

Genium

Service pass



Quality for life



Genium warranty package

Protection, safety, service

Ottobock offers two warranty packages: a three-year warranty (which can be extended to six years) and a six-year warranty.

The three-year warranty package includes:

- Three-year manufacturer warranty (extendable to six years)
- Repair costs*
- Service inspection in month 24
- Service unit during the repair and service inspections

The six-year warranty package includes:

- Six-year manufacturer warranty
- Repair costs*
- Service inspections in month 24 and 48
- Service unit during the repair and service inspections

This service pass gives you an overview of your Genium fitting and when it is due for servicing. Please include this service pass whenever you send the product in for repairs or service inspections.

* Superficial damage and damage resulting from improper use, intent, negligence or force majeure are not covered.

Warranty and service

Service inspections

- ▶ As part of the warranty, Ottobock will ensure that the Genium remains fully functional. All parts subject to the warranty are serviced in conformity with the service directives. Repairs and replacements are included in case of actual or probable functional failure.
- ▶ The Genium three-year warranty package includes a service inspection in month 24, free of charge. The Genium six-year warranty package includes a service inspection in months 24 and 48, free of charge. These inspections must be carried out to maintain the validity of the warranty.
- ▶ The dates for the service inspections are based on the date of delivery from the factory. The service inspections may be conducted no earlier than one month before and no later than two months after the due date.
- ▶ After the warranty has expired, the service inspections are billable and quotations are provided upon request (the dates shown for service inspections in the cockpit app may deviate slightly and are for information only).

Repairs

- ▶ Repairs are free of charge during the warranty period. Damages resulting from improper use (i.e., any use that contravenes the provisions contained in the instructions for use) are an exception. Such repairs and any repairs carried out after the warranty has expired will be charged at cost as quoted.

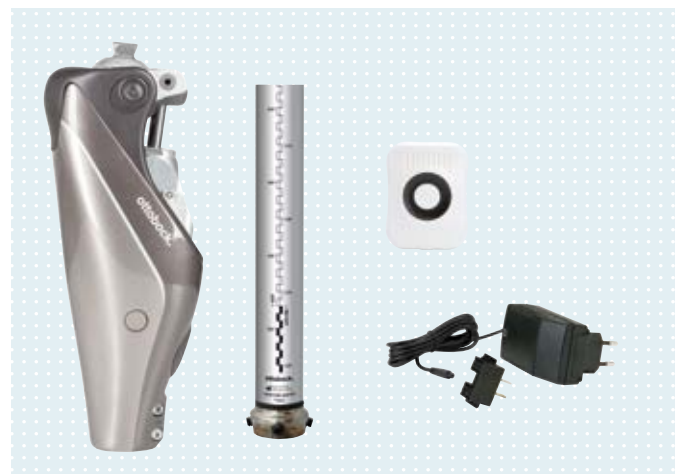
Service unit

- ▶ Ottobock will provide a replacement service unit (consisting of knee joint, tube adapter, inductive charger and AC adapter) for the duration of all repair work and service inspections carried out during the warranty period. This also includes the costs for shipping the service unit, as well as for shipping the serviced components of the Genium to the prosthetic fitting facility. Once your components have been checked by Ottobock and returned to you, please send the service unit back immediately. Failure to do so may incur rental costs in accordance with the terms and conditions of the warranty.

Warranty extension

- ▶ If a three-year warranty was obtained with the purchase of the Genium knee joint, a six-year warranty can be purchased at a later date. However, the extension must be applied for, at the latest, before the end of month 36 following the date of delivery.

The enclosed warranty terms and conditions also apply.



- ▶ The following components must always be returned for service and repair work:
 - Genium knee joint with attached AXON tube adapter
 - Inductive charger
 - AC adapter
 - Service pass
- ▶ The Genium service pass is part of your technical documentation and must be enclosed whenever you send your unit in for service inspections and repairs.
- ▶ The shipping container for the service unit you receive must be reused for sending in the components requiring inspection.

Service pass

Genium - Prosthetic Knee Joint

Date of delivery

Purchaser's name

Name and address of the patient

Certified technician

Address

Patient data

Height

Weight

Date of birth

Type of prosthetic foot

Gender

Size of prosthetic foot (cm)

Genium knee joint serial no.

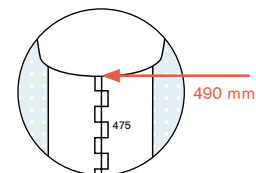
AXON tube adapter serial no.

Please state if you require a Genium service unit (loaner knee).

Genium knee joint type
(3B1-3, 3B1-3=ST)

AXON tube adapter type
(2R20/2R21)

Insertion length of the
AXON tube adapter



In the interest of patient safety and in order to maintain operating safety and protect the warranty, a service inspection is required every two years after delivery. This service inspection includes an inspection of the sensors and the replacement of wear parts. In the following boxes, our Service Center will confirm that the service has been carried out properly. **This documentation is required to maintain the warranty.** Keep this document in a safe place and enclose it with the supplied Genium each time it is sent in for a service inspection. The following components must be enclosed each time the unit is sent in for servicing or repair work: Genium knee joint with attached AXON tube adapter, inductive charger, AC adapter and service pass. The shipping container for the service unit you receive must be reused for sending in the components requiring inspection.

Service inspections (to be filled in by Ottobock Service Center)

Service no. 1

In 24th month following delivery
(included in three/
six-year warranty)

Date	Stamp/signature
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Service no. 2

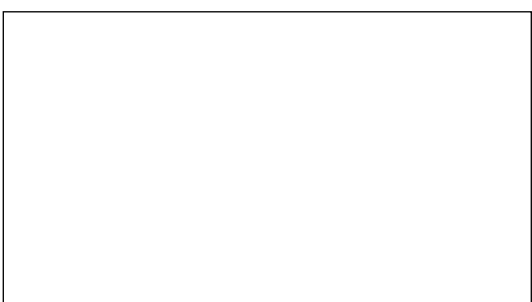
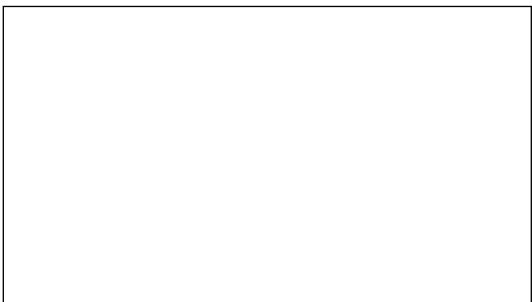
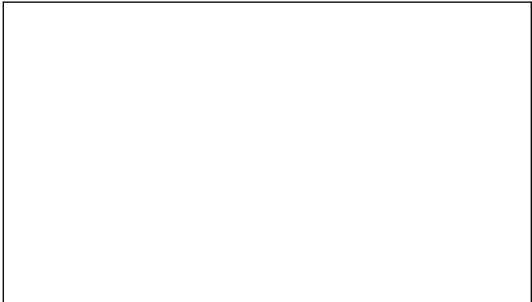
In 48th month following delivery
(included in
six-year warranty)

Date	Stamp/signature
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Later service

Date	Stamp/signature
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In order to document your product, use the following boxes to affix the barcode labels of the articles that were supplied with your Genium.



Warranty terms and conditions

Otto Bock HealthCare Products GmbH (Ottobock) assumes the following warranty. Any services within the scope of this warranty are performed exclusively by Ottobock, by a foreign Ottobock branch or by a service contract partner authorised by Ottobock.

1. Components included

The warranty applies to the following components of the Genium:

- Genium knee joint
- AXON tube adapter
- Inductive charger with AC adapter

All other components of the Genium do not fall within the provisions of this warranty.

2. Claimant

The warranty applies to the purchaser named in the service pass. The warranty cannot be transferred to a third party. However, the user of the Genium bought by the purchaser is entitled to assert warranty claims instead of the purchaser.

3. Warranty period and assertion of warranty claims

The warranty will take effect from the date of delivery according to the delivery note (day of delivery by Ottobock to the purchaser).

The standard warranty is valid for 36 months starting from the date of delivery by Ottobock. This requires the performance of one included service in month 24 following the date of delivery by Ottobock.

The extended warranty is valid for 72 months starting from the date of delivery by Ottobock. This requires the purchase of a six-year warranty tariff at the latest before the end month 36 following the date of delivery of the Genium by Ottobock. The extended warranty also requires the performance of one included service each in month 24 and 48 following the date of delivery by Ottobock.

If subsequent damage to the fitting package has occurred because of failure to comply with the prescribed service intervals, the costs for restoring the functionality of the applicable components shall be billed to the warranty holder and are therefore excluded from the warranty.

Warranty claims must be asserted no later than one month after the occurrence of the warranty incident.

4. Warranty services

During the warranty term, Ottobock will ensure that the Genium remains fully functional by

- replacing or repairing all components that fall under the warranty in the case a failure of function has occurred or is likely to occur,
- providing a free Loaner Service Unit (service knee joint including service tube adapter, if required with service AC adapter, service battery charger) for the time required for the repair upon request.

For replacements or repairs that are carried out within the scope of the warranty, Ottobock has the choice to use new or like-new parts.

Once the joint has been inspected and returned, the service unit must be returned within the period specified in the general terms and conditions.

If there is a delay in the return of the service unit, Ottobock shall charge usage fees in accordance with the general terms and conditions.

Ottobock shall bear the costs of shipping the service unit as well as the inspected components of the Genium to the prosthetic fitting facility. All other costs shall be borne by the purchaser. All products and individual components that are replaced become the property of Ottobock.

5. Prerequisites for the utilisation of this warranty

Utilisation of this warranty requires that

- a) the Genium is used by only one user,
- b) in case of actual or probable functional failure, the purchaser immediately gives Ottobock, a foreign Ottobock branch or a service company authorised by Ottobock, the opportunity to perform the warranty services, unless a delay in time does not increase the extent and costs of the required warranty services,
- c) the prosthetic fitting facility has observed the instructions for use, especially with regard to the specifications based on user weight, degree of mobility, etc.,
- d) no work been performed on the Genium knee joint, AXON tube adapter and inductive charger with AC adapter by a third party not authorised by Ottobock,
- e) the purchaser includes a detailed description of the problem when returning the product,
- f) the product has not been used improperly and no unusual adaptations have been made,
- g) the service pass has been filled in completely and is included with the returned Genium.

6. Spare parts

The spare parts delivered or installed by Ottobock within the scope of the warranty also fall within the provisions of the warranty for the remaining warranty period.

7. Force majeure, use of non-authorized spare parts

In cases of functional failure due to force majeure or the use of spare parts which have not been authorised by Ottobock, the warranty does not apply.

8. Place of jurisdiction

If the purchaser is a merchant, the place of jurisdiction shall be the domicile of Ottobock.

9. Other contractual claims

Other contractual claims to which the purchaser is entitled against Ottobock shall remain intact.

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