

# EXPORT COMMERCIAL WARRANTY TERMS (Components and materials) SPD-00234 rev 2

These commercial warranty terms complete our general sales conditions SPD-00724 EN defining the legal warranty and our product repair and return conditions.

## 1 - WARRANTY AND PRODUCT LIFE

Warranty and product life are two different and complementary concepts.

- The lifetime is indicated in the device's Instruction For Use.
- In case this information is not defined in the IFU, the actual useful life is ultimately determined by the CPO upon request of the device's owner (i.e., the patient or the insurer).
- While the device is in use, device's functionality and condition might be assessed by the CPO periodically or stated otherwise in the IFU.
- We recommend the CPO to consider the device's functionality and operating conditions after the end of the period of use in order to then carry out a replacement if necessary.

Product	Standard Warranty duration	Manufacturer training required	Extended Warranty available	Service required (*)	Notes
Lower Limb Prosthetics					
Micro Processor Knees					
PROTEOR QUATTRO	3 years	Yes	Two extended warranty options at a cost A - 2 year warranty extension B - 3 year warranty extension	In the case of extended warranty A - 1st service at 36 months - one month before the anniversary date, two months after B - 2nd service at 54 months - one month before the anniversary date, two months after	Contact our Sales Department
PLIE 3	3 years	Yes	2 years warranty extension to be subscribed within 12, 24 or 36 months	Control & maintenance every year. (Revisions at 12 & 24 months)	Contact our Sales Department
HYBRID export	3 years	Yes	Yes	Control & maintenance every 2 years	Contact our Sales Department
ALLUX	2 years	Yes	Yes	Control & maintenance in year 2	Contact our Sales Department
SYNSYS	3 years	Yes	Yes	3 years warranty extension to be subscribed within 12 months of purchase	1st service at 24 months or after one million cycles of use In the case of extended warranty 2nd service at 48 months or two million cycles of use
Accessories (charger...)	1 year	No	No	No	
Hydraulic, pneumatic knees					
HYDEAL	3 years	No	No	No	Mechanical and hydraulic part. Mechanical looseness after 12 months is not covered by warranty because it is due to normal wear and tear of the product.
MATIK	3 years	No	No	No	
HYTREK	3 years	No	No	No	
SYMPHONY	2 years	No	No	No	
Genoux mécaniques / Mechanical knees					
Mechanical knees	3 years	No	No	No	Mechanical and hydraulic part. Mechanical looseness after 12 months is not covered by warranty because it is due to normal wear and tear of the product.
Sport knee					
EASY RIDE	1 year	No	No	No	Warranty only for manufacturing defect, assembling error. No warranty for wear and tear (seals or any other wearing part and shock absorber).
Microprocessor ankles					
KINNEX 2.0	3 years	Yes	Yes, 2 or 3 years warranty extension at a cost to be subscribed within 12 months of purchase	No	Contact our Sales Department
Mechanical ankles					
KINTERRA	3 years	No	No	No	



**EXPORT COMMERCIAL WARRANTY TERMS (Components and materials)**

Product	Standard Warranty duration	Manufacturer training required	Extended Warranty available	Service required (*)	Notes
<b>Feet</b>					
S.A.C.H. feet, Dynastep Single Axis Foot, 3 parts foot	1 year	No	No	No	Defects of appearance showing after 6 months are not systematically covered by warranty because they depend on the product use.
Energy Storing Feet with removable foot shell. K2, K3, K4 activity level. Dynatrek, Shockwave, Sierra, Highlander, Agilix, Pacifica, Pacifica LP, Dynacity. Rush HiPro, Rush Rampage, Rampage LP, Rogue 2, Rush EVAQ8, Rush H2O, Rush Rover	3 years	No	No	No	Manufacturing defect in the Composite Fiber structure.
RUSH Chopart	3 years	No	No	No	
Pediatric foot RUSH Kid	2 years	No	No	No	
Sport foot Easy Run	1 year	No	No	No	
Geriatric foot Gery (1A200)	1 year	No	No	No	
Foot shell	6 months	No	No	No	Aesthetic aspect defect.
<b>Structural components</b>					
Adapters, tube, Lamination anchors,	3 years	No	No	No	
Rotator	2 years	No	No	No	
<b>Liners</b>					
Keasy	2 years	No	No	No	Small defects of appearance are inherent to Keasy and not covered by warranty.
Silicone Liners : Silitouch	6 months	No	No	No	Silitouch liners may be returned for a refund within 30 days if they are returned in a clean condition comparable to that in which they were delivered, uncut and in their original packaging.
Gel Liners Stepline Plus	6 months	No	No	No	
Stump Socks Silosheath	3 months	No	No	No	
<b>Orthotics</b>					
<b>Straps</b>					
2X	6 months	No	No	No	
<b>Articulations</b>					
KIT ODRA	1 year	No	No	no	Lining and finishing's wear is a normal wear and is not covered by the warranty
<b>Fabrication Materials</b>					
<b>Chemical Products</b>					
All products	3 months	No	No	No	Claims are admissible if the storage conditions and implementation are met.
<b>Others products</b>					
All products	2 years	No	No	No	Claims are admissible if the storage conditions and implementation are met.