Kenevo
Service Pass

Quality for life

Information for practitioners
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*
- Condition-based service inspection, in the 36th month at the latest
- Service unit for use during repairs and service inspections

**The six-year warranty package includes**
- Six-year manufacturer warranty
- Repair costs*
- Condition-based service inspections, every 36 months at the latest
- Service unit for use during repairs and service inspections

This Service Pass gives you an overview of your Kenevo fitting and when it is due for servicing. Please enclose this Service Pass whenever you send the product in for repairs or a service inspection.

*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 limited warranty, Ottobock will ensure that the Kenevo – Prosthetic knee joint remains fully functional. All parts subject to the limited warranty are serviced in conformity with the service directives. In case of actual or probable functional failure, repairs and replacement parts are included.
- The Kenevo three-year warranty package includes a condition-based service inspection in the 36th month at the latest. The Kenevo six year warranty package includes condition-based service inspections every 36 months at the latest. These inspections must be carried out to maintain the validity of the limited warranty.
- The dates for the service inspections are based on conditions. The service inspections may be conducted no later than two months after the first maintenance note by the knee joint. Detailed information is provided in the Instructions for use.
- After the limited warranty has expired, service inspections will be charged at cost, with quotations provided on request.

Repairs
- During the limited warranty period, repair costs are included except for repairs of damages resulting from improper use, i.e. any use that contravenes the provisions contained in the instructions for use. Such repairs and any repairs carried out after the limited warranty, has expired will be charged at cost according to quotation.

Service unit
- Ottobock will provide a replacement service unit (consisting of knee joint, inductive charger, AXON tube adapter and AC adapter) for the duration of all repair work and service inspections carried out during the limited warranty period. This also includes the costs for shipping the service unit, as well as for shipping the serviced Kenevo components of the prosthetic fitting facility.
- Once the Kenevo components have been inspected by Ottobock and returned to you, please send the service unit back immediately. Failure to return the service unit will result in a replacement fee for the unreturned unit.

Extending the warranty
- An initial three-year warranty package can be extended to a six-year warranty package. However, the extension must be purchased at the latest, before the end of the 30th month following the date of delivery.

The enclosed terms and conditions of the limited warranty also apply.

- The following components must be enclosed each time the unit is sent in for service and repair.
  - Kenevo Knee Joint
  - Inductive Charger
  - AXON Tube Adapter
  - AC Adapter
  - Service Pass

- The Kenevo Service Pass is part of your technical documentation and must be enclosed whenever you send the product 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
Kenevo – Prosthetic knee joint

Date of delivery  Purchaser's name
Name and address of the user  Certified prosthetist
Address

User information
Height  Weight
Date of birth  Type of prosthetic foot
Gender  Size of prosthetic foot (cm)

Kenevo Knee Joint serial no.  AXON Tube Adapter serial no.

When requiring a Kenevo service unit (loaner knee joint), please provide the following information.
Kenevo Knee Joint type (3C60 / 3C60=ST)  Length of AXON Tube Adapter

In the following boxes, our Service Centre will confirm that the service has been carried out properly. This documentation is required to maintain the validity of the limited warranty. Keep this document in a safe place and enclose it with the supplied Kenevo Knee Joint whenever it is sent in for a service inspection. The following components must be included each time the unit is sent in for servicing or repair work: Kenevo Knee Joint with AXON tube adapter, inductive charger, AC adapter and service pass. The shipping container for the service unit you receive must be used for sending in the components requiring inspection.

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

Service no. 1
Date  Stamp/Signature

Service no. 2
Date  Stamp/Signature

Later service(s)
Date  Stamp/Signature

Later service(s)
Date  Stamp/Signature
In order to document your fitting, use the following boxes to affix the barcode labels of the articles that were supplied with the Kenevo – Prosthetic knee joint.
Terms and conditions of warranty

Otto Bock HealthCare Products GmbH (Ottobock) provides the following limited warranty. Ottobock warrants all of its products and services, to the original purchaser, to be free from defects in materials and workmanship. This warranty applies, subject to normal wear and tear, when the products are used as intended, without unapproved modifications, following all Ottobock instructions and requirements; and when they are fitted by or under the direct supervision of certified/licensed practitioners who meet all Ottobock product-specific training requirements for a given product. Any products or services that fall within the scope of this limited warranty must be performed exclusively by Ottobock, by a foreign Ottobock Branch or by a service contract partner authorized by Ottobock.

1. Components included
This limited warranty is valid for the following Kenevo components:
- Kenevo Knee Joint,
- AXON Tube Adapter,
- Inductive Charger,
- AC Adapter
All other Kenevo components do not fall within the provisions of this limited warranty.

2. Claimant
The limited warranty applies to the purchaser named in the Service Pass. The limited warranty cannot be transferred to a third party. However, the end user of the Kenevo bought by the purchaser is entitled to assert warranty claims in the place of the purchaser.

3. Limited warranty period and assertion of limited warranty claims
The limited warranty will take effect from the date of delivery according to the delivery invoice (day of delivery by Ottobock to the purchaser).
- The limited warranty is valid for 36 months starting from the date of delivery by Ottobock. This requires the performance of a condition-based service inspection in the 36th month at the latest.

The service inspections may be conducted no later than two months after the first maintenance note by the knee joint. Detailed information is provided in the Instructions for use.
- The extended limited warranty is valid for 72 months starting from the date of delivery by Ottobock. This requires the purchase of a six-year limited warranty at the latest before the end of the 30th month following the date of delivery by Ottobock.
- The extended limited warranty also requires the performance of condition-based service inspections every 36 months at the latest. The service inspections may be conducted no later than two months after the first maintenance note by the knee joint. Detailed information is provided in the Instructions for use.

If the care package happens to appear consequential damage due to violation according to the described mandatory service intervals, production costs will be charged for the functionality of these items to the guarantee owner and are therefore no subject for guarantee.

4. Limited warranty services
During the limited warranty period, Ottobock shall ensure that the Kenevo – Prosthetic knee joint remains fully functional by replacing or repairing parts covered by the limited warranty at the discretion of Ottobock in case of actual or probable functional failure, providing upon request a cost-included service unit (service knee joint with tube adapter, service AC adapter and inductive charger if required) for the duration of the necessary repair work. Ottobock’s sole obligation under this limited warranty shall be to repair, replace, or refabricate at no charge, or to refund the cost of the Kenevo – Prosthetic knee joint or component thereof to the original purchaser, at Ottobock’s sole discretion. For replacements or repairs that are carried out within the scope of this limited warranty Ottobock has the choice to use new or as-new parts. Once the joint has been inspected and returned, the service unit must be returned promptly to Otto Bock HealthCare US. If the service unit is not returned, Ottobock shall charge a replacement fee.
Ottobock shall bear the costs of shipping the service unit as well as the inspected Kenevo components 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 limited warranty
Utilisation of this warranty requires that:

a) the Kenevo – Prosthetic knee joint 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 authorized by Ottobock, the opportunity to perform the 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 repairs or alterations have been made to the Kenevo knee joint, AXON tube adapter, the inductive charger or the AC adapter by third parties not authorized by Ottobock, 
e) the purchaser includes a detailed description of the problem when returning the knee joint, 
f) the Kenevo has not been used improperly and no unusual adaptation technique has been applied, 
g) the Service Pass has been filled in completely and is included with the returned Kenevo components. 
h) This limited warranty does not cover test sockets, or damage due to accidents, neglect, misuse or operation beyond capacity, parts damaged by improper installation, substitution of parts not approved by Ottobock, any alteration or repair by others that, in Ottobock’s judgment, materially or adversely affects the product or part.

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

7. Acts of god, use of non-authorised spare parts
In cases of functional failure due to acts of God or the use of spare parts which have not been authorized by Ottobock, the limited warranty shall be deemed null and void.

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 vis-a-vis Ottobock remain unaffected by these terms and conditions.

10. Exclusions
The express warranties set forth hereinafore are in lieu of all other warranties express or implied, including without limitation, any warranties of merchantability or fitness for a particular purpose, and all such other warranties are hereby disclaimed and excluded by Ottobock. In no event shall Ottobock’s liability of any kind include any special, incidental or consequential damages, even if Ottobock shall have been advised of the possibility of such potential loss or damage.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

Please refer to the Ottobock website or product/service price list for additional warranty information or contact your local Ottobock sales office.