ottobock.

More freedom with full mobility – Ottobock warranty packages

Warranty options for mechatronic prosthetic knees

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[1].

Services	3-year standard warranty	6-year extended warranty
Free repairs[1]	✓	✓
Free loaner unit during maintenance and repairs[1]	✓	✓
Free 1st maintenance (Genium X3: 1st and 2nd maintenance)	✓	✓
Free 2nd maintenance (Genium X3: 3rd, 4th and 5th maintenance)	✗	✓
	Benefits of the 3-year standard warranty	**Benefits of the 6-year extended warranty**
	✓ You enjoy full cost transparency over a period of 3 years	✓ You enjoy full cost transparency over a period of 6 years
	✓ Optional extension possible (to 6 years at any time)	✓ With the extension, you also continue to save on repair costs and costs of mandatory maintenance incurred

[1] Except in cases of 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 extensively tested with thorough inspections. Our service technicians also perform the required software 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.
Maintenance is free of charge during the warranty period. If the product is no longer under warranty, maintenance is billed based on a cost estimate, as long as the device is within the defined service period.
Notice: In the interest of user safety and in order to maintain proper function and protect the warranty, **C-Leg** and **Kenevo** require regular maintenance based on the condition, but no later than 36 months. For **Genium**, regular maintenance is required after 24 months. With **Genium X3**, it is after 12 months. When maintenance is due, C-Leg and Kenevo will indicate this with three brief beeps, once the battery charger has been disconnected. For Genium and Genium X3, maintenance is indicated with three vibration signals in addition to brief beeps, once the battery charger has been disconnected..

What are repairs?
In case of a repair, our service technicians analyze the product and perform a mechanical-functional test. Affected parts are assessed and replaced or repaired according to the Ottobock service directives. In addition, incoming and outgoing inspections, as well as cleaning, 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 device 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 temporary replacement product. Ottobock provides users with a loaner unit as a substitute while maintenance and repairs are carried out.

„I can provide users with a free loaner unit during maintenance and repair, ensuring their mobility during this time.“

Peter,
O&P professional, United Kingdom

ottobock

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
Subject to local availability, users are provided with a free loaner unit from our sales and service centers to maintain their mobility when maintenance or repairs are required.

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

Reasons for Ottobock Service.

We personally advise you 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 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 manufacturer's warranties – mechatronic prosthetic knees.

Manufacturer	Product	Standard warranty at the time of product purchase (years)	Extended warranty to 6 years can be purchased...		Free maintenance in the following month(s):		Free condition-based maintenance, no later than in the following month(s) – NA only (except Mexico):		Free loaner unit during maintenance and repairs[1]	Components covered by the warranty	Grace period for maintenance (months)
			...at the time of product purchase	Warranty extension from 3 to 6 years... within the first 36 months following the product purchase	Standard warranty 3 years	Extended warranty 6 years	Standard warranty 3 years	Extended warranty 6 years			
Otto Bock Healthcare Products GmbH	Genium X3 (3B5-3) (3B5-3=ST)	**3** SP-3B5-3=3	✓ SP-3B5-3=6	✓ SP-3B5-3=3+3	**12/24**	**12/24/36/48/60**	**–**	**–**	✓	• Knee joint excl. Protective Cover • AXON tube adapter • Inductive charger and power supply	-2/+3
Otto Bock Healthcare Products GmbH	Genium (3B1-3) (3B1-3=ST)	**3** SP-3B1-3=3	✓ SP-3B1-3=6	✓ SP-3B1-3=3+3	**24**	**24/48**	**–**	**–**	✓	• Knee joint excl. Protective Cover and cosmesis • AXON tube adapter • Inductive charger and power supply	-1/+2
Otto Bock Healthcare Products GmbH	C-Leg (3C98-3) (3C88-3)	**3** SP-3C98-3=3	✓ SP-3C98-3=6	✓ SP-3C98-3=3+3	**–**	**–**	**36**	**36 / 72**	✓	• Knee joint excl. Protective Cover and cosmesis • Tube adapter • Battery charger and power supply	-1/+2
Otto Bock Healthcare Products GmbH	Kenevo (3C60) (3C60=ST)	**3** SP-3C60=3	✓ SP-3C60=6	✓ SP-3C60=3+3	**–**	**–**	**36**	**36 / 72**	✓	• Knee joint excl. Protective Cover • AXON tube adapter • Inductive charger and power supply	-1/+2

Notice: The warranty order numbers apply to both the knee joint with pyramid adapter and the knee joint with threaded top – in all available color variants.
[1] Except in cases of superficial damage and damage resulting from improper use, intent, negligence, or force majeure.

- 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.

The Otto Bock HealthCare LP ("Ottobock") provides a product 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 authorised service partner ("Authorised 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.

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 wilful 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.

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