

PSYONIC Clinical Limited Warranty

Every Ability Hand comes standard with a comprehensive two-year limited warranty, providing protection against manufacturing defects and material failures under normal use.

PSYONIC offers a range of optional warranty packages that can be purchased within 180 days of the initial product shipment:

- 3-year-product Warranty (1 year additional warranty)
- 4-year-product Warranty (2 year additional warranty)
- 5-year-product Warranty (3 year additional warranty)

The warranty period begins on the day the Ability Hand is shipped.

Please refer to the full warranty terms and conditions below for complete details on coverage and exclusions.

Conditions covered by the Limited Warranty

Our warranty covers:

- Errors in the assembly of the Ability Hand
- Defects in the material used to build each Ability Hand
- Accidental damage to the Ability Hand that does not exceed any operational limits and disobey any safety guidelines or appropriate usage outlined in the user manual

Conditions not covered by the Limited Warranty

PSYONIC is not responsible for any defect or loss of function to the Ability Hand caused by:

- Regular wear and tear
- Loss of the Ability Hand
- Theft of the Ability Hand
- Cosmetic or minor damage to the Ability Hand that does not affect the use of the Ability Hand
- Intentional damage to the Ability Hand
- Damage to the Ability Hand caused by neglect
- Use of the hand that does not meet the safety guidelines and appropriate use outlined in the user manual
- Inclement weather, lightning strike, or any acts of nature that expose the Ability Hand to dangerous conditions
- Any event not within reasonable control or anticipation by PSYONIC
- Damage caused by animals or natural events
- Use of batteries and battery chargers not specifically provided by PSYONIC
- Attempts by any individual outside of PSYONIC to repair the Ability Hand or carry out maintenance and service to the Ability Hand without the guidance of a PSYONIC personnel
- Connection or installation of the Ability Hand to parts that are not compatible with the Ability Hand
- Alteration or modification to any portion of the Ability Hand

Warranty will be void on all system components if components have been subject to abuse, repair or maintenance by an uncertified person, deliberate damage, loads beyond those for which the product was designed, or by modification or neglect.

This Warranty does not cover any defect, loss or damage to the Ability Hand caused by use or handling of the product outside the limits laid out in the Appropriate Use Guidelines or the User Guide (as applicable), general misuse, neglect, wear and tear, theft, accidental loss or exposure to conditions for which the Ability Hand was not designed or intended.

PSYONIC occasionally creates promotional videos that demonstrate the Ability Hand performing tasks or withstanding conditions that exceed normal or intended use. These demonstrations are controlled and may involve specialized setups that subject the device to forces, loads, or conditions beyond its design specifications.

Customers should not attempt to replicate these activities. Doing so may cause damage to the device and **will void the product warranty.** Repairs resulting from such use may not be eligible under standard warranty coverage and could incur out-of-warranty repair fees.