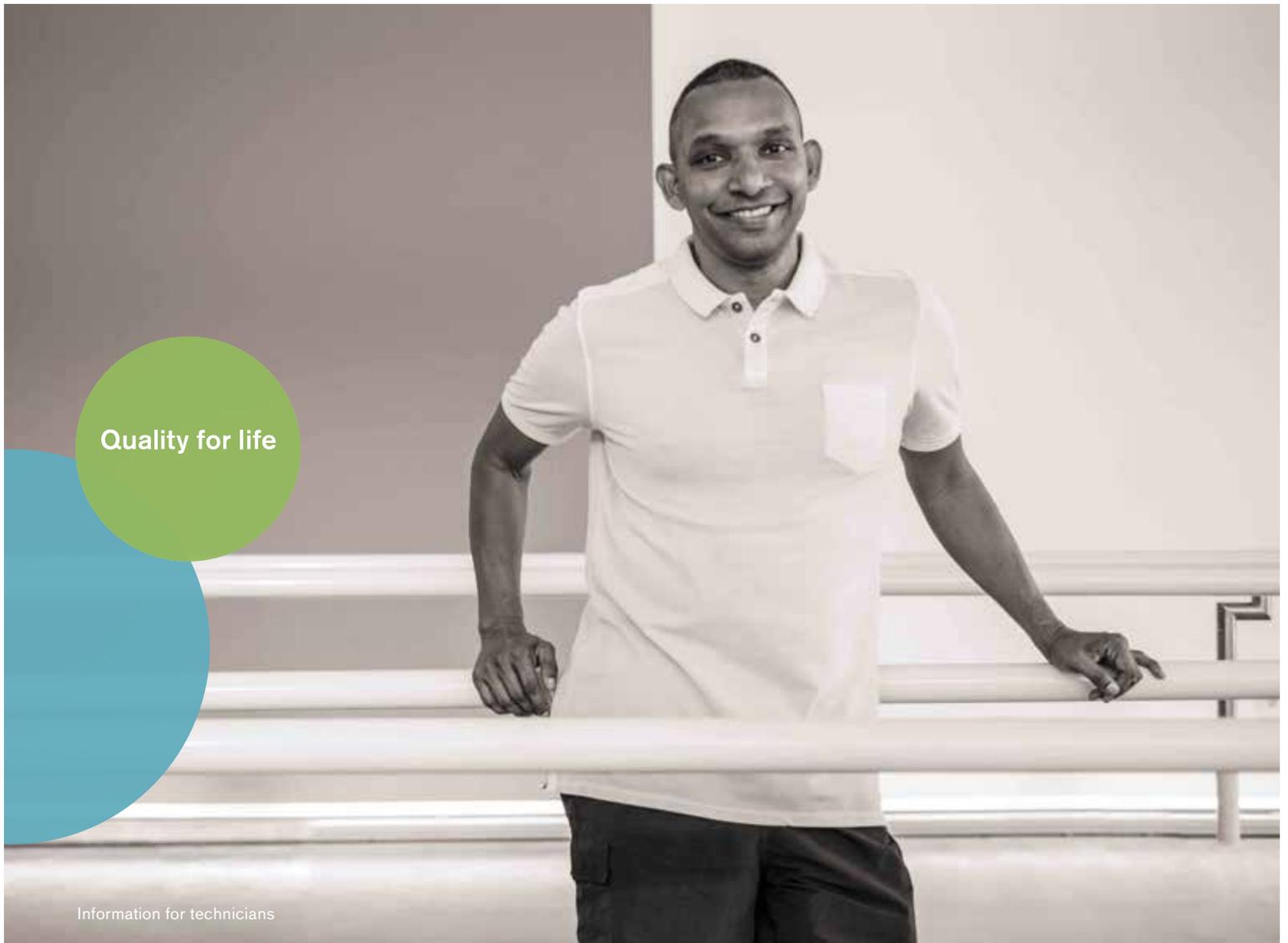


**ottobock.**

# Ottobock warranty options

C-Brace®



Quality for life

Information for technicians

# C-Brace<sup>®</sup> warranty options

Ottobock's warranty packages make life easier for you and your patients. You no longer have to deal with submitting cost estimates or deadline inquiries. Your patients benefit from shorter wait times and comprehensive service with proven Ottobock quality!

No matter which warranty package you choose, you receive free repairs and maintenance during the respective warranty term and a complimentary loaner unit during maintenance and repairs.

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

<sup>1</sup> Repairs do not cover superficial damage, or damage resulting from improper use, intent, negligence, or superior force.

\*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.

# Easy explanations



## What is maintenance?

During maintenance, all product functions are tested, in detail, in incoming and outgoing inspections. Our service technicians also perform the required software and technical updates. If there is imminent or already existing loss of function, the corresponding parts are replaced or repaired, according to the Ottobock service directives. Maintenance also includes cleaning and disinfection.

Maintenance is free of charge during the warranty period. Once the warranty has expired, maintenance is billed based on a cost estimate. For the user's safety, to maintain flawless functionality, and to protect the warranty, the prescribed maintenance should be carried out at least every 24 months.



## What are repairs?

In case of a repair, our service technicians analyze the product and perform a mechanical-functional test. Affected parts are replaced or repaired, according to the Ottobock service directives. Incoming and outgoing inspections, as well as cleaning and disinfection, are also carried out.

Repairs are free of charge during the warranty period. Once the warranty has expired, maintenance is billed based on a cost estimate. Repairs do not cover superficial damage: scratches, indicating signs of use, or damage resulting from improper use, intent, negligence or superior force.



## What is a loaner unit?

A loaner unit is a replacement product. Ottobock provides users with a loaner unit as a substitute while maintenance and repairs are carried out.





# Life's better with a worldwide warranty!

## **Planning reliability and cost transparency**

No matter which package you choose, you will receive a long-term maintenance plan including an overview of the costs involved. This will guarantee your planning reliability.

## **Independence and efficiency**

All maintenance and repairs are handled quickly, easily, and without red tape. You do not have to prepare cost estimates or obtain approvals.

## **Full user mobility**

If maintenance or repairs are due, users will receive a free loaner unit for that period so they can remain mobile.

## **Global validity**

Every C-Brace user, whether at home, on vacation, or on a business trip, can turn to a nearby Ottobock subsidiary, service center, or patient care center should any problems arise. The Ottobock warranty is valid all over the world.

## Reasons for Ottobock Service

Ottobock's service technicians advise you on both maintenance and repairs, and assist with any questions and/or problems. Our experienced professional service technicians examine your specific reason for sending in the product, and provide recommendations and information about technical and software updates. With Ottobock, your patients are safely mobile and the product is always up to date.

## We give you a complete package

When purchasing one of Ottobock's products, be sure to ask about our warranty options. If you have any questions about the warranty options for a specific product, please contact your Ottobock sales or customer service representative.

# Manufacturer's warranty terms and conditions

Manufacturer	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 repair	Components covered by the warranty	Grace period for maintenance (months)
			At the time of product purchase	Within the first 36 months following the product purchase	Standard warranty 3 years	Extended warranty 6 years			
Otto Bock Healthcare Products GmbH	C-Brace® (17KO1)	3 SP-17KO1=3	✓ SP-17KO1=6	✓ SP-17KO1=3+3	24	24 / 48	✓	• 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, in accordance with the delivery note.
- The maintenance services mentioned above are necessary to ensure the continuity of the warranty.
- Please make sure you specify the corresponding order number when purchasing a warranty package.

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.

## 1. Claimant

The present warranty applies to the original buyer purchasing the product from a sales company of the Ottobock Healthcare group ("Ottobock Sales Company") for the benefit of the user provided for ("Buyer"). The Buyer and the first-time user are entitled to assert warranty claims.

The warranty cannot be transferred to a third party.

## 2. Standard warranty

For the Object of the Warranty, Ottobock provides a Standard warranty for a period of three (3) years from the date of delivery by Ottobock to the Buyer in accordance with the delivery note.

### 2.1 Extended warranty

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

- (i) together with the purchase of the product or
  - (ii) by the end of the term of the standard warranty.
- The prerequisite for (ii) is the proper performance of mandatory maintenance in accordance with Clause 3.3.

### General information on the warranty

- Unless stipulated otherwise, all periods commence on the date of delivery by Ottobock to the Buyer (as per the delivery note).
- Where permitted by law, any liability on the part of Ottobock,

particularly for damage caused by the failure to observe required maintenance intervals as well as for all indirect, secondary or consequential damage, shall be excluded.

- Wear and tear parts not expressly covered by the warranty are excluded from such warranty.
- Any costs accruing in connection with the assertion of warranty claims, including but not limited to any travel charges or other expenses, are not covered by this warranty.
- Any warranty claims must 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, an Ottobock Sales Company or an Ottobock authorized service partner ("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 in materials or workmanship and/or functional failures of the Object of the Warranty. Typical and customary wear and tear is not covered by this warranty.

### 3.1 Repair or replacement

If a warranty event applies, Ottobock will, at its own discretion, repair the Object of the Warranty or replace defective parts with replacement parts.

- Ottobock may 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 Authorized Service Partner.
- Replaced parts remain with Ottobock and/or the Service Center

or Authorized Service Partner, with title in such parts passing to Ottobock.

- As for parts repaired or replaced under this warranty, Ottobock provides a new warranty from the time of the repairs or replacement until the end of the purchased warranty.

### 3.2 Loaner unit

If so requested, Ottobock will supply a loaner unit, if and where available.

The provision of a loaner unit is free of charge

- (a) in the case of a justified warranty event for the duration of the repairs or until a new unit has been provided and for the respective shipping times and/or
- (b) if it is determined that this is not a justified warranty event, for the duration from the time that the product is sent in until the relevant notification by Ottobock.

The loaner unit shall be returned immediately following the user's re-fitting, which is to take place within one week of receiving the loaner unit. 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 any other agreed return period, Ottobock may charge a rental fee for each week of the delay in return, according to the terms and conditions in effect at the time.

The loaner unit shall be handled with due care and shall be reasonably protected from any potential damage. Ottobock may demand reimbursement and/or damages should the loaner unit be damaged or lost (including accidentally).

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

### 3.3 Maintenance

The standard or extended warranty includes one or more free maintenance services, the due dates of which are listed in the table above. Such maintenance shall be performed by an Ottobock Service Center, an Ottobock Sales Company or an Authorized Service Partner. If such maintenance is not performed, the warranty will cease to be valid and Ottobock may invoice all costs that are incurred due to, or in connection with, the failure to carry out maintenance.

### 4. Disclaimer

The present product warranty is excluded if:

- a) the defect is not reported to Ottobock, an Ottobock Sales Company or an Authorized Service Partner within thirty (30) days;
- b) the defect is caused by a failure to comply with the instructions for use, inappropriate physical force, external influences, lack of due diligence, improper use, negligent or wilful damage, or force majeure;
- c) the Buyer, user or other 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 Object of the Warranty is 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 is not or has not been carried out in a timely manner.

### 5. 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). Jurisdiction for claims of the Buyer under this warranty shall lie with the courts at the domicile of Ottobock where the Buyer has company status under applicable laws.

### 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:**

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

