

Ottobock repair request form.

ottobock.

Please complete this form in its entirety and submit by clicking the "Email Form" button, or by printing and shipping with the device to the below address:

Ottobock-Great Lakes Building Attn: Service Department
3820 West Great Lakes Drive, Salt Lake City, UT 84120

Practitioner Information		Ship To Information	
Customer Number:		Facility:	
Practitioner Name: <small>*Required Field</small>		Address:	
Practitioner Email: <small>*Required Field</small>		City:	
CC Email:		State:	
Practitioner Phone: <small>*Required Field</small>		Zip Code: <small>*Required Field</small>	
Facility Fax Number:			

Patient and Device Information	
Patient Last Name, First Initial:	
Patient Device: <small>*Required Field</small>	
Device Serial Number:	
Pylon Length:	
Pylon Serial Number:	
Remote Lot #:	
Charger Lot #:	
Additional Items:	

PLEASE NOTE:
for microprocessor knees, we require sending in the pylon, remote, and charging system. This will expedite the service process and assist with faster turnaround times. Thank you for choosing Ottobock!

Loaner Required: Yes No Loaner Pylon Required: Yes No Loaner Charger Required: Yes No

All loaners will be scheduled to the next available date based on volume and availability.
If you require a loaner urgently, please contact After-Sales Service at 800-328-4058.

Why is the device coming in for repair?

*Required Field

To check the status of a repair, please call Ottobock After-Sales Service at 800-328-4058 or email us at USAAfterCare@ottobock.com.