



Document Title :

MyoPro 2+ Product Warranty

Document # :

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Document Revision # :

Rev. 4

MyoPro 2+ Product Warranty

This Warranty is issued by Myomo, Inc. ("Myomo") and consists of the following terms:

1. Only the original purchaser ("Customer") is covered by this Warranty. This Warranty is NOT TRANSFERABLE.
2. Myomo provides a three (3) year warranty for its MyoPro 2+ (the "Product") from the date of shipment. Any warranties, together with any other warranty set forth in Myomo's Product literature and service warranties, shall run to Customer, its successors and assigns. This Warranty covers:
 - i. MyoPro 2+ hardware and electronics (motors, circuit boards, sensors, cables, and rigid orthosis components including 3D printed shells, forearm bar, hand carrier bar, MAW)
 - ii. Battery Charger
3. Myomo provides a one (1) year warranty for its MyoPro Battery.
4. Myomo provides a six (6) month warranty for orthosis soft goods (liners, straps, harness, pads) A replacement product or part that has been installed in accordance with Myomo's instructions assumes the remaining warranty of the original product or 90 days from the date of repair or replacement, whichever is longer.
5. To obtain warranty service on the covered equipment, contact:

Myomo, Inc.
45 Blue Sky Drive, Suite 101
Burlington, MA 01803
Telephone: 001 877.736.9666
Email: support@myomo.com
6. Warranty service on Myomo equipment must only be performed by Myomo trained staff or a trained authorized representative.
7. This Warranty DOES NOT cover any misuse by end user or modification of any of the parts of the Product or the Product itself that causes the Product to malfunction or to become unfit as intended. If the Product does not fit or function as intended, Customer is encouraged to return it to Myomo for inspection, testing and either repair or replacement at Myomo's option.
8. This Warranty does not cover lost or stolen materials.
9. This warranty will be voided if:
 - a. Repairs, improvements, alterations, or modifications to the motors, electronics, or their protective plastic housings are performed by anyone other than trained



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Myomo staff or a trained authorized representative. The Customer may seek simple repairs, improvements, alterations, and/or modifications through an authorized orthotics/prosthetics provider, within the scope of standard adjustments performed by an orthotist or prosthetist (e.g. grinding, polishing, cutting, drilling, re-shaping, etc.). However, any such efforts on the part of the Customer on its own which results in permanent damage to the fit or proper functioning of the Product may void the warranty.

- b. Myomo determines if the Product or any of its warranted components were broken or misused.
10. Except for the express warranties set forth in Sections 2,3, and 4 above, Myomo makes no warranty, express or implied, regarding the Product or Services.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE EXPRESS WARRANTIES SET FORTH IN SECTION 2, 3, AND 4 ARE THE ONLY WARRANTIES MADE BY MYOMO WITH RESPECT TO THE PRODUCTS AND SERVICES. MYOMO DISCLAIMS ALL WARRANTIES THAT MAY BE IMPLIED OR ARISE BY CUSTOM OR TRADE USAGE, INCLUDING WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY, SATISFACTORY QUALITY OR FITNESS FOR ANY PARTICULAR PURPOSE. MYOMO'S EXPRESS WARRANTIES SHALL NOT BE ENLARGED, DIMINISHED OR AFFECTED BY, AND NO OBLIGATION OR LIABILITY SHALL ARISE OUT OF, MYOMO RENDERING TECHNICAL OR OTHER ADVICE, TRAINING OR SERVICE IN CONNECTION WITH THE PRODUCTS.

11. MYOMO SHALL HAVE NO RESPONSIBILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE BREACH OF ANY WARRANTY, INCLUDING BUT NOT LIMITED TO, INCONVENIENCE, RENTAL OR PURCHASE OR REPLACEMENT EQUIPMENT, LOSS OF PROFITS OR COMMERCIAL LOSS. SOME COUNTRIES AND STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.
12. This Warranty gives Customer specific legal rights, but Customer may have other rights, which may vary, from state to state or country to country.
13. This Warranty is not subject to change or modification by anyone, unless expressly authorized to make any representations or promises on Myomo's behalf.