

ottobock.

Warranty packages. Mechatronic prosthetic feet.



Comprehensive advantages. Worldwide support.

Ottobock warranty packages simplify your daily work and help you deliver reliable service to your users. No cost estimates. No follow-ups. Just fast, dependable support.

- No cost estimate handling
- Faster turnaround times
- Loaner unit included
- Predictable costs
- Global support network

Services ¹	3-year standard warranty	Extended warranty to 6 years
Free repairs	✓	✓
Free 24-month maintenance	✓	✓
Free 48-month maintenance	✗	✓
Free loaner unit during maintenance and repairs	✓	✓
Benefits	• You enjoy full cost transparency over a period of 3 years. • You can opt to extend the period and upgrade to the 6-year warranty at any time.	• You enjoy full cost transparency over a period of 6 years. • By extending the warranty, you will continue to save on possible repair costs and the costs for mandatory maintenance.

¹ Free of charge, provided you have complied with the manufacturer's terms and conditions of warranty.

We've got this. Service designed around you.

With clinical, operational, and financial headwinds that are growing by the day, you need more than world-class products. Our After-Sales Service programs and offers are designed to help you not only deliver successful user fittings but also support the success of your business. That's real partnership.

Advantages for your business or workshop:

- Enhanced user satisfaction with minimal effort from your team
- More time for working with users
- Even more carefree solutions when choosing Ottobock products

Advantages for cost payers:

- Minimization of unforeseeable costs
- Full cost control and cost transparency for every process
- Reduction in administrative effort

Manufacturer warranties.

Our mechatronic prosthetic feet come with a standard 3-year warranty. The warranty can be extended to 6 years either at the time of purchase or at any time during the initial 3-year warranty period.

All times are based on the date of delivery by Ottobock to the medical supply company, according to the delivery note. The maintenance services mentioned below are necessary to ensure the continuity of the warranty.

Manufacturer Meridium: Otto Bock Healthcare Products GmbH Empower: Otto Bock Healthcare LP		Meridium (1B1-2)	Empower (1A1-2)
Standard warranty (3 years) at the time of product purchase		3 SP-1B1-2=3	3 SP-1A1-2=3
Extended warranty to 6 years can be purchased at the time of product purchase		✓ SP-1B1-2=6	✓ SP-1A1-2=6
Warranty extension from 3 to 6 years within the first 36 months following the product purchase		✓ SP-1B1-2=3+3	✓ SP-1A1-2=3+3
Free maintenance in the following month(s): ¹	Standard warranty 3 years	24	24
	Extended warranty 6 years	24 / 48	24 / 48
Free repair during warranty period ¹		✓	✓
Free loaner unit during maintenance and repairs ¹		✓	✓
Components covered by the warranty		• Prosthetic foot excl. footshell and set of cover caps • Battery charger and power supply	• Ankle and carbon foot excl. footshell • Battery charger and power supply • Battery (warranty limited to 1 year)
Grace period for maintenance (months)		-4 / +4	-4 / +4

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.
- Please make sure that you specify the corresponding order number when purchasing a warranty package.

Basic definitions.

What is maintenance?

During the maintenance procedure, all product features and functions are tested thoroughly. Our service technicians also perform the re-quired software updates and technical updates at the same time. If the inspection reveals an actual or pending loss of function, we replace or repair the corresponding part(s) in line with the Ottobock service directives. Maintenance also includes cleaning. This service is free of charge during the warranty period, provided you have complied with all the terms and conditions of the warranty. If a product is not covered by a warranty, we will quote you for any maintenance procedure conducted during the defined product specific service period.

What are repairs?

In a repair procedure, our service technicians inspect the product and test it for functionality. They assess the damaged parts, and replace or repair them in line with the Ottobock service directives. They test the product before and after repairing it, and also clean the product. Repairs are free of charge during the warranty period, provided you have complied with all the terms and conditions of the warranty. If your product is no longer covered by a warranty, we will quote you for any repair work conducted during the defined product specific service period. Warranties do not cover repairs for superficial damage, such as scratches, or damage resulting from improper use, or damage caused by wilful 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.



Manufacturer’s warranty terms and conditions.

Meridium.

The Ottobock product manufacturer (“Ottobock”) provides a manufacturer’s warranty, to the terms and conditions set forth herein, for certain components of the purchased product (“Subject matter of the warranty”), both of which are listed in the table on page 4.

1. Claimant

Each warranty is issued to the respective buyer, i.e., the person who originally purchased the product from a sales company belonging to the Ottobock Healthcare group (“Ottobock Sales Company”). The buyer and the first user are both entitled to assert warranty claims. The warranty cannot be transferred to a third party.

2. General information on the warranty

- Unless stipulated otherwise, all periods commence on the date of delivery by Ottobock to the buyer, as recorded in the delivery note.
- To the extent permitted by law, Ottobock hereby rejects all liability for damage caused by failure to observe required maintenance intervals, as well as for any indirect, secondary or consequential damage resulting therefrom.
- Wear and tear parts not expressly covered by the warranty are excluded from the warranty.
- This warranty does not cover any costs accrued in connection with the assertion of warranty claims, including but not limited to any travel charges or other expenses.
- All warranty claims must be asserted without delay, within no more than thirty (30) days of the emergence / first occurrence of the respective issue. Please address your claim to Ottobock, an Ottobock Sales Company or an authorised Ottobock service partner (“authorised service partner”) and remember to include a description of the defect. Should Ottobock, having conducted a reasonable assessment of the claim, come to the conclusion that the problem is not covered by the warranty, Ottobock will inform the submitting party as quickly as possible.

3. Standard warranty

Ottobock provides a standard warranty for the purchased product lasting three (3) years from the date of delivery by Ottobock to the buyer (as recorded on the delivery note).

3.1 Extended warranty

In addition to the standard warranty (3 years), the buyer may purchase an extended warranty for a period of six (6) years, either

- (i) together with the purchase of the product or
- (ii) at any time during the period of the standard warranty. In order to qualify for (ii), all mandatory maintenance procedures must have been completed properly in accordance with clause 4.3.

4. Warranty extent and scope

The standard and extended warranty cover defects in materials or workmanship and / or functional failures of the product in question. The warranty does not cover theft, loss, or typical wear and tear (especially superficial damag).

4.1 Repair or replacement

When services (in particular, repair or replacement services) are rendered under the warranty, these do not re-set the clock on the warranty. In other words, the warranty will still expire on the originally agreed date. Follow-on claims connected to services rendered under the warranty may only be made during the warranty period. If a claim is covered by the warranty, Ottobock will, at its own discretion, repair the product in question or replace defective parts with replacement parts.

- Ottobock reserves the right to 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 authorised service partner.
- Replaced parts remain with Ottobock and / or the Service Center or authorised service partner and become the property of Ottobock.
- Any parts repaired or replaced under warranty are covered by this same Ottobock warranty, which will expire on the originally agreed date.

4.2 Loaner unit

Ottobock will provide you with a free loaner unit on request, subject to availability. The loaner unit is provided free of charge

- (a) for the duration of the repairs, or until a new unit has been ordered and delivered, provided the warranty claim is justified; or
- (b) from the time the product is sent in until Ottobock ascertains that the claim is not covered by the warranty and notifies the buyer accordingly.

The loaner unit must be returned as soon as the user gets their fitting back, which must happen within one week of receiving the serviced or repaired components. Any exceptions to this shall be arranged separately with the local Ottobock Sales Company. If the loaner unit is not returned within one week after receipt of the serviced or repaired components, or within a separately agreed return period, Ottobock reserves the right to charge a rental fee for each week of the delayed return, according to the terms and conditions in effect at

the time. The loaner unit must be handled with due care and adequately protected from any potential damage. Ottobock is entitled to demand reimbursement and / or claim damages should the loaner unit be damaged or lost (including accidentally). If a warranty claim is valid, no shipping costs will be charged for the provision of the loaner unit and the return of the serviced and repaired components.

4.3 Maintenance

The standard or extended warranty includes one or more free maintenance services, the due dates of which are listed in the table on page 4. Maintenance is conducted by an Ottobock Service Center, an Ottobock Sales Company or an authorised service partner. If the buyer fails to observe the maintenance intervals detailed in the table on page 4, the warranty will cease to be valid and Ottobock is entitled to invoice all costs incurred due to, or in connection with, the failure to carry out maintenance.

5. Disclaimer

The present warranty is null and void if:

- a) more than thirty (30) days pass from the time the defect occurs before the defect is reported to Ottobock, an Ottobock Sales Company or an authorised service partner
- b) the defect is caused by a failure to comply with the instructions for use, or results from improper use, excessive strain due to unusual activities, application of external force, lack of due diligence, force majeure, or negligent or wilful damage
- c) the product has been adapted, altered or modified, or features installed or other work carried out on the product contrary to the instructions for use, or work has been carried out on the product by a non-authorised third party
- d) the product has been 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 has not been completed at the correct intervals

6. 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). If the buyer classes as a commercial enterprise under the relevant laws, jurisdiction for any claims they make under this warranty shall lie with the courts at the domicile of Ottobock.

7. Other claims

Other valid rights and obligations in connection with the product remain unaffected by this warranty.

Manufacturer information

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

Manufacturer’s warranty terms and conditions.

Empower.

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.

Otto Bock HealthCare LP (“Ottobock”) provides a manufacturer’s warranty for the following components of the Empower prosthetic foot on the terms and conditions herein. Any services within the scope of this warranty are to be performed exclusively by Ottobock, by a foreign sales affiliate of Ottobock, or by a service partner authorized by Ottobock (“authorized service partner”).

The warrantied components include:

- Empower (ankle and carbon foot)
- Battery charger
- Battery

All other components of the Empower prosthetic foot do not fall within the provisions of this warranty and may be specified separately.

A standard initial warranty pursuant to clause 3 below applies for the components listed above to the original purchaser on behalf of the first user of this device (the “standard warranty”) for the periods stated in section 2.1. To the extent an extended warranty is purchased from Ottobock or its affiliate, additional warranty terms may apply (the “extended warranty”). Together, the standard warranty and extended warranty are referred to as the “warranty”.

1. Claimant

The standard warranty and extended warranty apply to the original purchaser of this device for the benefit of the fitted user, and the purchaser is entitled to assert warranty claims. Otherwise, the warranty cannot be transferred to a third party.

2. Warranty period and assertion of claims

2.1 Standard warranty periods

Ottobock provides its standard warranty for a period of three (3) years on the Empower (ankle and carbon foot) and the battery charger, and for one (1) year on the battery; each measured from the date of delivery by Ottobock to the purchaser according to the delivery note.

2.2 Extended warranty periods

The purchaser can purchase the following warranty packages from Ottobock in addition to the standard warranty:

- **6-year warranty package**
At the time of purchase, an extended warranty package for a total period of six (6) years.

- **3 + 3 warranty package**

Alternatively, the purchaser can otherwise purchase from Ottobock, or its selling affiliate, an option to extend the 3-year standard warranty by an additional three (3) years by the expiration of the 36th month from the delivery of the device by Ottobock, on such terms and conditions as may be in effect at the time.

- Costs in connection with the assertion of a claim under these warranties, including any travel charges or other expenses, are not covered.

2.3 General information on the standard warranty and further warranty packages

- Where permitted by law, any liability on the part of Ottobock, particularly for damage caused by the failure of purchaser to observe required maintenance intervals as well as for all secondary and consequential damage, shall be excluded.
- No warranty is provided for wear and tear parts that are not expressly included in such warranty (such as foot shell, in particular).
- Any warranty claims shall 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 or an 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 present warranty covers defects and malfunctions that are due to material or workmanship faults of the warrantied components in this device.

3.1 Repair or replacement

If a warranty event applies, Ottobock will, at its own discretion, repair or replace the defective warrantied parts.

- Ottobock may use new or as-new parts for repairs or replacements.
- All parts and individual components that are replaced become the property of Ottobock.
- For parts repaired or replaced under this warranty, Ottobock provides a new warranty on such parts of two (2) years from the repairs or replacement or until the end of the applicable warranty period, whichever is later. This applies also if all of the warrantied components are replaced.

3.2 Loaner Unit

If requested by an Ottobock certified purchaser (the “loaner recipient”), Ottobock may supply a loaner unit to the loaner recipient, if and where available, in a warranty event. Provision of the loaner unit by Ottobock is conditioned upon:

- Loaner recipient’s return of the loaner unit as soon as possible (no later than one week) following Ottobock’s provision of the replaced or repaired unit
- Loaner recipient’s handling the loaner unit with due care and reasonable protection from potential damage
- Late charges or damages/reimbursement costs for damaged or lost loaner units applied by the authorized service partner according to its terms and conditions in effect at the time
- Exceptions documented with the authorized service partner separately.

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

3.3 Additional services

The following maintenance service(s) ensure proper performance of this device: The 3-year standard warranty includes a free mandatory maintenance after 24 months, while the 6-year warranty package and the extension option include two free mandatory maintenance services after 24 and 48 months (from the date of delivery) at an authorized service partner. Ottobock may invoice all costs that are incurred due to or in connection with the failure to carry out the mandatory maintenance.

4. Disclaimer

The present warranty is void or excluded if:

- a) the defect is not reported to authorized service partner within thirty (30) days;
- b) the defect is caused by a failure to comply with the instructions for use;
- c) the purchaser, user or another 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 device is used by more than one user;
- e) no detailed description of the defect is communicated;

- f) the serial number has been removed;
- g) if the defect is due to typical and customary wear and tear or deterioration of cosmetic components, (e.g. footshell);
- h) the defect is caused by incorrect use, inappropriate physical force, external influences, lack of due diligence, improper use, negligent or willful damage or force majeure.

Depending on the country in which the product was purchased, different warranty terms may apply, including required service intervals. Please contact your local Ottobock Sales branch for details.

5. Applicable law and jurisdiction

This warranty is subject to the laws of the United States of America, to the fullest extent of local laws. Notwithstanding the foregoing, separate warranty terms provided by an authorized service partner to purchaser may be enforced against such parties under their local laws and jurisdictions; provided that all claims being brought against the legal manufacturer of this device, must be brought in the United States.

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

Ottobock HealthCare LP
3820 West Great Lakes Drive
Salt Lake City,
UT 84120-7205 United States





Simple and efficient service.

Discover our After-Sales Service programs.

Ottobock service goes beyond maintenance and repairs. Our After-Sales Service programs support you throughout the entire product lifecycle – from fast replacements to global support solutions.

Learn more about the services that help you work efficiently, plan reliably, and keep users moving.