

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

Customer Number:

Practitioner Name:

**Required Field*

Practitioner Email:

**Required Field*

CC Email:

Practitioner Phone:

**Required Field*

Facility Fax Number:

Ship To Information

Facility:

Address:

City:

State:

Zip Code:

**Required Field*

Patient and Device Information

Patient Last Name,
First Initial:

Patient Device:

**Required Field*

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 USAfterCare@ottobock.com.