

Genium X3

Service pass



Quality for life



Genium X3 warranty package

Protection, safety, service

Ottobock offers two warranty packages: a three-year warranty (which can be extended to six years) and a six-year warranty.

The three-year warranty package includes:

- Three-year manufacturer warranty (extendable to six years)
- Repair costs*
- Service inspection in months 12 and 24
- Service unit during the repair and service inspections

The six-year warranty package includes:

- Six-year manufacturer warranty
- Repair costs*
- Service inspections in months 12, 24, 36, 48 and 60
- Service unit during the repair and service inspections

This service pass gives you an overview of your Genium X3 fitting and when it is due for servicing. Please include this service pass whenever you send the product in for repairs or service inspections.

* Superficial damage and damage resulting from improper use, intent, negligence or force majeure are not covered.

Warranty and service

Service inspections

- ▶ As part of the warranty, Ottobock will ensure that the Genium X3 remains fully functional. All parts subject to the warranty are serviced in conformity with the service directives. Repairs and replacements are included in case of actual or probable functional failure.
- ▶ The Genium X3 three-year warranty package includes a service inspection in months 12 and 24. The Genium X3 six-year warranty package includes a service inspection in months 12, 24, 36, 48 and 60. These inspections must be carried out to maintain the validity of the warranty.
- ▶ The dates for the service inspections are based on the date of delivery to the prosthetic fitting facility. The service inspections may be conducted no earlier than one month before and no later than two months after the due date.
- ▶ After the warranty has expired, the service inspections are billable and quotations are provided upon request (the dates shown for service inspections in the cockpit app may deviate slightly and are for information only).

Repairs

- ▶ Repairs are free of charge during the warranty period. Damages resulting from improper use (i.e., any use that contravenes the provisions contained in the instructions for use) are an exception. Such repairs and any repairs carried out after the warranty has expired will be charged at cost as quoted.

Service unit

- ▶ Ottobock will provide a service unit (consisting of knee joint, tube adapter, inductive charger and AC adapter) for the duration of all repair work and service inspections carried out during the warranty period. This also includes the costs for shipping the service unit, as well as for shipping the serviced Genium X3 components to the prosthetic fitting facility.
- ▶ Once the Genium X3 components have been inspected by Ottobock and returned to you, please send the service unit back immediately. Failure to return the service unit will result in a replacement fee for the unreturned unit.

Extending the warranty

- ▶ An initial three-year warranty can be extended to a six-year warranty. However, the extension must be purchased at the latest before the end of month 36 following the date of delivery.

The enclosed warranty terms and conditions also apply.



- ▶ The following components must always be returned for service and repair work:
 - Genium X3 knee joint **with attached AXON tube adapter**
 - Inductive charger
 - AC adapter
 - Service pass
- ▶ The Genium X3 service pass is part of your technical documentation and must be enclosed whenever you send the product in for service inspections and repairs.
- ▶ The shipping container for the service unit you receive must be reused for **sending in** the components requiring inspection.

Service pass

Genium X3 - Prosthetic Knee Joint

Date of delivery	<input type="text"/>	Purchaser's name	<input type="text"/>
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Name and address of the patient	<input type="text"/>	Certified orthopaedic technician	<input type="text"/>
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<input type="text"/>	Address	<input type="text"/>
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Patient data

Height	<input type="text"/>	Weight	<input type="text"/>
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Date of birth	<input type="text"/>	Type of prosthetic foot	<input type="text"/>
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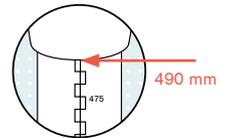
Gender	<input type="text"/>	Size of prosthetic foot (cm)	<input type="text"/>
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Genium X3 knee joint serial no.	<input type="text"/>	AXON tube adapter serial no.	<input type="text"/>
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If you require a Genium X3 service unit (loaner knee joint), please provide the following information.

Genium X3 knee joint type
(3B5-3, 3B5-3=ST)

Insertion length of the
AXON tube adapter



<input type="text"/>	<input type="text"/>
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In the interest of patient safety and in order to maintain operating safety and protect the warranty, a service inspection is required annually after delivery. This service inspection includes an inspection of the sensors and the replacement of wear parts. In the following boxes, our Service Center will confirm that the service inspection has been carried out properly. **This documentation is required to maintain the warranty.** Keep this document in a safe place and enclose it with the supplied Genium X3 knee joint whenever it is sent in for a service inspection. The following components must always be returned for service and repair work: Genium X3 knee joint with attached AXON tube adapter, inductive charger, AC adapter and service pass. The shipping container for the service unit you receive must be reused for sending in the components requiring inspection.

Service inspections (to be filled out by Ottobock Service Center)

Service no. 1

12th month following delivery
(included in three/six-year warranty)

Date	Stamp/signature
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Service no. 2

24th month following delivery
(included in three/six-year warranty)

Date	Stamp/signature
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Service no. 3

36th month following delivery
(included in six-year warranty)

Date	Stamp/signature
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Service no. 4

48th month following delivery
(included in six-year warranty)

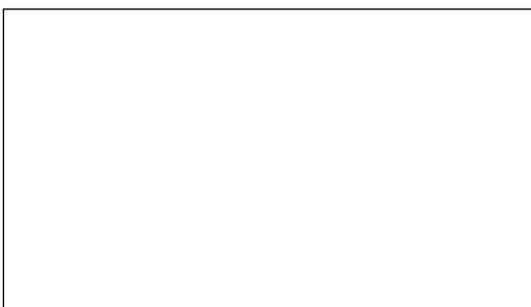
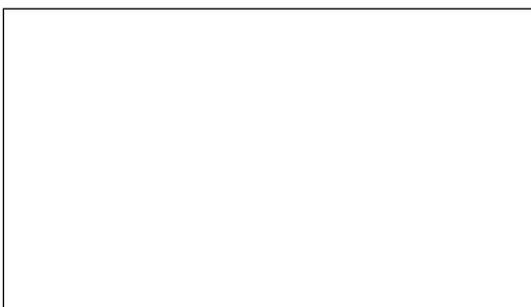
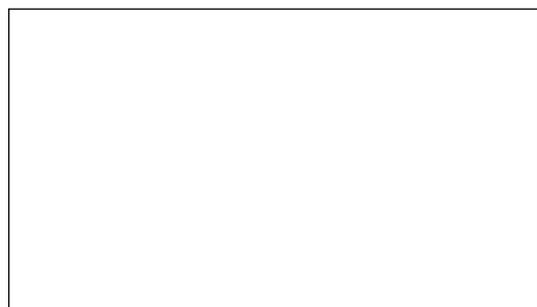
Date	Stamp/signature
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Service no. 5

60th month following delivery
(included in six-year warranty)

Date	Stamp/signature
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In order to document your fitting, use the following boxes to affix the barcode labels of the articles that were supplied with the Genium X3.



Warranty terms and conditions

Otto Bock HealthCare Products GmbH (Ottobock) assumes the following warranty. Any services within the scope of this warranty are performed exclusively by Ottobock, by a foreign Ottobock branch or by a service contract partner authorised by Ottobock.

1. Components included

This warranty is valid for the following components of the Genium X3:

- Genium X3 knee joint
- AXON tube adapter
- Inductive charger with AC adapter

All other components of the Genium X3 do not fall within the provisions of this warranty.

2. Claimant

The warranty applies to the purchaser named in the service pass. The warranty cannot be transferred to a third party. The patient, however, who uses the Genium X3 bought by the purchaser, is entitled to assert warranty claims instead of the purchaser.

3. Warranty period and assertion of warranty claims

The warranty will take effect from the date of delivery according to the delivery invoice (day of delivery by Ottobock to the purchaser).

- The three-year warranty is valid for 36 months starting from the date of delivery by Ottobock. This requires the performance of two service inspections in months 12 and 24 after delivery by Ottobock.
- The six-year warranty is valid for 72 months starting from the date of delivery by Ottobock. This requires the purchase of a six-year warranty at the latest before the end of month 36 following the date of delivery by Ottobock. The six-year warranty requires the performance of service inspections respectively in months 12, 24, 36, 48 and 60 after delivery by Ottobock.

If subsequent damage to the fitting package has occurred because of failure to comply with the prescribed service intervals, the costs for restoring the functionality of the applicable components shall be billed to the warranty holder and are therefore excluded from the warranty. Warranty claims must be asserted immediately or up to one month after the occurrence of the incident causing the claim.

4. Warranty services

During the warranty period, Ottobock shall ensure that the Genium X3 remains fully functional by replacing or repairing all parts covered by the warranty at the discretion of Ottobock in case of actual or probable functional failure, providing upon request a loaner service unit free of charge (service knee joint including service tube adapter, with service AC adapter and service battery charger if required) for the duration of the necessary repair work.

For replacements or repairs that are carried out within the scope of the warranty, Ottobock has the choice to use new or like-new parts.

Once the joint has been inspected and returned, the service unit must be returned to Ottobock within the period specified in the general terms and conditions.

If there is a delay in the return of the service unit, Ottobock shall charge usage fees in accordance with the general terms and conditions.

Ottobock shall bear the costs of shipping the service unit as well as the inspected components of the Genium X3 to the prosthetic fitting facility. All other costs shall be borne by the purchaser.

All products and individual components that are replaced become the property of Ottobock.

5. Prerequisites for the utilisation of this warranty

Utilisation of this warranty requires that

- a) the Genium X3 is used by only one user,
- b) in case of actual or probable functional failure, the purchaser immediately gives Ottobock, a foreign Ottobock branch or a service company authorised by Ottobock, the opportunity to perform the warranty services, unless a delay in time does not increase the extent and costs of the required warranty services,
- c) the prosthetic fitting facility has observed the instructions for use, especially with regard to the specifications based on user weight, degree of mobility, etc.,
- d) no work has been performed on the Genium X3 knee joint, AXON tube adapter and inductive charger with AC adapter by a third party not authorised by Ottobock,
- e) the purchaser includes a detailed description of the problem when returning the knee joint,
- f) the Genium X3 has not been used improperly and no unusual adaptation technique has been applied,
- g) the service pass has been filled in completely and is included with the returned Genium X3.

6. Spare parts

The spare parts delivered or installed by Ottobock within the scope of the warranty also fall within the provisions of the warranty for the remaining warranty period.

7. Force majeure, use of non-authorised spare parts

In cases of functional failure due to force majeure or the use of spare parts which have not been authorised by Ottobock, the warranty does not apply.

8. Place of jurisdiction

If the purchaser is a merchant, the place of jurisdiction shall be the domicile of Ottobock.

9. Other contractual claims

Other contractual claims to which the purchaser is entitled against Ottobock shall remain intact.

Otto Bock Healthcare Products GmbH
Brehmstraße 16 · 1110 Vienna · Austria
T +43 1 523 37 86 · F +43 1 523 22 64
info.austria@ottobock.com · www.ottobock.com