

# Empower – Frequently asked questions (FAQs)

After-Sales Service



Quality for life

# General

## 1 What is the product's overall life time?

5 years (maintenance after 24 and 48 months from the date of delivery, can extend the lifetime to 6 years)

## 2 Where can you find the serial number of the Empower feet?

The serial number can be found on the product itself, underneath the battery — please see picture below:



## 3 Are there any shipping terms to consider?

Yes, please be aware that the lithium-ion batteries are subject to special shipping condition. Damaged batteries should only be returned on request of the Ottobock Service Center and under specific shipping regulations. For shipping instructions please contact your local Ottobock Customer Service or your Ottobock sale representative. Batteries are considered as hazardous materials and failure to follow proper shipping regulations can lead to interrupted shipments. Please do not return the damaged or defective battery, but place a new order via the standard ordering process.

## 4 What are wear and tear parts of the Empower foot?

- Battery  
Please note that the battery is covered by a 12-month limited warranty. If a new battery is required, please follow the shipping terms mentioned in FAQ 3.
- Foot shell  
The foot shell is not covered by the warranty.

## 5 Where can the Empower adjustment software (tuning app) be found?

The adjustment software of Empower is not available in an app store. Therefore, a tablet with preinstalled adjustment software is part of the scope of delivery. All loaner and trial units cases include a tablet with installed software as well.

## 6 What about the compatibility of the adjustment software (tuning app)?

The software is only tested and verified for Samsung Galaxy Tablet 4. Compatibility with other devices cannot be guaranteed. In case an additional Samsung Galaxy Tablet 4 is needed, please order it using the part number 560X11=V2.

# Maintenance and repair

**7 Who is the single point of contact for maintenance and repair?**

For maintenance and repair of all Empower feet, please contact your Ottobock branch.

**8 Does Ottobock cover the 24-month maintenance for an Empower foot which was sold via BionX or external distributor?**

Ottobock will take over the responsibility of maintenance and repair, but doesn't cover the costs occurred. The Ottobock Service Center will prepare a cost estimate.

**9 What components of the Empower foot have to be sent in for maintenance and repair?**

- Empower (ankle and carbon foot)
- Battery (upon request)
- Battery charger (upon request)

**10 What happens if the mandatory maintenance service between the 36th and 48th month is not carried out?**

The mandatory maintenance services must be carried out in order to maintain the validity of the warranty. If consequential damages to the fitting package have occurred due to a failure to comply with the specified maintenance intervals, the warranty holder will be charged with the costs for restoring the functionality of these parts, and these will thus be excluded from the warranty.

**11 Is there a grace period for maintenance?**

Yes, the grace period for maintenance is one (1) month before and two (2) months after the due date.

# Warranty

**12 When does the warranty take effect – when does it begin?**

The Ottobock Empower warranty takes effect starting with the date of delivery by Ottobock – see delivery note.

**13 Does Ottobock offer a spare part warranty?**

For parts repaired or replaced under this warranty, Ottobock provides a new warranty on such parts of two (2) years from the repairs or replacement or until the end of the applicable warranty period, whichever is later. This applies also if all of the warranted components are replaced.

**14 What does the 3-year/6-year/3+3-year warranty include?**

- Justified repairs
- Free of charge loaner units during maintenance and repair
- Free but mandatory maintenance after 24 months (3-year warranty) and after 24 and 48 months (6-year/3+3-year warranty)

# Loaner and trial units

## 15 What exactly is included in the loaner case?

The loaner unit case includes:

- Empower (ankle and carbon foot)
- Two batteries (upon request)
- Battery charger (upon request)
- Tablet with adjustment software (upon request)

For repair or maintenance, the entire solution (see FAQ 9), is required to be sent into the MASC Duderstadt. For trial fittings we also offer a case with all the above-mentioned components.

## 16 Who should I contact if a loaner or trial unit is required?

In case you need loaner units for the period of maintenance and repair or trial units for trial fitting and marketing purposes, please contact your Ottobock sales representative or the Ottobock Customer Service.

# Training and certification

## 17 Who should I contact to get more information about training and certification?

For O&P professional training, please contact your Ottobock sales representative.

**If you have any further questions or concerns please contact your Ottobock sales representative or your local Ottobock Customer Service.**