

## E. Enquiries and our contact details

If you have an enquiry or you wish to claim under this Warranty, please contact your nearest Cochlear distributor, or Cochlear at one of the **customer service** addresses nearest to you listed below.

Customer Service: Cochlear Asia Pacific	Customer Service: Cochlear Europe, Middle East and Africa	Customer Service: Cochlear Americas	Customer Service: Latin America
1 University Avenue Macquarie University NSW 2109 Australia	6 Dashwood Lang Road Bourne Business Park Addlestone Surrey KT152HJ UK	10350 Park Meadows Drive Lone Tree CO 80124 USA	International Business Park Building 3835, Office 403 Panama Pacifico Boulevard Panama City Panama
Tel: +61 2 9428 6555 Fax: +61 2 9428 6353	Tel: +44 1932 263 400 Fax: +44 1932 263 426	Toll free (North America): 1800 483 3123 Tel: +1 303 790 9010 Fax: +1 303 792 9025	Tel: +507 830 6900 Fax: +507 830 6218
Email: customerservice@cochlear.com	Email: info@cochlear.co.uk	Email: customer@cochlear.com	Email: clasapedidos@cochlear.com

Alternatively, contact Cochlear at one of the addresses nearest to you. For contact details, visit our website at [www.cochlear.com](http://www.cochlear.com), or refer to the back page of your user guide.

## Other important information

Without expanding the *Warranty* or the *Warranty* terms, conditions, and limitations, the following information provides further guidance regarding this *Warranty* and *your* use of the *Products*.

### Misuse, negligence or accident

The *Warranty* will be void at *Cochlear's* election should *we* find evidence of any misuse, negligence or accidental damage in respect of the *Product* by the recipient, *Clinician* or any other person. For example, evidence of chewing or biting the *Product* is considered misuse.

### Cosmetic damage

The *Warranty* does not cover cosmetic or superficial damage arising from use, such as wear and tear, scratches, blemishes, dents or broken plastic.

### Accidental damage from animals

The *Warranty* does not cover damage to the *Product* by animals.

### Alteration, mishandling or unauthorised repair

The *Warranty* will be void at *Cochlear's* election upon evidence of alteration, mishandling or repair of the *Product* by anyone other than personnel expressly authorised by *Cochlear*. *Cochlear* and authorised service partners are the only authorised repairers of *Cochlear Products*.

### Use in or around water / water damage

The *Warranty* will be void at *Cochlear's* election upon evidence of use of the *Product* in water that is not in accordance with: the *Product's* water resistance properties; the care and maintenance guidelines mentioned in *your Product's* user manual; or the instructions in the user manual of any *Cochlear*-branded water resistant casing. Make sure to consult *your Product's* user manual for information related to proper use and care in and around water.

### Use of non-Cochlear products

The *Warranty* does not cover defects or damage arising from, associated with, or related to the use of this *Product* with any non-*Cochlear Processing Unit* and/or any non-*Cochlear Implant* and/or any other item (including but not limited to any battery or accessory) that is not approved by *Cochlear* for use with the *Product*.



D1395199-V3

EN-GB English

# Cochlear™ Osia® Global Limited Warranty

This document is important. It contains a warranty (the "*Warranty*") for each of the products identified in the table below (the "*Product*"). The terms and conditions of the *Warranty* are set out on the following pages. These include important limitations on how the *Product* should be used. In this *Warranty* words appearing in italics, *like this*, have the meanings given to them in this *Warranty*.

**For Implants and Processing Units, this Warranty depends upon registration of your Product. In the case of accessories, proof of purchase is required. Please complete registration of your Product where required in accordance with the registration instructions. Please retain any receipt or invoice received at time of purchase of your Product.**

## Warranty periods

Cochlear™ Osia® System	Warranty Period
Osia implant	10 Years
Osia sound processing unit	2 Years
BI300 Implant	2 Years
Magnet and magnet tool	1 Year
Processor cover	
Programming cables	
Tools/instruments	
Cochlear wireless accessories	90 Days
All other accessories	

Table 1: Warranty periods for Cochlear Osia System

Commencement	Warranty Period
Warranty starts on the date of surgery.	10 Years
Warranty starts from the earliest date of either: the first fit date OR 3 months after the date shipped by Cochlear.	2 Years
Warranty starts 2 weeks after the date shipped by Cochlear.	1 Year
Warranty starts 2 weeks after the date shipped by Cochlear.	90 Days

Table 2: Commencement of warranty periods

Please note the applicable information set out below and keep this document as a reference of *Warranty* details.

Depending upon the country in which the *Product* is purchased, the provider of this *Warranty* (hereinafter referred to as "*Cochlear*") is either Cochlear Limited (ABN 96 002 618 073) or one of its subsidiaries. Contact details for *Cochlear* are at the end of this *Warranty*.

The duration of the *Warranty* for each *Product* (the "*Warranty Period*") is set out below. Please also see the detail below as to the commencement of *Warranty Periods*.

Request for Service	Warranty Period
Within a warranty period	Continuance of remaining warranty period for the original product is applicable.
Outside the warranty period *	6 months, starting 2 weeks after the date shipped for return by Cochlear.

\* Service fee charged

Table 3: Warranty Periods for repaired or replaced Processing Units

Cochlear implant systems are protected by one or more international patents. The statements made in this guide are believed to be true and correct as of the date of publication. However, specifications are subject to change without notice. Cochlear, 科利耳, コクレア, 코클리어, Hear now. And always, Osia, SmartSound, the elliptical logo, and marks bearing an ® or ™ symbol, are either trademarks or registered trademarks of Cochlear Bone Anchored Solutions AB or Cochlear Limited.

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# Warranty terms, conditions and limitations

## A. Introduction

This *Warranty* gives *you* specific legal rights. *You* may also have other rights under *Local Laws*.

## B. Your warranties and rights

1. *We, Cochlear* ("we", "our" or "us"), warrant to *you*, the original consumer of the *Product* ("you" or "your"), that:
  - a. each *Product* is of merchantable quality;
  - b. each *Product* is reasonably fit for the purpose or purposes for which it is supplied by *us*; and
  - c. each *Product* will be free from defects in design, workmanship and materials for the *Warranty Period*.

This *Warranty* remains satisfied where successful programming is achieved.
2. If *your Product* is found not to be of merchantable quality, reasonably fit for the purpose or purposes for which it was supplied, or if it has defects in design, workmanship or materials during the *Warranty Period*, we will at *our* election either:
  - a. repair the *Product* (**Australia only: see note 1 below**); or
  - b. replace the *Product* (the replacement *Product* may be refurbished, rather than new, and may differ from the original component so long as the difference is not material) (**Australia only: see note 1 below**); or
  - c. pay for the cost of repair of the *Product*; or
  - d. pay for the replacement of the *Product*; or
  - e. provide a refund or credit for the cost of the *Product*.

*Our* obligations under this clause B2 do not extend to any related or ancillary costs, losses or expenses in connection with or incurred in making any claim under this *Warranty* including, but not limited to: (i) any loss of earnings, revenues or profits; or (ii) any medical and/or healthcare costs or expenses (including costs or expenses relating to surgery, hospitalisation or audiology), attendant care costs, accommodation or travel costs or expenses. *You* must bear the expense of claiming under this *Warranty*.

3. Unless and to the extent otherwise required by *Local Laws*, we will not be liable (except as set out in this *Warranty*) to *you* or any other person under any circumstances for any direct, indirect, incidental or consequential loss or damage whatsoever (including loss or damage caused by negligence, wilful act or default) arising

from or in connection with any breach by *us* or *our* employees, agents or contractors of: (i) any of the terms and conditions of this *Warranty*; (ii) any statutory, civil or common law duty; or (iii) any statutory guarantee or any implied term, condition or warranty in relation to the *Product*.

4. Unless and to the extent otherwise required by *Local Laws*, where a *Product* is repaired or replaced under clause B2 of this *Warranty*, this *Warranty* will continue to apply for the unexpired portion of the *Warranty Period* of the original *Product*.
5. All terms, conditions, warranties and guarantees whether statutory or otherwise, which are not set out in this *Warranty*, are hereby expressly excluded and will not apply to the *Product* except where such terms, conditions, warranties or guarantees are implied by or apply as a result of applicable *Local Laws* and cannot be excluded or limited.
6. Where applicable *Local Laws* provide for any terms, conditions, warranties or guarantees that may not be excluded or limited, then those terms, conditions, warranties or guarantees will apply to *you* and the *Product* and the exclusions and limitations set out in this *Warranty* may only apply to *you* in part or not at all (**Australia only: see notes 2 and 3 below**).
7. Any exclusion or limitation set out above that is contrary to applicable *Local Laws* will be ineffective only to the extent that such exclusion or limitation is contrary to such laws.

### Notes (Australia only):

1. *Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.*
2. *The benefits given by this Warranty are in addition to any other rights and remedies of a consumer under a law in relation to any goods or services to which this Warranty relates.*
3. *Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.*

*The content of these notes is required for compliance with the Australian Consumer Law.*

## C. Restrictions on the warranties

8. The *Product* is designed and manufactured to operate according to the relevant specifications which are (where applicable) contained in the user manual enclosed with the *Product*.
9. Unless otherwise stated in the user documentation, the *Product* is designed and manufactured to operate within the temperature range of +5°C (+41°F) to +40°C (+104°F) for *processing units* and controllers, and body temperature for *Implants*. Unless otherwise stated in the user documentation, the processing unit and the implant should not be subject at any time to temperatures below -10°C (14°F) or above +55°C (+131°F) otherwise this *Warranty* will be void for the *Product*.
10. The *Product* is supplied to *you/your clinic/your Clinician* subject to *our* standard conditions of sale. In the event of any inconsistency between the terms of this *Warranty* and *our* standard conditions of sale, *our* standard conditions of sale will prevail.
11. *We* do not provide medical advice or recommendations, nor do *we* make treatment decisions. Please consult with *your Clinician* for all medical recommendations, advice and treatment decisions relating to the *Product*.
12. If a *Product* is implanted or first used after any "Use Before" date marked on the package (where appropriate) then this *Warranty* will be voidable at *Cochlear's* election for that *Product*.
13. For *Implants* and *Processing Units*, this *Warranty* depends upon registration of *your Product*. In the case of accessories, proof of purchase is required. Please complete registration of *your Product* where required in accordance with the registration instructions. Please retain any receipt or invoice received at time of purchase of *your Product*.
14. This *Warranty* will be voidable at *Cochlear's* election should we find evidence of alteration, mishandling or repair of the *Product* by anyone other than personnel expressly authorised by us.
15. This *Warranty* will be voidable at *Cochlear's* election should we find evidence of any misuse, negligence or accidental damage in respect of the *Product* by *you*, a *Clinician* or any other person.
16. This *Warranty* will be voidable at *Cochlear's* election should we find evidence of any defect or damage arising from, associated with, or related to the use of this *Product* with any non-*Cochlear*

*Osia Processing Unit*, any non-*Cochlear Osia Implant* and/or any other item (including but not limited to any battery or accessory) that is not approved by *Cochlear* for use with the *Product*.

17. Subject to *Local Laws*, we make no representation or warranty that the body will not react adversely to the *Product*.
18. *Cochlear* may require return of the original *Product* or component to evaluate *Warranty* coverage before issuing a replacement, credit or refund. Once a *Product* or component that has been replaced or returned under this *Warranty* is returned to and in the physical possession of *Cochlear*, that *Product* or component becomes the exclusive property of *Cochlear*.
19. *Cochlear* assumes no responsibility for preserving or maintaining the integrity of any *Product* that is outside the physical possession of *Cochlear*, including, but not limited to, any *Product* that is in the possession of a hospital, medical centre or patient.
20. In the case of *Implants*, *Cochlear* may not be able to determine whether there is a valid claim under this *Warranty* until the completion of post explant testing (which may include destructive testing). In such circumstances, *Cochlear* may, in its discretion, provide a replacement prior to testing as a courtesy and as an exception to this *Warranty*, or may defer *Warranty* coverage until after required testing has been completed and coverage under this *Warranty* has been established.
21. This *Warranty* is not transferable. *You* may not transfer or assign *your* rights under this *Warranty* to any other person.

## D. Other key words used in this *Warranty*

*Clinician* means a treating healthcare professional.

*Implant* means the implantable component of the *Osia System*.

*Local Laws* means applicable statutes and other laws of the jurisdiction in which the *Product* is supplied to *you*.

*Processing Unit* (also called *sound processor*, *speech processor*, *sound processing unit*, *speech processing unit*, *sound processor unit* and/or *speech processor unit*) means the external component of an *Osia system* which contains the microprocessor responsible for sound and speech processing.