

Frequently asked questions

C-Brace® (17KO1): After-Sales Service



Quality for life

General information

1 What is the product's lifetime?

The product's lifetime is six years, provided all maintenance services have been carried out every 24 months.

2 Where do I find the C-Brace joint unit serial number?

The serial number, starting with SN, is found on the inside of the joint unit, or on the Bluetooth PIN card. See illustration below.



3 Is there a C-Brace adjustment app for the O&P professional?

“C-Brace Setup” is the adjustment app for O&P professionals, and is currently available for the Android operating system only (Android 5.0 and up) under the following link: www.ottobock.com/setupapp. It can be installed on a Samsung Galaxy Tab A tablet. When connecting the joint unit to the tablet for the first time, the PIN code (found on the Bluetooth PIN card) and internet connection are required.

4 Is there a C-Brace app for the user?

The Cockpit app is available to users for Android (4.1 and up) and iOS (iOS 9.3 and up) under the link www.ottobock.com/cockpitapp. When connecting the joint unit to the tablet or smartphone for the first time, the PIN code (found on the Bluetooth PIN card) and internet connection are required.

5 What is the Bluetooth PIN needed for?

Both the O&P professional and user need the Bluetooth PIN code (unlock PIN) to connect the joint unit to the tablet or smartphone, when using for the first time.

6 Who do I contact if I lose the Bluetooth PIN?

If the Bluetooth PIN card with the Bluetooth PIN and serial number of the component is lost, the Bluetooth PIN for an already connected component can be determined by the O&P professional using the adjustment app. Otherwise please contact your Ottobock sales or customer service representative.

7 Is there an orthosis passport for the C-Brace?

Yes, the orthosis passport contains a list of all components installed in the system. The user should always carry the orthosis passport during air travel. Ottobock also recommends taking a corresponding battery certificate, which is available from your local Ottobock Customer Service.

Maintenance and repair

8 Who do I contact for maintenance or repairs?

For maintenance and repair of the C-Brace joint unit, please contact Ottobock Customer Service.

9 Which components of the C-Brace joint unit have to be sent in for maintenance and repair?


- C-Brace joint unit
- Battery charger
- Power supply

For critical complaints:

- C-Brace joint unit
- Battery charger
- Power supply
- Entire orthosis (only if explicitly requested by the Service Center)

The shipping container for the loaner unit you receive must be reused for sending in the components requiring inspection.

10 Is there scheduled maintenance for the C-Brace joint unit?

Yes, in the interest of patient safety and in order to maintain operating safety and protect the warranty, maintenance (a service inspection) is required **at least every 24 months or 1 million steps**, whichever comes first. If maintenance is due, this is indicated by the  symbol on the control panel of the joint unit, which lights up after connecting the battery charger. This maintenance includes an inspection of the sensors, and replacement of wear and tear parts.

11 How does failing to complete the mandatory maintenance affect the warranty?

The mandatory maintenance must be carried out in order to maintain the validity of the warranty. If subsequent damage to the fitting package has occurred because of failure to comply with the prescribed maintenance, the costs for restoring the functionality of the applicable components shall be billed to the warranty holder and are therefore excluded from the warranty.

12 Is there a grace period for maintenance?

Yes, the manufacturer grants a grace period of no more than one month before or two months after the maintenance due date.

Warranty

13 What warranties can be purchased for C-Brace?

Product	Standard warranty at the time of product purchase (years)	Extended warranty to 6 years can be purchased...		Free condition-based maintenance, no later than in the following month(s)		Free loaner unit during maintenance and repairs	Components covered by the warranty	Grace period for maintenance (months)
		At the time of product purchase	Extension from 3 to 6 years within the first 36 months following the product purchase	Standard warranty 3 years	Extended warranty 6 years			
C-Brace® (17KO1)	3 SP-17KO1=3	✓ SP-17KO1=6	✓ SP-17KO1=3+3	24	24 / 48	✓	<ul style="list-style-type: none"> C-Brace® joint unit Charger and power supply 	-1 / +2

- ▶ All times are based on the date of delivery by Ottobock to the O&P professional, according to the delivery note.
- ▶ Other than that, the manufacturer's warranty terms and conditions of Otto Bock Healthcare Products GmbH apply.

14 What services are included in the different C-Brace warranties?

Services	3-year standard warranty	6-year extended warranty
Free repairs ¹	✓	✓
Complimentary loaner unit <i>During maintenance and repairs</i>	✓	✓
Free 1st maintenance	✓	✓
Free 2nd maintenance	✗	✓
	<p>Your advantage with the 3-year warranty</p> <p>✓ You enjoy full cost transparency over a period of 3 years</p> <p>✓ Optional warranty extension to 6 years*</p>	<p>Your advantage with the 6-year warranty</p> <p>✓ You enjoy full cost transparency over a period of 6 years</p> <p>✓ With the extension, you also continue to save on repair costs and costs of mandatory maintenance incurred in future</p>

1. Repairs do not cover superficial damage and damage resulting from improper use, intent, negligence or force majeure.

*Ottobock offers the option to purchase an extended warranty to six years. You can take advantage of this option for up to 36 months after the delivery date.

Loaner units

15 Who should I contact if a loaner unit is needed?

If you need a loaner unit during maintenance or repairs, contact the after-sales service department.

16 What information is needed for the provision of the loaner unit?

When requesting a C-Brace loaner unit, be sure to specify the serial number and fitting side (left/right/bilateral).

17 What exactly is included in the loaner unit case?

- C-Brace joint unit
- Battery charger
- Power supply
- Bluetooth PIN
- Installation bolts

- C-Brace loaner unit order number:
17KO1=R-OB or 17KO1=L-OB

All components included in the delivery must be sent in for maintenance or repairs (see question 9).

Diagnostic trial tool

We offer a diagnostic trial tool for trial fittings. The trial tool consists of the C-Brace joint unit and a frame that can be adapted to the user.

18 Who should I contact if a trial tool is needed?

If you need a diagnostic trial tool, please contact your Ottobock sales representative.

19 What exactly is included in the trial tool case?

The trial tool consists of the C-Brace joint unit and a frame that can be adapted to the user.

You also receive:

- Battery charger
- Power supply
- Bluetooth PIN

- The trial tool order number:
17KT1=R or 17KT1=L

20 What components does the trial tool case include?

In addition to the C-Brace joint unit, the trial tool case includes the following mechanical components:



- | | |
|-------------------------------------|--------------------------|
| 1 Thigh sleeve | 8 Closure straps |
| 2 Lower leg sleeve | 9 Ankle joint |
| 3 Compensating shoe | 10 Base tube |
| 4 Compensation pad | 11 Lower adjustment unit |
| 5 Thigh pad | 12 Medial support |
| 6 Calf pad | 13 C-Brace joint unit |
| 7 Forefoot plate for foot component | 14 Holder tube |
| | 15 Upper adjustment unit |

21 How long should a trial tool be worn by the user?

Ottobock recommends briefly testing the trial tool for no more than one hour. The attending O&P professional is responsible for a concrete evaluation.

22 Is the user permitted to take the trial tool home?

No, it may only be used under the supervision of the O&P professional.

Please contact your Ottobock sales representative or the after-sales service center for additional information or questions.

My notes

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