

**ottobock.**

# Ottobock manufacturer's warranties

Human Mobility

Valid from 1st of January 2020

Quality for life

Information for dealers

# Definition of Terms

## Statutory warranty

The statutory warranty is defined by law and is 24 months for new goods. It covers damage that the goods had at the time of the delivery (that is on purchase / handover). The statutory warranty applies only to these damages that were already present at the time of purchase / delivery and NOT for damages that have arisen in the course of use.

## Manufacturer warranty

The manufacturer warranty is a voluntary service of the manufacturer (manufacturer's warranty) or the dealer (dealer's warranty). These can freely determine duration and conditions. It does not matter if a defect existed from the beginning or did not arise until later. Wear & tear parts such as batteries are usually excluded from the warranty. The warranty is not regulated by law. It is often guaranteed that the product will work for the stated life time expectancy, if the customer uses it as intended. The statutory warranty will always remain in place.



Ottobock products made in Germany  
Here you get an exclusive insight  
behind the scenes of our production  
in Königsee, Germany.



# Terms & Conditions

## Statutory Warranty

- 24 months

## Manufacturer warranty

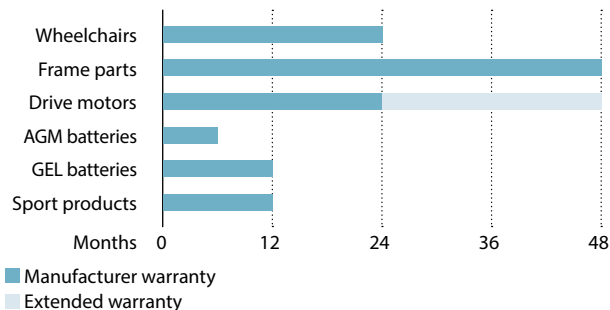
- 24 months on wheelchairs (manual, power, kids)
- 48 months on frame parts
- 24 months on drive motors
- 48 months on drive motors for selected products\*
- 12 months on sport products
- 24 month for accessories (for exceptions see accessories IFU)

\* Products and exceptions can be found in the current sales information.

## Manufacturer warranty on batteries

- 6 months on AGM batteries (at 80% capacity)
- 12 months on GEL batteries (at 80% capacity)

## Manufacturer warranty for Ottobock products



General: For parts repaired or replaced under this warranty, then they will only be covered by the remaining warranty period of the product.

That is: if a part is changed after 18 months, the 24-months manufacturer warranty from the day of purchase are still valid, the part only has another 6-months manufacturer warranty.

Measures which the seller carries out on the basis of a warranty claim under the manufacturer's warranty (e.g. replacement of parts) and which have no manufacturing or material defect as a cause, does not justify any legal claims arising from a defect-related warranty (Example: If a part is changed under the manufacturer's warranty, the statutory warranty does not start necessarily again for 24 months).

### Prerequisites

- For every claim the serial number of the complete product must be specified
- The failure / problem should be described in as much detail as possible (including photos, what was the users doing at the time, symptoms, possible cause and if the chair has been in use for more than 12 months a copy of the service history)
- You will then need to order a replacement part
- Once a complaint has been logged the customer will be issued with a returns number which will need to be quoted in all future correspondence

### Exclusions

- Normal wear & tear, including e.g. tires, casters, ball bearings, textile covers, arm support pads, carbon brushes, lights
- Accidental damage or Incorrect use

## Improper handling and use

- Damage resulting from accident, negligence or improper and inappropriate handling and non-specific use
- Exceeding the gross vehicle weight (conversions, attachments, user weight, luggage)
- Adjustments, changes, modifications, installations or other work on the product without approval of the manufacturer (including use or connection of the product with inappropriate or non-approved parts)

### Exclusions for batteries

- Damage resulting from charging not as described by the manufacturer or with a charger not approved by the manufacturer
- Damage due to deep discharge
- Damage resulting from unauthorized battery replacement
- Damage caused by unauthorized modification of the product
- Damage from a change in the charging characteristic

