Ottobock product manufacturer (“Ottobock”) provides a manufacturer’s warranty for certain components of the purchased product (“Object of the Warranty”), both of which are listed in the table above, under the terms and conditions set forth herein.

### 1. Claimant

The present warranty applies to the original buyer purchasing the product from a sales company of the Ottobock Healthcare group (“Ottobock Sales Company”) for the benefit of the user provided for (“Buyer”). The Buyer and the first-time user are entitled to assert warranty claims. The warranty cannot be transferred to a third party.

### 2. Standard warranty

For the Object of the Warranty, Ottobock provides a Standard warranty for a period of three (3) years from the date of delivery by Ottobock to the Buyer in accordance with the delivery note.

#### 2.1 Extended warranty

In addition to the standard warranty (3 years), the Buyer may purchase a warranty for an extended period of six (6) years, either (i) together with the purchase of the product or (ii) by the end of the term of the standard warranty. The prerequisite for (ii) is the proper performance of mandatory maintenance in accordance with Clause 3.3.

#### General information on the warranty

- Unless stipulated otherwise, all periods commence on the date of delivery by Ottobock to the Buyer (as per the delivery note).
- Where permitted by law, any liability on the part of Ottobock, particularly for damage caused by the failure to observe required maintenance intervals as well as for all indirect, secondary or consequential damage, shall be excluded.
- Wear and tear parts not expressly covered by the warranty are excluded from such warranty.
- Any costs accruing in connection with the assertion of warranty claims, including but not limited to any travel charges or other expenses, are not covered by this warranty.
- Any warranty claims must be asserted as soon as possible, but no later than within thirty (30) days of the warranty event’s occurrence. Claims, including descriptions of the defect, shall be addressed to Ottobock, an Ottobock Sales Company or an Ottobock authorized service partner (“Authorized Service Partner”). Ottobock will attempt to inform the submitting party as soon as possible if there is no warranty event in the reasonable assessment of Ottobock.

### 3. Warranty extent and scope

The standard and extended warranties cover defects in materials or workmanship and/or functional failures of the Object of the Warranty. Typical and customary wear and tear, as well as theft and loss, are not covered by this warranty.

### 3.1 Repair or replacement

If a warranty event applies, Ottobock will, at its own discretion, repair the Object of the Warranty or replace defective parts with replacement parts.

- Ottobock may use new or as-new parts insofar as this complies with statutory requirements. Warranty services may be performed by an Ottobock Service Center, an Ottobock Sales Company or an Authorized Service Partner.
- Replaced parts remain with Ottobock and/or the Service Center or Authorized Service Partner, with title in such parts passing to Ottobock.
- As for parts repaired or replaced under this warranty, Ottobock provides a new warranty from the time of the repairs or replacement until the end of the purchased warranty.

### 3.2 Loaner unit

If so requested, Ottobock will supply a loaner unit, if and where available. The provision of a loaner unit is free of charge

- a) in the case of a justified warranty event for the duration of the repairs or until a new unit has been provided and for the respective shipping times and/or
- b) if it is determined that this is not a justified warranty event, for the duration from the time that the product is sent in until the relevant notification by Ottobock.

The loaner unit shall be returned immediately following the user’s re-fitting, which is to take place within one week of receiving the serviced or repaired components. Any exceptions to this shall be arranged separately with the local Ottobock sales company.

The loaner unit shall be handled with due care and shall be reasonably protected from any potential damage. Ottobock may demand reimbursement and/or damages should the loaner unit be damaged or lost (including accidentally).

If a warranty event applies, no shipping costs will be charged for the provision of the loaner unit and the return of the serviced and repaired components.

### 3.3 Maintenance

The standard or extended warranty includes one or more free maintenance services, the due dates of which are listed in the table above. Such maintenance shall be performed by an Ottobock Service Center, an Ottobock Sales Company or an Authorized Service Partner. If such maintenance is not performed, the warranty will cease to be valid and Ottobock may invoice all costs that are incurred due to, or in connection with, the failure to carry out maintenance.

#### 4. Disclaimer

The present product warranty is excluded if:

- a) the defect is not reported to Ottobock, an Ottobock Sales Company or an Authorized Service Partner within thirty (30) days;
- b) the defect is caused by a failure to comply with the instructions for use, inappropriate physical force, external influences, lack of due diligence, improper use, negligent or willful damage, or force majeure;
- c) the Buyer, user or other third party not authorized by Ottobock has made adjustments, changes, modifications, installations or other types of work to the Object of the Warranty (including the use, or combination, of the Object of the Warranty with incompatible parts or parts not approved by Ottobock);
- d) the Object of the Warranty is used by more than one user;
- e) no description of the defect is communicated;
- f) the serial number has been removed; or
- g) mandatory maintenance is not or has not been carried out in a timely manner.

#### 5. Applicable law and jurisdiction

This warranty is subject to the local law of Ottobock to the exclusion of relevant provisions on conflict of laws and the United Nations Convention on Contracts for the International Sale of Goods (CISG). Jurisdiction for claims of the Buyer under this warranty shall lie with the courts at the domicile of Ottobock where the Buyer has company status under applicable laws.

#### 6. Other claims

Any other existing rights and obligations in connection with the Object of the Warranty are not affected by this warranty.

#### Manufacturer information

Otto Bock Healthcare Products GmbH  
Brehmstraße 16, 1110 Vienna, Austria  
Company register number: 242378p  
Register court: Commercial Court Vienna