



# ProCarve Prosthetics

## Loaner Request Form

Email form to: [service\\_au@ottobock.com](mailto:service_au@ottobock.com)

Note: All loaners are subject to availability

ottobock.

Reference number:

Office use only

### Product Trial

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 \$390 per week applies for each week the unit is outstanding after this time.

### Scheduled Service

**Repair / Service Loaners (Within Warranty)** Ottobock Australia offers free loaner units for all ProCarve prosthetics 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 \$390.  
**Repair / Service Loaners (Outside of Warranty)** Loaner units for ProCarve prosthetics not covered by warranty will be charged at the full weekly rate of \$390 from the day the unit is sent from Sydney.

### Warranty Repair

① Section 1 - required for all requests

Required Date\*

Patient Name / ID\*

Facility Name \*

Clinician's Name \*

Contact / Email \*

Delivery Address \*

\* Required Fields

② Section 2 - required for all Servicing and Warranty related requests

Serial Number\*

Fault / Error Description\*

### ProCarve

3R2=S ProCarve Prosthetic Knee

### ProCarve Foot

1E2=S ProCarve Prosthetic Foot - **Standard**

1E2=1-S ProCarve Prosthetic Foot - **Stiffer version**

### ProCarve Footshell

4G901 Footshell

### High Pressure Air Pump

755Y68 High-Pressure Air Pump

### Blocking Clip

4G115 Blocking clip

### Case

642V49=S Case

