

ottobock.

Ottobock Service: Loaner Program.
Serving you and your patients.





Ease of service.

Communication, clear guidelines, and simplicity are the most important aspects of a loaner program. We created a straightforward process including transparent communication for supporting you and your patient while a product is being serviced.

Ottobock's Loaner Program can help fill the gap when a device needs to be assessed for service. Whether service is planned or not, you can depend on our Loaner Program to help provide a component that keeps your patient safe, using the system they depend on.

Our loaner program includes a suite of products that you rely on to provide proven performance.

- C-Leg®, Kenevo, Genium, and X3
- bebionic, DynamicArm, DynamicArm Plus, Michelangelo, and other select Myo products
- Select Harmony® vacuum products
- Mechanical knee families including, but not limited to: 3R31, 3R60, 3R62, 3R80, 3R85
- Hips 7E9 and 7E10
- Meridium and Empower
- C-Brace

Quality components.

You and your patients rely on products like the unmatched C-Leg, Genium, X3, Meridium, and C-Brace to stay independent and mobile. To make sure your loaner is just what you expect, every component must pass a 7-point maintenance review and test before it can be loaned again. Devices are retired when they reach the end of their useful life and we match technology whenever possible – a C-Leg loaner for a C-Leg sent to service – so that patients can rely on familiar functionality.

Simply straightforward.

To use the Ottobock Loaner program, just follow these steps:

- Step 1** Contact service at **1-800-665-3327, option #3**, or email us at **OttobockServiceCanada@Ottobock.com** to request a loaner component.
- By requesting and accepting a Loaner Product, customer agrees to follow the **Ottobock Loaner Program Terms & Conditions**, which can be found on our website. A copy will also be included in your loaner shipment.
- Step 2** The **loaner device will be shipped** with a delivery date based on availability. A shipping label to return the patient's device for service/repair will be included.
- Step 3** **Fit your patient** with the loaner, then **ship** your patient's device to Ottobock in Burlington using the prepaid shipping label.
- Shipping the patient's device within 2 weeks means your patient will spend less time using a loaner and gives Ottobock the best opportunity to make loaners available for other patients.
- Step 4** We **evaluate** and provide a detailed estimate if necessary.
- Step 5** Our loaner program offers **options** for products both **in warranty** and **out of warranty**.
- If your patient's device is **covered under warranty**: Ottobock will **perform all required product updates and services** and **make any repairs** covered under warranty. We'll **promptly return** your patient's device when service is complete.
 - If your patient's device is **no longer covered by warranty**: Ottobock will **contact you** with estimate details. **You decide** whether you want to approve service/repair or decline it to replace the device.* Ottobock only **performs service and/or repairs** when authorized by you** then **promptly returns** your patient's device.
 - Your decision to service/repair or replace the device must be communicated within 30 days. Please note this decision waiting period counts toward the **120 maximum Loaner Term**. Please communicate your decision to us as soon as possible.
- Step 6** Once you **receive your patient's device, or decide not to proceed with repairs, return the loaner** within 2 weeks to Burlington using the included prepaid shipping label.
- We understand patients aren't always available as soon as you receive their device. We also understand sometimes loaners are needed when a patient's device is no longer functioning and insurance approval for a new Ottobock device is pending. Ottobock will proactively work with you in circumstances where 2 weeks is not enough time.
 - If the loaner is not returned within 120 days, loaner replacement fees will apply.
 - Returning loaners as soon as reasonably possible, ideally within 2 weeks, gives Ottobock the best opportunity to make loaners available for other patients.

Important Notice:

120 days is the maximum product Loaner Term. The Loaner Term starts on the day the Loaner Product is shipped to you. It will pause while the patient's product is actively being repaired, and will un-pause on the date the patient's product is shipped back to you. Please note - the Loaner Term will not pause while we wait for a decision on an outstanding repair or service estimate.

If the patient's device is not shipped or the loaner is not returned within 120 days, loaner replacement fees will apply. The replacement fee is equal to the then current list price for the outstanding loaner product and related accessories, minus any applicable discounts.

*Ottobock manufacturer has set service lifetimes, which differ from product to product. If a device has passed its service lifetime, no repairs or service can be performed, and the device will be returned to you.

**When performing out of warranty repairs, Ottobock manufacturer may require service updates to ensure medical device is up to current safety & reliability standards.

Need a general service quote on an out-of-warranty device?

Ottobock can provide a quote for manufacturer-required updates based simply on a device's serial number. This means you don't have to send the device in for a physical inspection. This kind of quote can be helpful if (1) your patient's device seems to be working properly and (2) you're working with an insurance payer on deciding whether to upgrade to a new device or update an old one.

We'll also check the device's service lifetime. If a device has passed its service lifetime, we'll supply you with a letter explaining that it can no longer be serviced or repaired.

A physical inspection, while utilizing our loaner rental program, will always provide the most accurate estimate. But often the general service quote and service lifetime check can be enough to accomplish your goals without needing to send us the patient's device.

Contact your sales rep or call our service team at 800-665-3327, option #3 to learn more.

Need help with reimbursement of service costs or a new device?

Contact Ottobock's reimbursement support team at 800-328-4058 (ask for reimbursement support) or reimbursement911@ottobock.com

