

Product Trial	Scheduled Service	Warranty Repair
<div>Ottobock Australia offers 1 week free patient trials, in addition to 1 week travel time to and from Sydney (2 weeks total). A loaner fee of \$850 (Genium) and \$950 (X3) per week applies for each week the unit is outstanding after this time.</div>	<div>Repair / Service Loaners (Within Warranty) Ottobock Australia offers free loaner units for all Genium/X3 knees within the warranty period. An additional period of 10 days is allocated for service changeovers. Delays in changeovers outside of the 10 days will be charged at the full weekly rate of \$850 (Genium) and \$950 (X3) Repair / Service Loaners (Outside of Warranty) Loaner units for Genium/X3 knees not covered by warranty will be charged at the full weekly rate of \$850 (Genium) and \$950 (X3) from the day the unit is sent from Sydney.</div>	
<div>① Section 1 - required for all requests</div>	<div>② Section 2 - required for all Servicing and Warranty related requests</div>	
Required Date*	Serial Number*	
Patient Name / ID*	Fault / Error Description*	
Facility Name *		
Clinician's Name *		
Contact / Email *		
Delivery Address *		
<div>* Required Fields</div>		

Genium (Please select)

3B1=S (pyramid top)
incls. 3B1=S, 3B1-2=S, 3B1-3=S

3B1=ST-S (screw top)
incls. 3B1=ST-S, 3B1-2=ST-S, 3B1-3=ST-S

Genium X3 (Please select)

3B5-3=S
(pyramid top - available for servicing loaner only, trials not available)

3B5-3=ST-S
(screw top - available for servicing loaner only, trials not available)

Genium Tube Adapter (Please select)

2R20-S

2R21-S

2R19-S (X3 only)

Please complete section 1, 2, 3 or 4 to ensure the correct pylon size is supplied

1) Insertion scale value is known	Scale value on inserted pylon is
2) Distance knee-axis	Distance knee-axis to floor
	Ottobock foot type
	Foot size
3) Cut Length is known	Pylon was cut at
4) Pylon Length is known	Pylon length is

Charger and remote

757L16-3=S (Power pack)

4X350=S (Remote)

4E60=S (Charger)