

**Custom silicone.**  
Product expectation  
guide.

I have reviewed and understand the  
stated expectations.

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Client signature

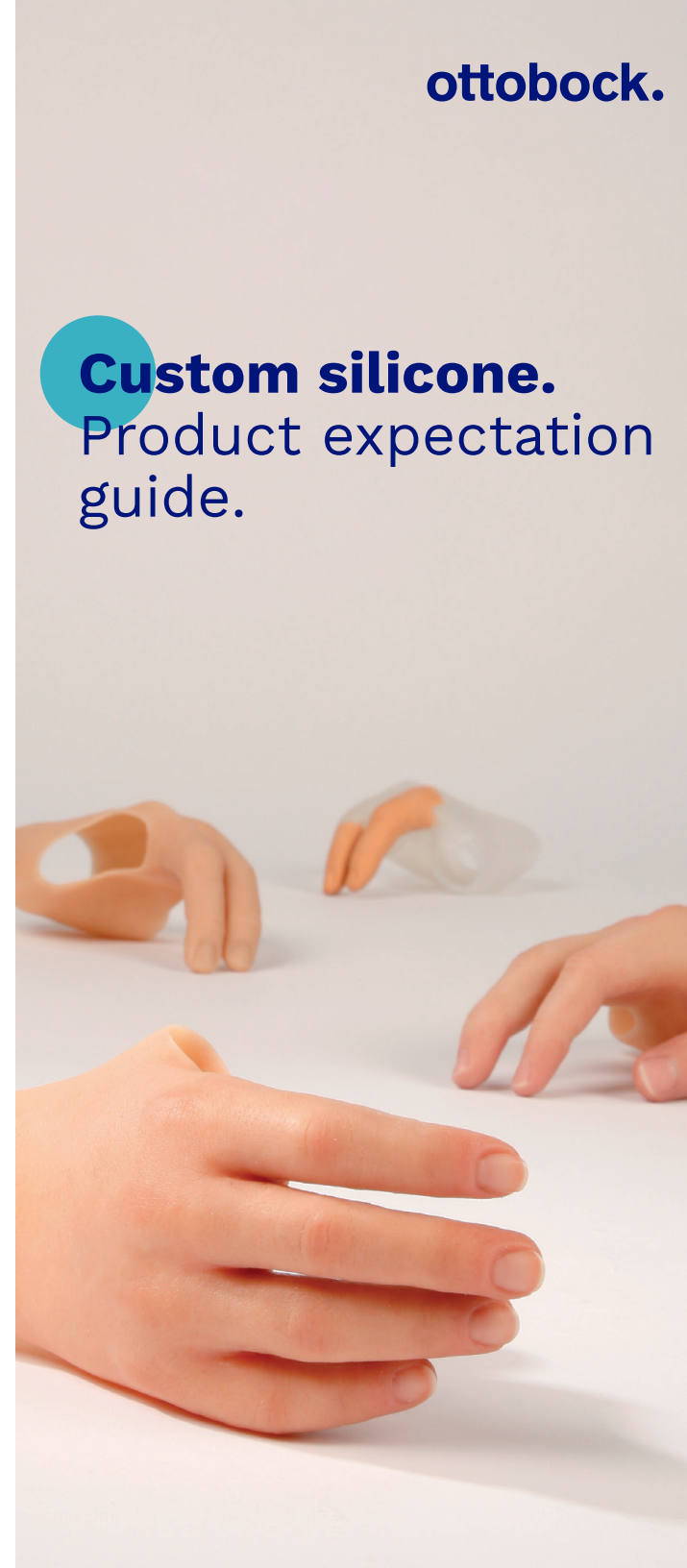
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Date

*If you require any additional information  
please contact us:*

**Toll Free:** 1.800.665.3327

**E-mail:** [iFabBUR@ottobock.com](mailto:iFabBUR@ottobock.com)



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Client Name/ID

Each client has certain expectations about their silicone device. How can you make sure you are fully aware of your client's needs and expectations? It is crucial that these expectations are relayed to you and our Custom Silicone team. To help guide you in your discussion with your client, we've provided some topics to cover.

## Colour

Every attempt is made to match the skin colour as closely as possible. It is important to understand that the human skin is ever changing. It is constantly influenced by environmental effects such as sunlight. Skin tone naturally changes with mood, diet, emotional state and lighting. The silicone material is not living; therefore, it will not change with natural skin colour fluctuations and may differ from the client's natural skin tone at various times. Colour swatches will be chosen during the trial stage. At this time, it is important to keep in mind the time of year as colour fluctuates from season to season. It is best to choose a more natural colour. These colours will be used to fabricate the final device. Please note, after the final device is completed, the colour cannot be modified.



## Fine details

Hair, freckles and veins can be incorporated into the final prosthesis. The hair will be embedded in the silicone to enhance appearance and durability. Please note, the silicone prosthesis must be at a minimum of 1.5 mm to accommodate texture.



## Size & shape

It is very important that the size and shape of the device be reviewed thoroughly during the trial stage. Any desired changes must be noted and made during this trial stage two week period. After the final device is completed, the shape cannot be modified.



## Function

The custom silicone products are made to increase the function at every level of interaction: active, passive, social and emotional. Some reinforcement can be incorporated in the prosthesis depending on the needs of the client. For example, wires can be embedded in fingers which will allow them to be manually extended and flexed in different positions to a certain degree.

## Longevity/warranty

The life time of the custom silicone products will vary greatly depending on the activity level of the client and maintenance provided. In general, the prosthesis can last for approximately 3 years. Warranty applies only when the prosthesis is used as intended, without modification and following all manufacturer's recommendations. Ottobock offers a one-year warranty against manufacturing defects.



## Return

We cannot accept returns on custom silicone products as they are unique to your client.

## Chemicals/substances

Some chemicals can affect the structure of the silicone and change its properties. Make sure the client is aware of these chemicals and protect the prosthesis when using them.

### Chemicals to avoid:

- Petroleum
- Solvent/thinner
- Chlorine
- Anti-bacterial soap
- Alcohol
- Acetone
- Natural oils (i.e. coconut, etc.)