

User Manual

The Ability Hand™

VERSION 3.0



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PSYONIC

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1. INTRODUCTION

The Ability Hand is an affordable, durable, and accessible bionic hand operated by your own muscles. Powered by long-lasting batteries, the superior technology of the Ability Hand provides users with unique bionic abilities and touch feedback. All of these features are offered at a price point that makes meaningful activity accessible to more people than ever. We are excited to provide you with an exceptional bionic hand and truly redefine “Human”.

This document contains information on the usage and care of the Ability Hand. This user manual should be fully reviewed before using the Ability Hand.

NOTE

The images provided in this document are for illustrative purposes only.
Actual product design and features may vary.

1.1 PURPOSE OF THE ABILITY HAND

The Ability Hand is an advanced, multi-articulated, prosthetic hand intended to be used by those with upper limb differences. The Ability Hand allows users to regain missing or lost functionality and perform activities of daily living (ADLs).

As an added feature, the Ability Hand provides touch feedback by sensing the force placed on the fingertips and transmitting that sensation back to the user through a vibration motor.

The Ability Hand is designed to operate seamlessly with most reputable prosthetic components. Please see Section 6.1 – External Device Compatibility for a list of compatible components.

1.2 INDICATIONS FOR USE

The Ability Hand is intended for use with upper-limb exoprosthetic fittings for individuals with congenital or acquired limb differences.

1.3 CONTRAINDICATIONS

Do not bring the Ability Hand into the immediate proximity of any active implanted devices

(e.g. pacemakers, defibrillators). Interference between the Ability Hand and any implanted devices could cause device malfunction. Observe any operating conditions and safety instructions stipulated by the manufacturer of the active implanted device.

1.4 DESCRIPTION OF THE DEVICE

The Ability Hand is connected to the user's prosthesis via an industry standard quick disconnect interface. Power supply and control signals are passed through a coaxial plug via connectable interface cables.

There is no physiological, electrical, or mechanical control system supplied with the Ability Hand. Users will consult with their certified prosthetist to determine which control systems are ideal for their needs and physiological presentation.

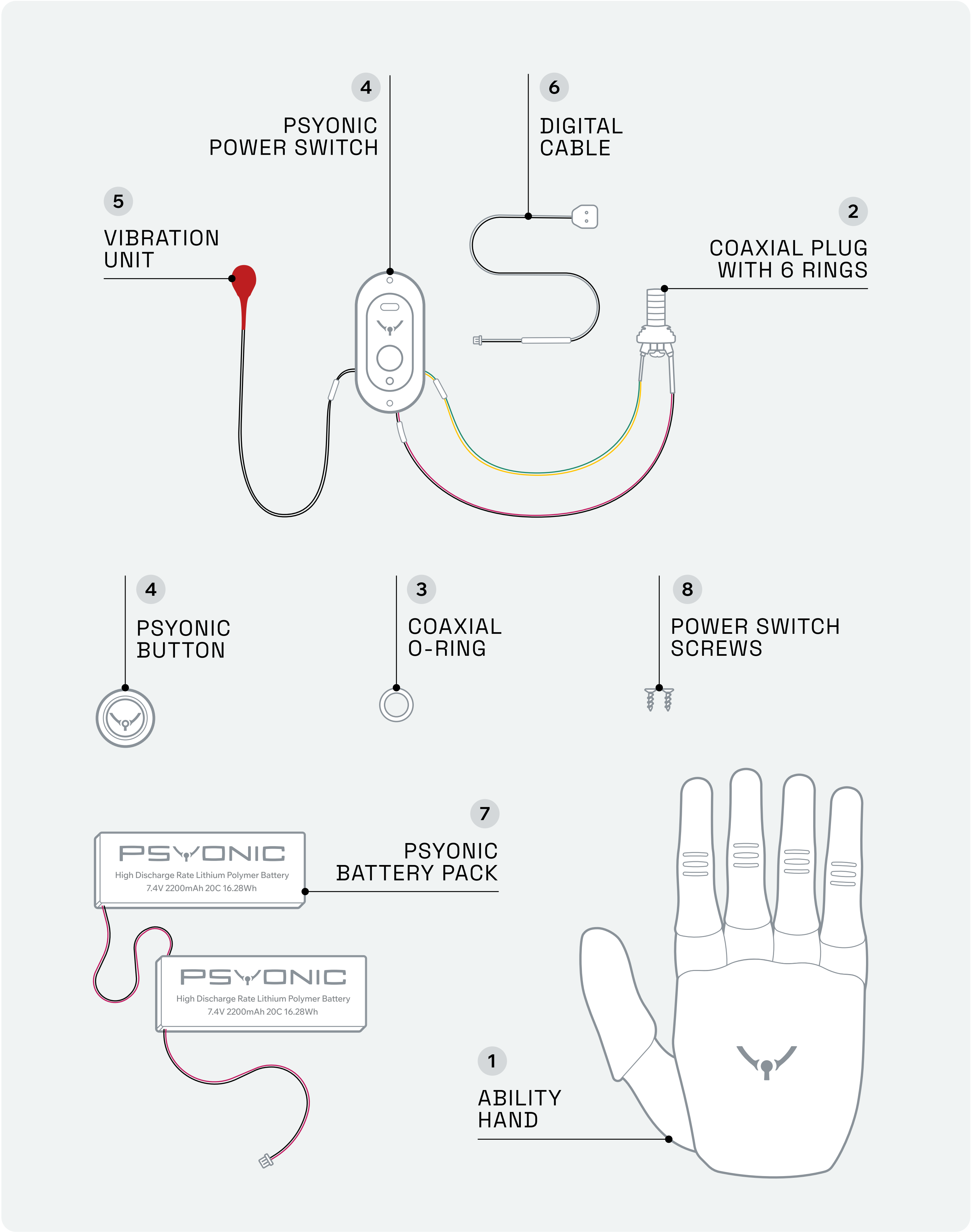
Power is supplied via the PSYONIC Battery Pack, which is a high capacity, high throughput, 7.4 VDC lithium polymer battery.

The PSYONIC Power Switch uses a multi-color lighted indicator to show the battery level and communicate when the PSYONIC Battery Pack is charging. The PSYONIC Power Switch also contains a plug for USB-C charging and an ON/OFF power button.

Finally, the PSYONIC Vibration Unit allows for contact pressure to be communicated back to the user via a small vibration motor that is fabricated into the socket. The intensity of the vibrational feedback is proportional to the contact pressure applied at the fingertips of the Ability Hand. Touch Feedback settings can be easily adjusted in the PSYONIC Ability Hand Mobile App.

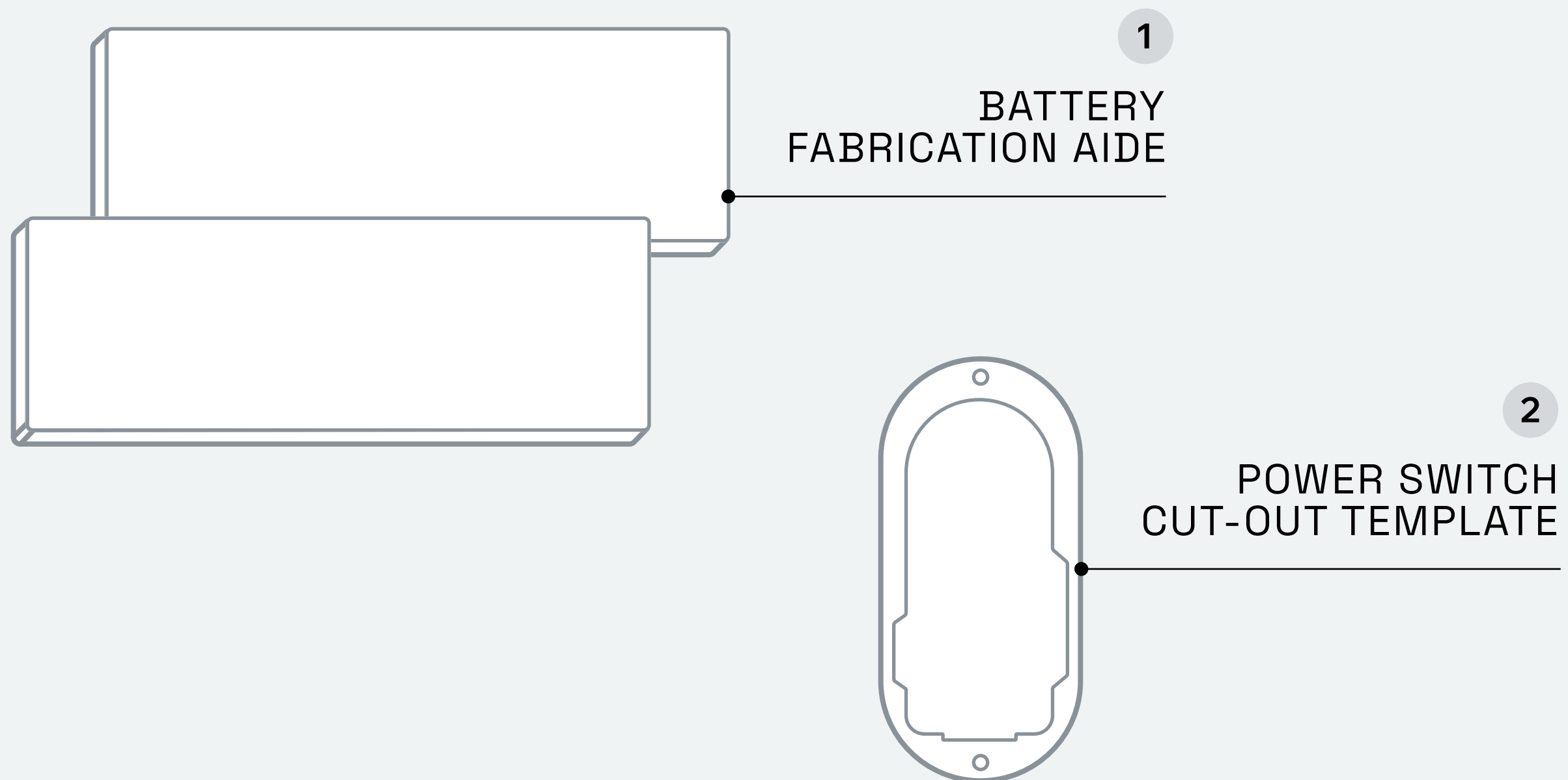
The Ability Hand Prosthesis System contains the following components:

1. Ability Hand
2. Coaxial Plug with 6 rings
3. Coaxial O-Ring
4. PSYONIC Power Switch **or** PSYONIC Button
5. Vibration Unit
6. Digital Cable (optional)
7. PSYONIC Battery Pack
8. Power Switch Screws (2)
9. USB-C 30 W Wall Charger (image not included)
10. USB-C Charging Cable (image not included)



Peripherals to the Ability Hand include the following:

1. Battery Fabrication Aide
(1:1 scale disposable model for use in prosthesis fabrication)
2. Prosthesis socket cut-out template for the PSYONIC Power Switch
3. PSYONIC Ability Hand Mobile App



1.5 TECHNICAL SPECIFICATIONS

The technical specifications listed below apply to all Ability Hands manufactured after 1/1/2025. Please refer to the User Manual that accurately reflects your Ability Hand. If you are unsure which User Manual to review, visit www.psyonic.io/users, contact your prosthetist, or support@psyonic.io.

Weight	Including EQD	500 g / 1.10 lb (Large), 490 g / 1.08 lb (Small)
	Including Short Wrist	460 g / 1.01 lb (Large), 450 g / 0.99 lb (Small)

Dimensions	Large, Including EQD	201 mm (L) × 85 mm (W)
	Small, Including EQD	195 mm (L) × 85 mm (W)
	Large, Including Short Wrist	184 mm (L) × 85 mm (W)
	Small, Including Short Wrist	178 mm (L) × 85 mm (W)
	Thumb Tip Length (in Relax Grip)	125 mm (EQD), 110 mm (Short Wrist)
	Palm Circumference	200 mm
	Wrist Diameter	35.6 mm (EQD), 34.6 mm (Short Wrist)
	Wrist Dimensions	54 mm (L) × 47 mm (W)

Mechanical	Max Grip Force (Power Grasp) ⓘ	78 N (17.5 lbf)
	Max Grip Force (Pinch Grasp)	8 N (1.8 lbf)
	Max Grip Force (Key Grasp)	17 N (3.8 lbf)
	Finger Closing Speed	0.2 s
	Max Speed	462 °/s (Fingers), 1848 °/s (Thumb)
	Axial Load Capacity* ⓘ	45.4 kg (100 lb)
	Thumb Load Capacity ⓘ	27.2 kg (60 lb)
	Water Resistance	IP64
	Touch-Screen Compatibility	Full finger surface compatible
	Back-Drivability	Thumb rotator is manually back-drivable

INTRODUCTION

Electrical	Battery Capacity	2200 mAh
	Battery Dimensions	95 mm (L) × 32 mm (W) × 7 mm (H)
	Charge	30 W, 12 V, 2.5 A
	Time to Full Charge	1 hour
	Recommended Operating Voltage	7.4 VDC
	Analog Input Voltage	0-5 V
	Max Current	14 A

Touch Sensing	Touch Sensing	18 force sensors (6 per thumb, index, pinky)
	Haptic Feedback	Vibration motor placed on inner socket
	Vibration Motor Dimensions	10.8 mm (Ø) × 15.2 mm (L) × 5 mm (H)

Ability Hand Environmental Limits

Water Ingress ⚠	Protected against water splashes from all directions
Dust Ingress	Full protection against dust and other particulates
Operating & Storage Temperature	-20 °C to 45 °C (-4 °F to 113 °F)

*Axial Load Capacity refers to the Ability Hand only and does not consider the load of the socket. Consult your prosthetist for safe and appropriate load capacity recommendations.



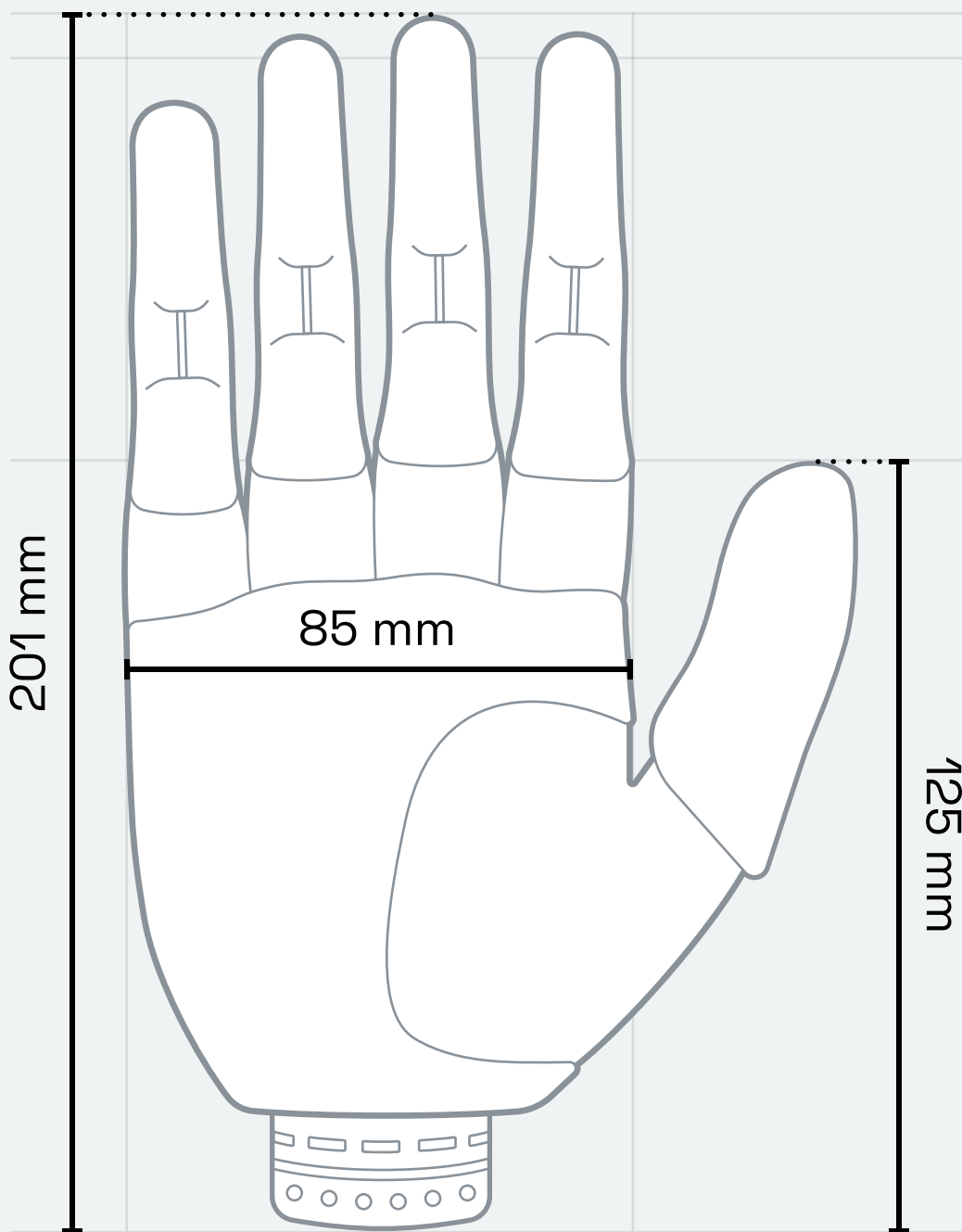
These specifications may differ depending on when your Ability Hand was manufactured. Please refer to the User Manual that most accurately reflects your Ability Hand, visit www.psyonic.io/users for guidance.



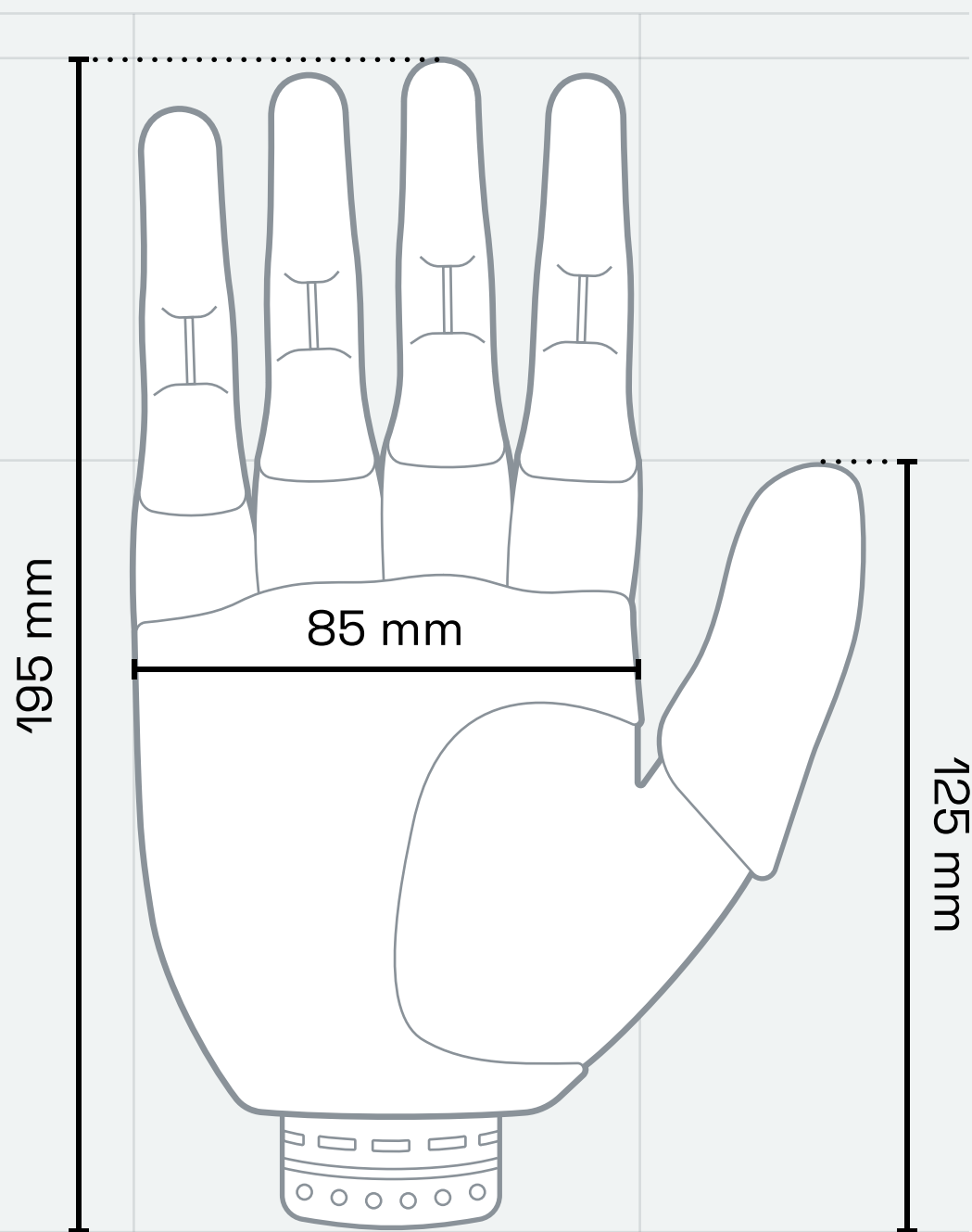
CAUTION
Do not expose the wrist to water at any time as this may cause damage to the batteries or other components.

1.6 HAND DIMENSIONS

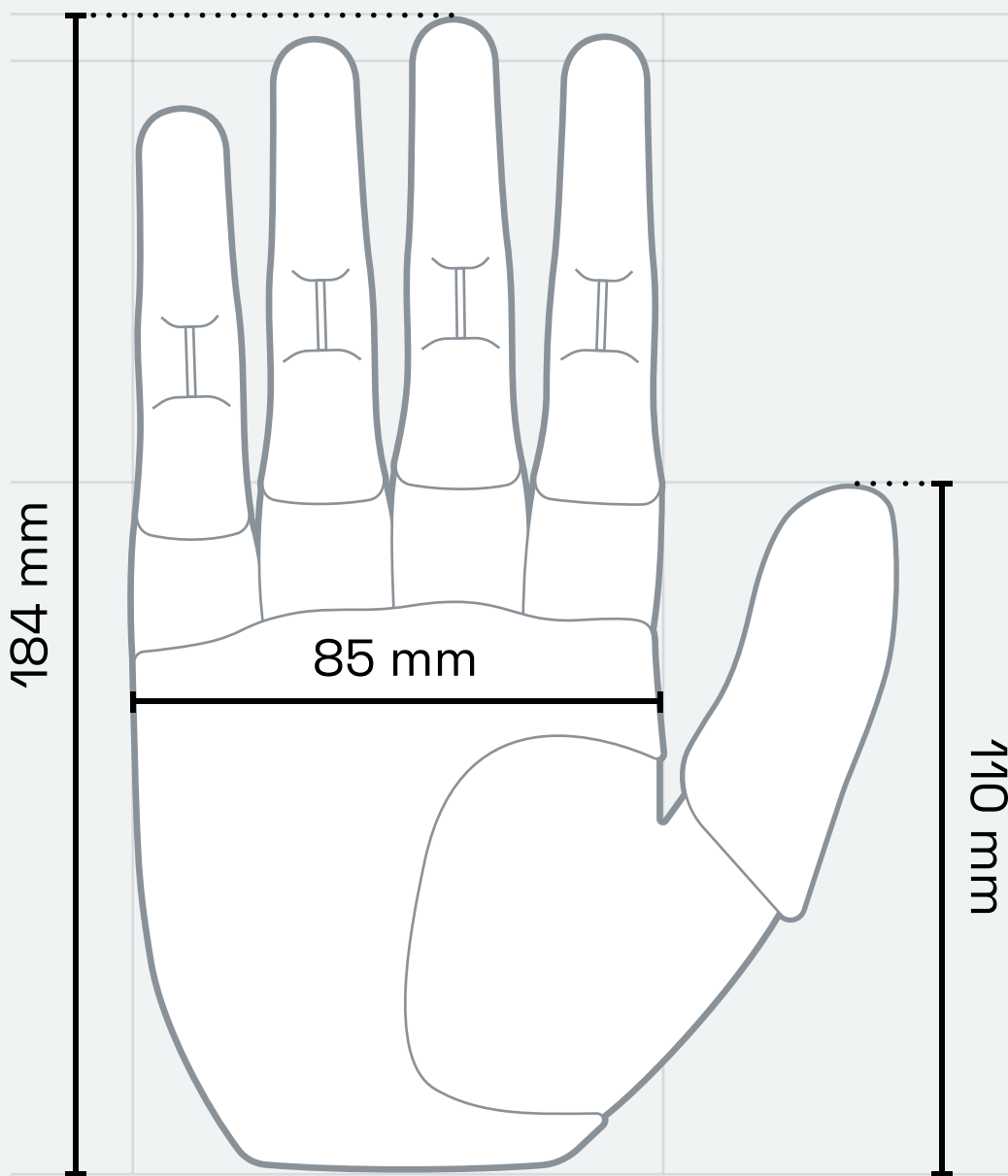
Wrist: EQD Size: LARGE



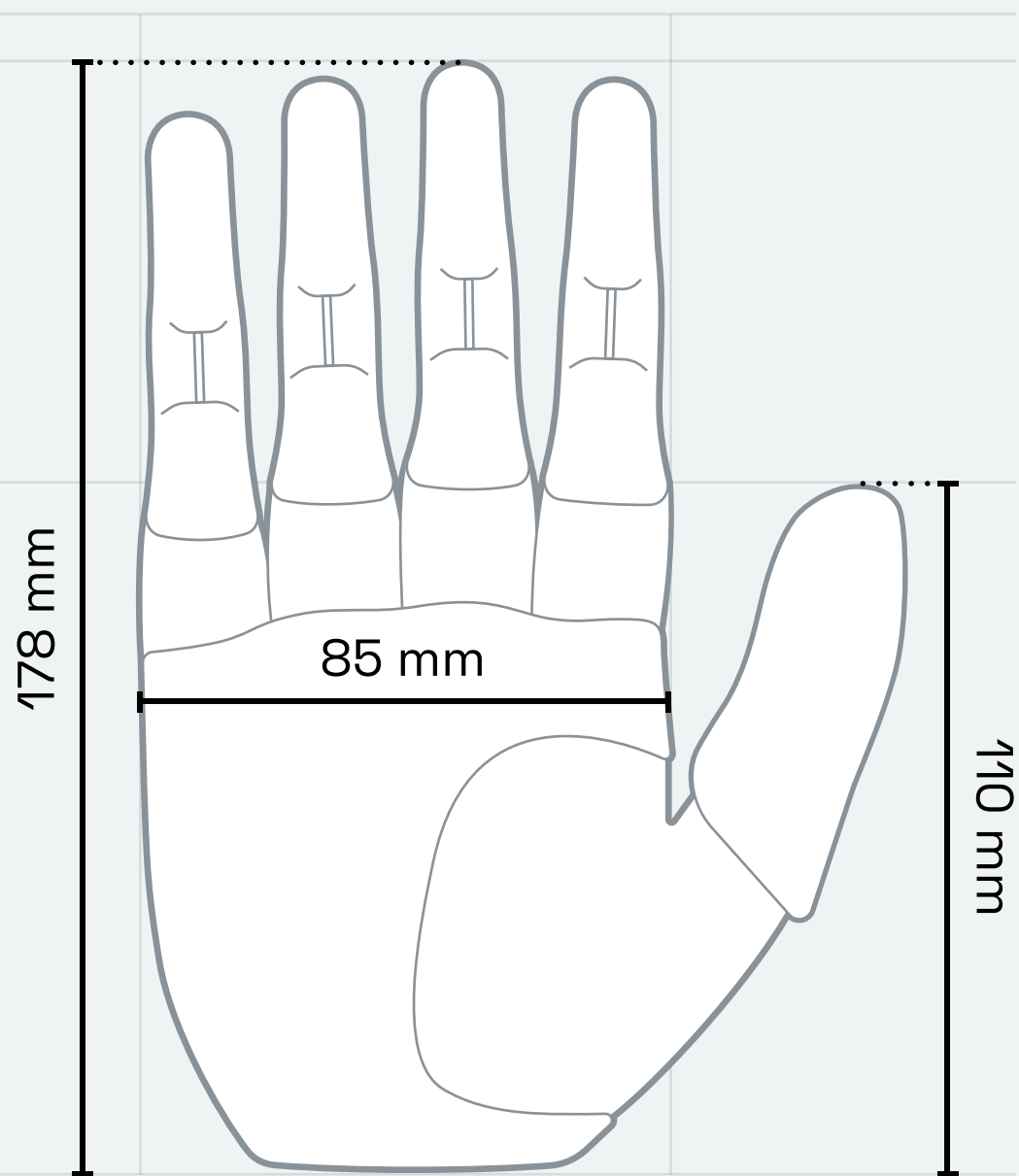
Wrist: EQD Size: SMALL



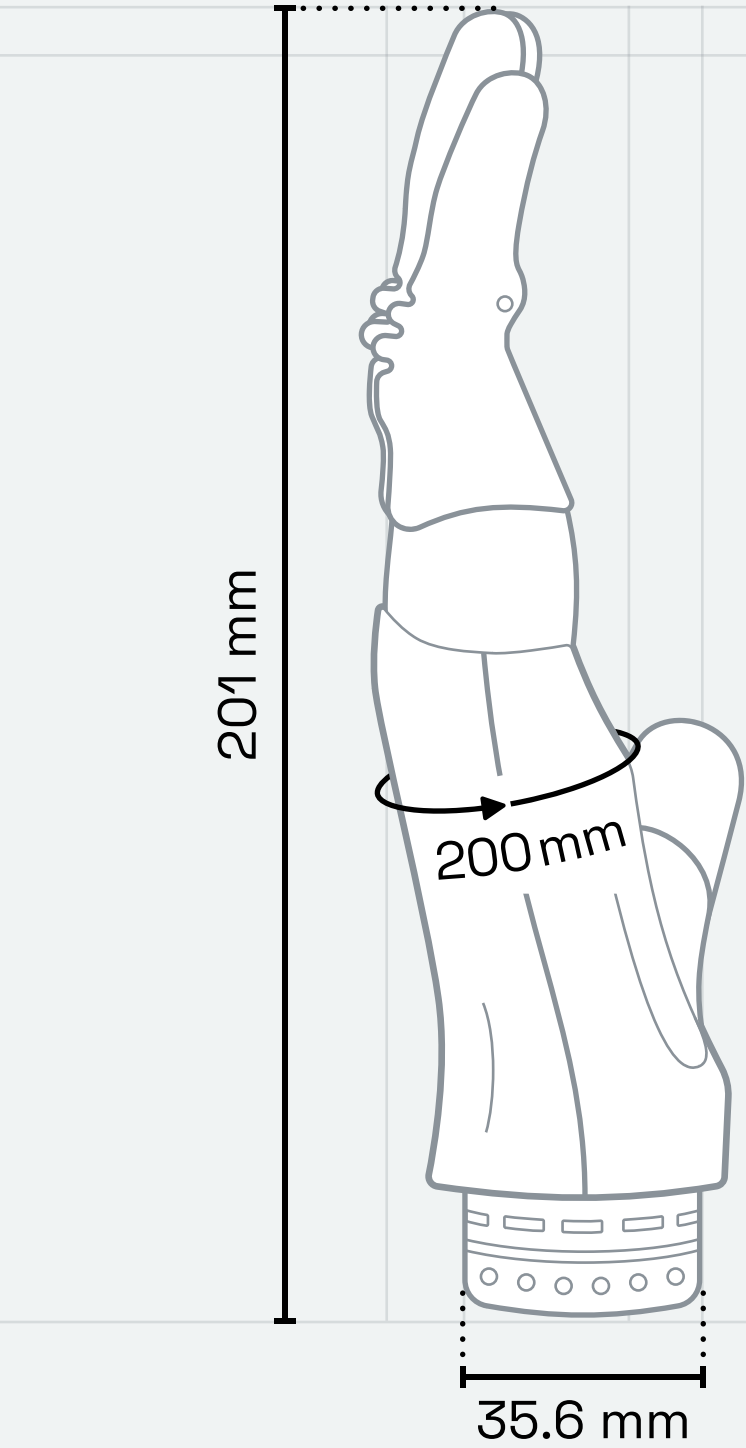
Wrist: SHORT Size: LARGE



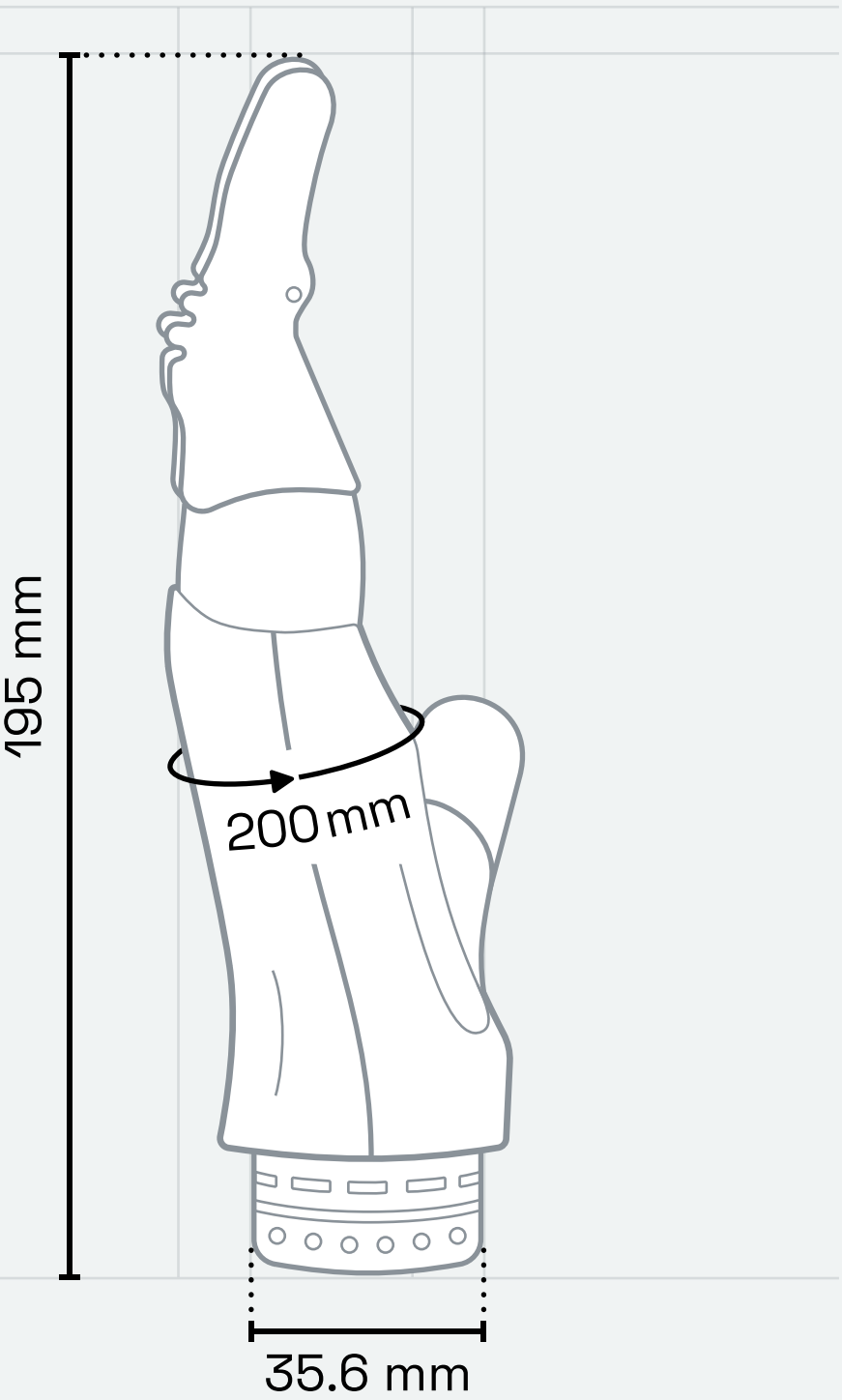
Wrist: SHORT Size: SMALL



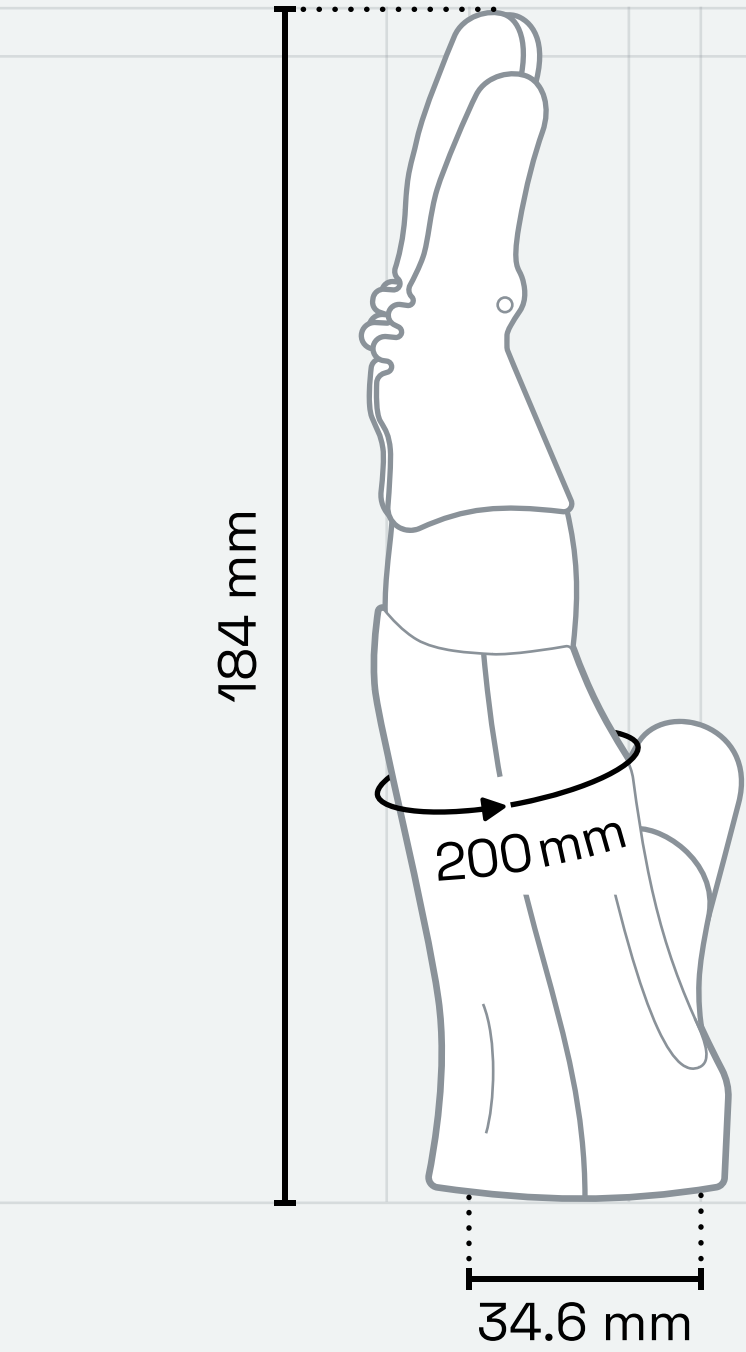
Wrist: EQD Size: LARGE



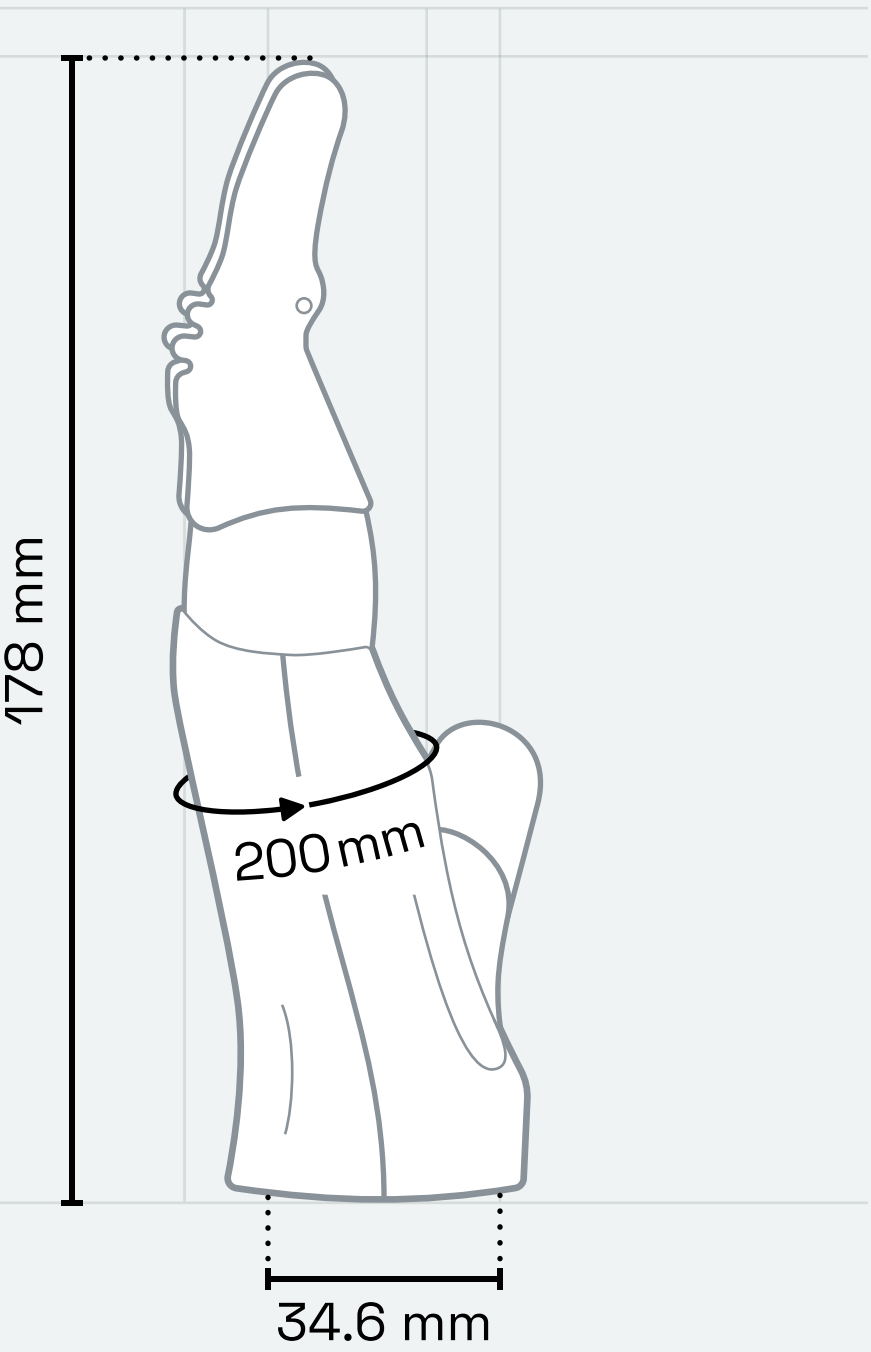
Wrist: EQD Size: SMALL



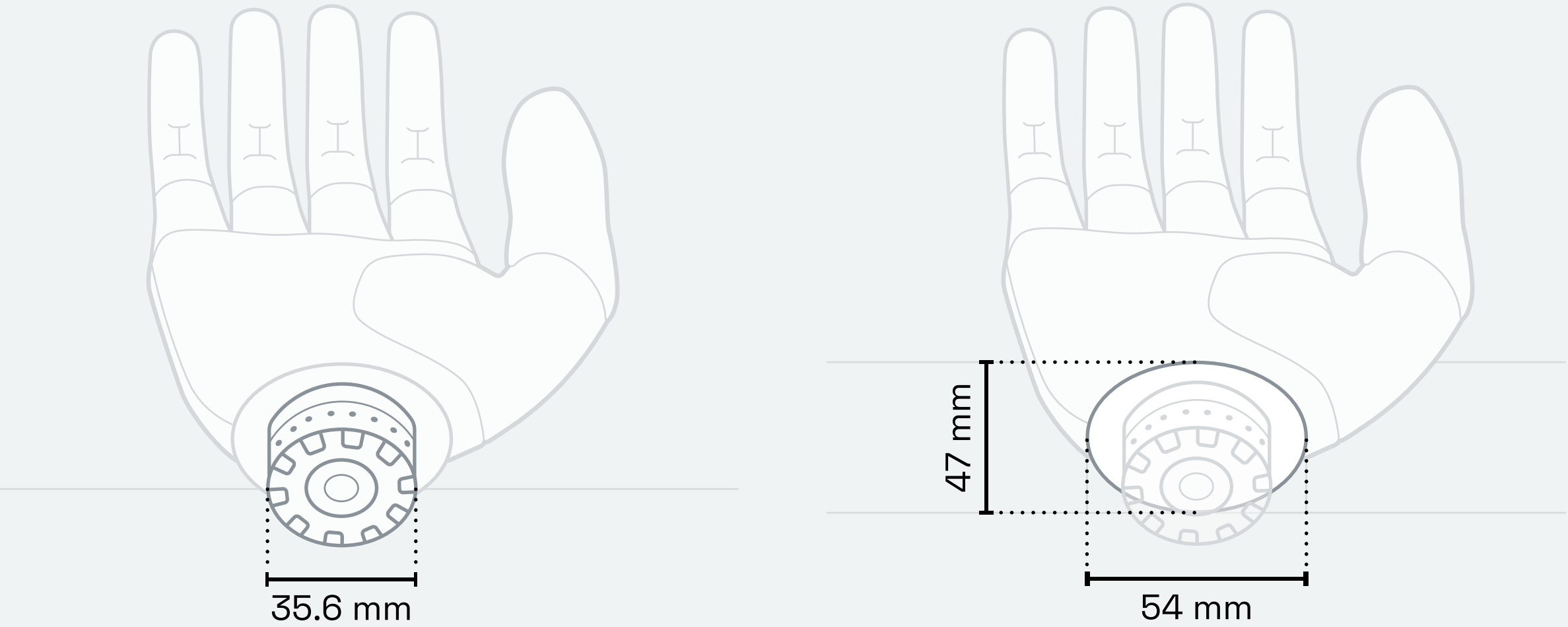
Wrist: SHORT Size: LARGE



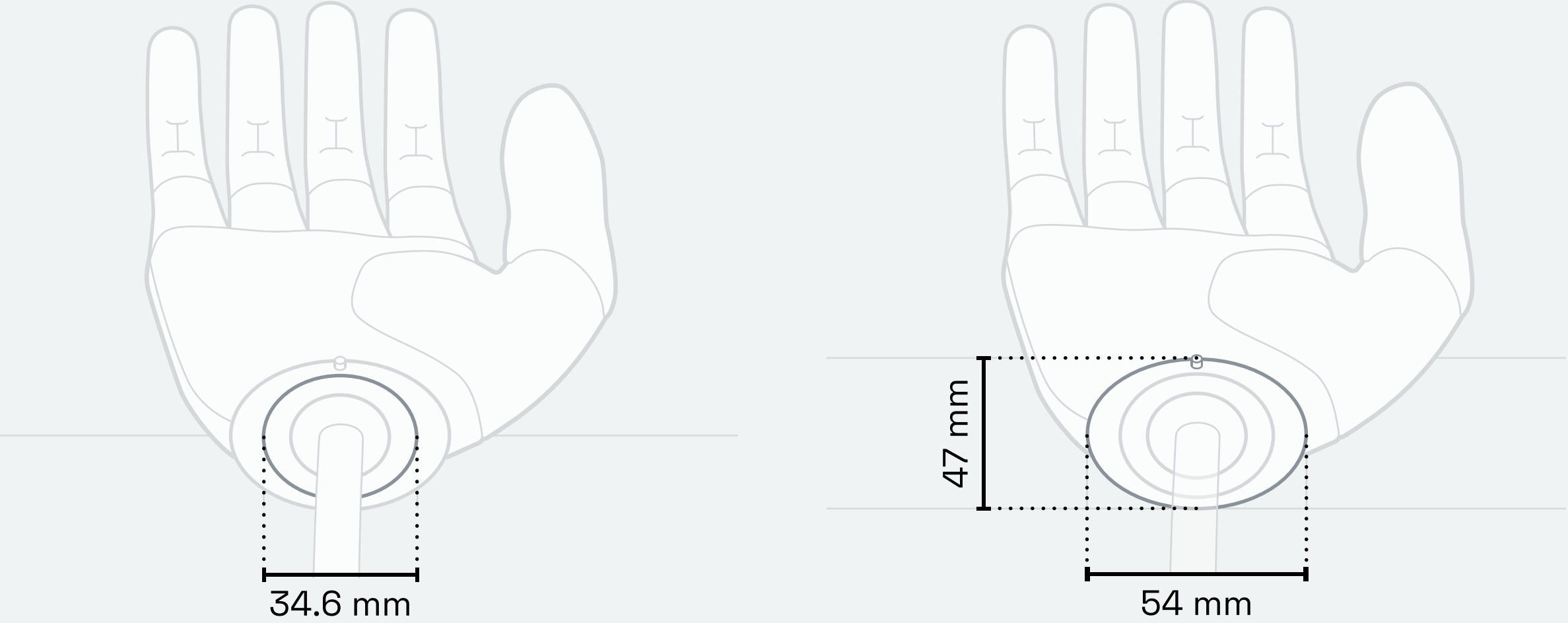
Wrist: SHORT Size: SMALL



Wrist: EQD

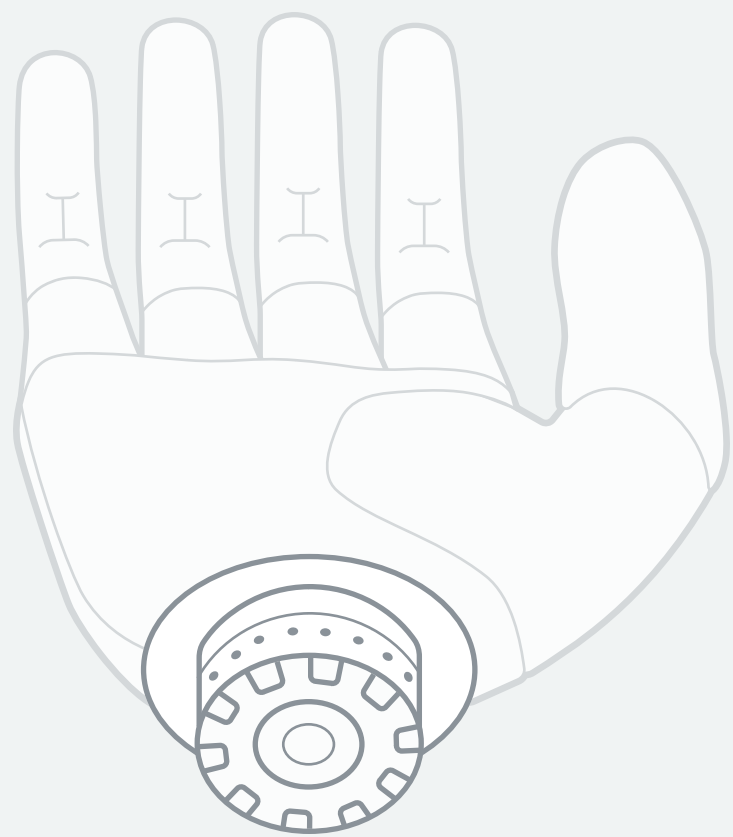


Wrist: SHORT



1.7 WRIST CONNECTIONS

The Ability Hand can be configured with one of two wrist connection types: the Electronic Quick Disconnect (EQD) or the Short Wrist. Each wrist type offers distinct advantages depending on the user's needs and the level of amputation.



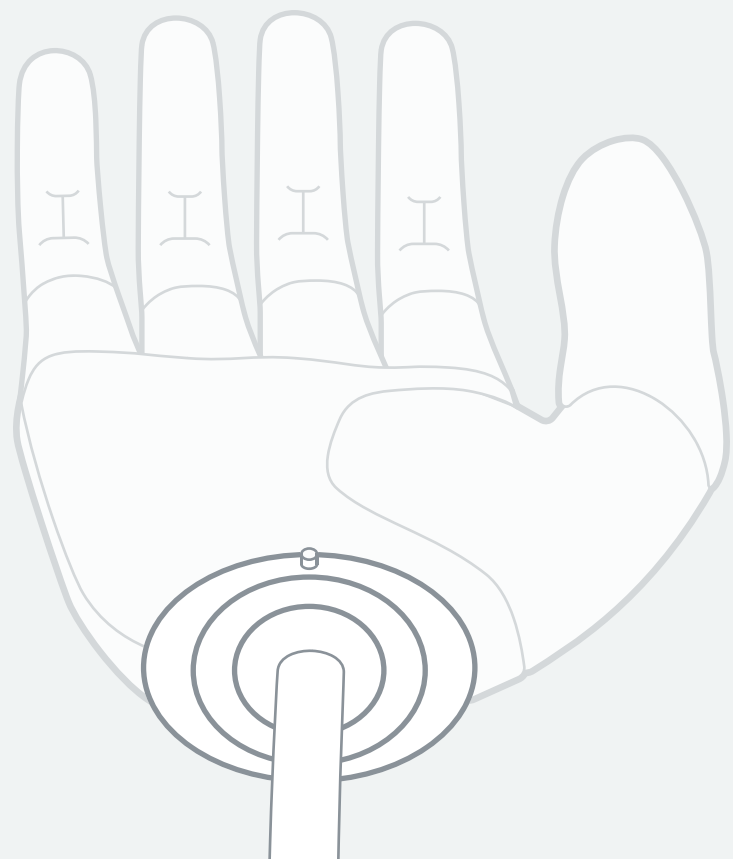
ELECTRONIC QUICK
DISCONNECT (EQD)

Electronic Quick Disconnect (EQD)

The EQD allows the user to easily rotate and remove the Ability Hand from the socket.

This quick-disconnect mechanism provides:

- 360° of manual rotation
- The ability to swap between terminal devices without doffing the socket
- A coaxial plug connection that integrates PWR, COM, and electrode signals



SHORT WRIST

Short Wrist

The Short Wrist is designed for users with more distal levels of amputation, where minimizing the distance between the socket and the prosthetic hand is a priority. This compact configuration offers:

- 90° of manual pronation/supination
- A lower profile for improved cosmetic and functional integration

Unlike the EQD, the Short Wrist does not allow the hand to be rotated on and off the socket. It uses the same socket components as the EQD, except that the coaxial plug is replaced with a black cable that provides PWR, COM, and electrode connections.

Because the Short Wrist includes built-in rotation, it should be carefully assembled to ensure the hand can rotate through its full 90° range of motion. Refer to the Short Wrist Fabrication Guide available at www.psyonic.io/clinicians to ensure correct orientation of the Ability Hand on the socket.

2. OPERATION

The Ability Hand is to be purchased and fitted by a certified prosthetist. Contact your certified prosthetist if you have any difficulty operating your Ability Hand or any of its associated components. You may also contact PSYONIC directly at support@psyonic.io or by phone at 1-888-PSYONIC (779-6642).

2.1 POWER SWITCH OPERATION

The Ability Hand system includes a PSYONIC Power Switch located on the socket. The following instructions demonstrate how to properly power on and off the Ability Hand and access other functions of the Power Switch.



Powering On

- Press and hold for 3 seconds
- Light will flash white
- Hand will recalibrate upon power up*



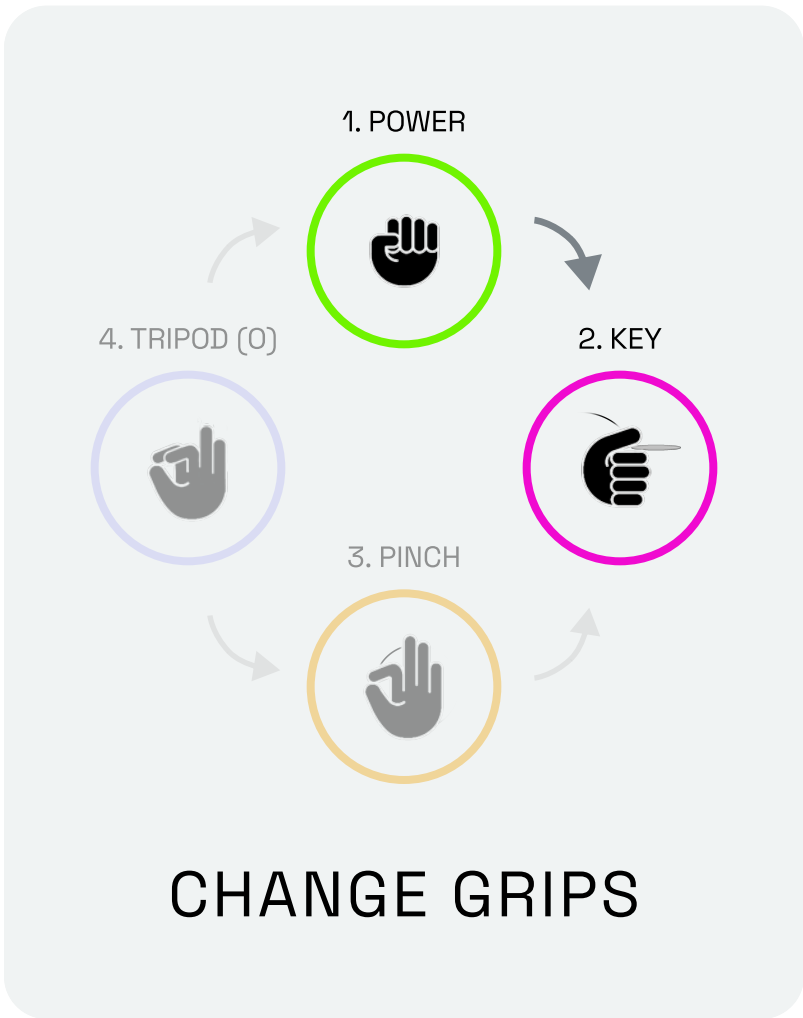
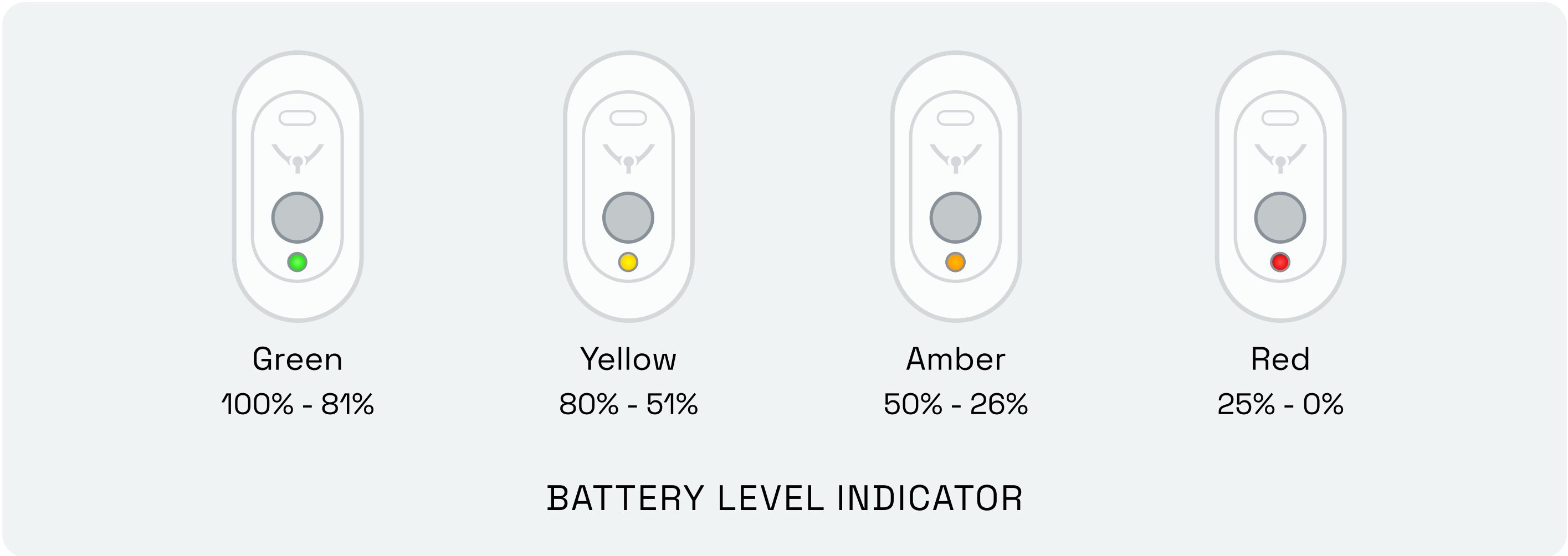
Powering Off

- Press and hold for 3 seconds
- Light will flash white
- Hand will close in Key grip*

* These are default settings that can be changed in the **General Settings** menu in the PSYONIC Ability Hand Mobile App. See Section 3.2 – Mobile App for details on downloading the app.

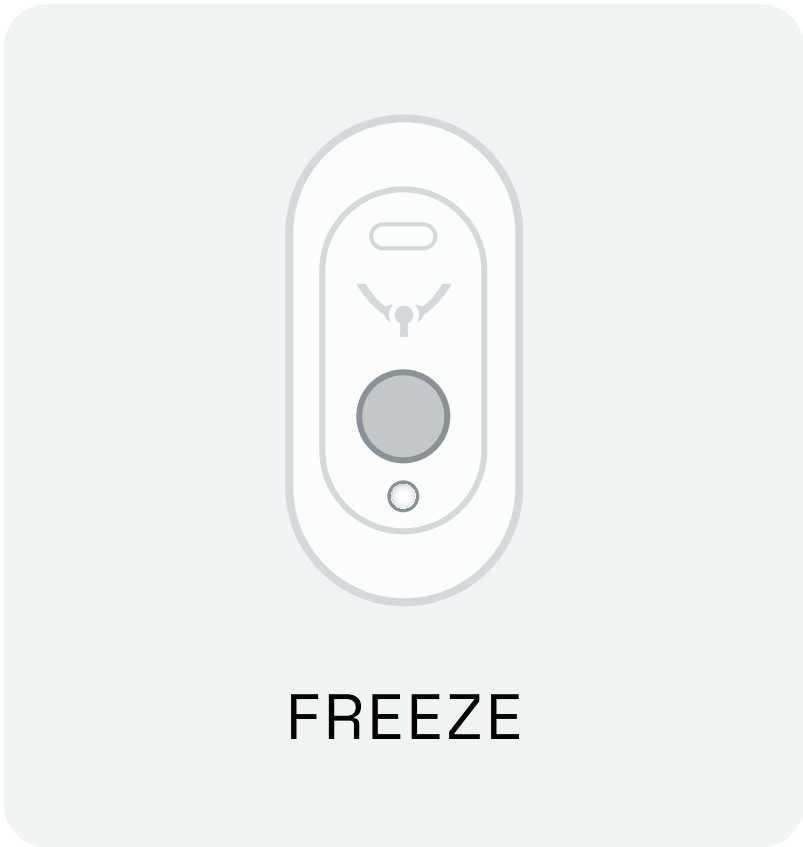
●○○ Battery Level Indicator

- Quick tap the button once**
- Light momentarily changes color to indicate battery level



●●○ Change Grips

- Quick tap the button twice**
- Light color will change to corresponding grip in the cycle
- Hand will switch to open position of given grip



●●● Freeze

- Quick tap the button three times**
- The light will flash in the active grip color
- EMG signals are void, hand is frozen in position
- Quick tap three times to unfreeze

** These are default settings and can be changed in the **Power Switch** menu in the PSYONIC Ability Hand Mobile App. See Section 3.2 – Mobile App for details on downloading the app.



RED BLINKING LIGHT

Red Blinking Light

If you notice a spontaneous red blinking light that turns solid red, there may be a connection issue. Contact your prosthetist or support@psyonic.io.



PSYONIC
BUTTON

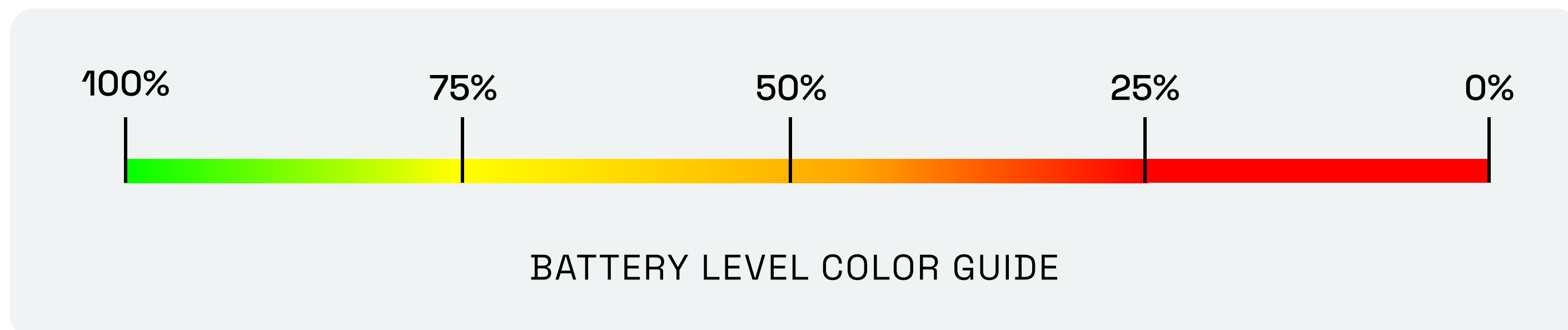
NOTE

If you have an electronic elbow and the PSYONIC Button integrated into your socket, the Button will not function as your On/Off switch. To power on your prosthesis, you must turn on your elbow. The Button serves only as an interface for communicating with the Ability Hand.

2.2 CHARGING THE BATTERY

When charging the Ability Hand, use the charging cable and wall adapter supplied by PSYONIC for the best fast-charging performance. Follow the instructions below to properly charge the Ability Hand.

1. Before charging the Ability Hand, turn it off and remove the socket from your residual limb.
2. Place the socket with the Ability Hand on a stable surface and plug the charging cord into the USB-C charging port located on the PSYONIC Power Switch.
3. Connect the wall adapter to an appropriate wall socket. Charging will begin once the wall adapter is connected. The LED on the PSYONIC Power Switch will illuminate during the charging process*. When the hand is charging, the LED will continue to flash a color correlated to the charge level.



*If the batteries are completely discharged, the LED indicator may not illuminate upon plugging in. Wait a few minutes, unplug the cable, and plug back in.

To completely charge the battery after the battery is depleted, approximately one hour of charging time is needed. **Do not leave the socket and/or Ability Hand system charging while unattended for extended periods of time.**

The battery life for the Ability Hand is dependent on the activity level of the individual user. Only batteries provided by PSYONIC should be used for powering the Ability Hand. The use of any other battery when operating the Ability Hand is not recommended or permitted under the warranty.

For external battery use such as an elbow, PSYONIC recommends the use of a PSYONIC Button. More information can be found on www.psyonic.io/clinicians. To preserve dependable activity of the Ability Hand, the batteries should be replaced every 12 months.

NOTE

Checking the battery status using the PSYONIC Button is not possible because it is powered separately from the main system. Refer to the PSYONIC Ability Hand Mobile App to check battery status.

3. USAGE

3.1 GRIPS

The Ability Hand is designed to provide users with up to 31 grip patterns. Some examples can be found below.

20 grip patterns are pre-defined and users can create up to 11 custom grips.



POWER



KEY



PINCH



TRIPOD OPEN



ROCK



CYLINDER



MOUSE



POWER/KEY



POINT



RUDE



HOOK



RELAX



SLEEVE



PEACE



TRIPOD CLOSED

USAGE



HANG LOOSE



HANDSHAKE



PINCHER



TRIGGER



FINGER WAVE

As you become more familiar with the Ability Hand, you may find yourself seeking in-depth instruction on how to fully integrate the Ability Hand into your daily life. We have also included thorough instruction on the use of the PSYONIC Ability Hand Mobile App.

You can visit our website www.psyonic.io to view instructional videos and more information on complete control within the PSYONIC Ability Hand Mobile App.

3.2 MOBILE APP

The PSYONIC Ability Hand Mobile App is available on Android and iOS (iPhones, iPads) devices for free.

The app allows for users and clinicians to alter:

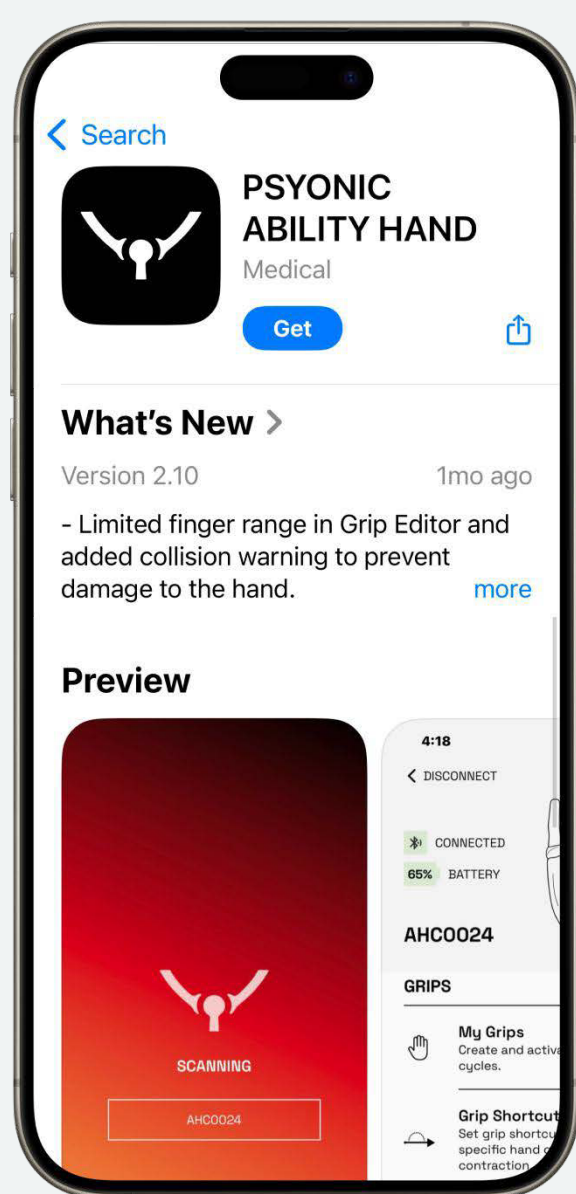
- EMG responsiveness
- Touch sensor responsiveness
- Grip adjustment and customization
- Power Switch functionality

NOTE

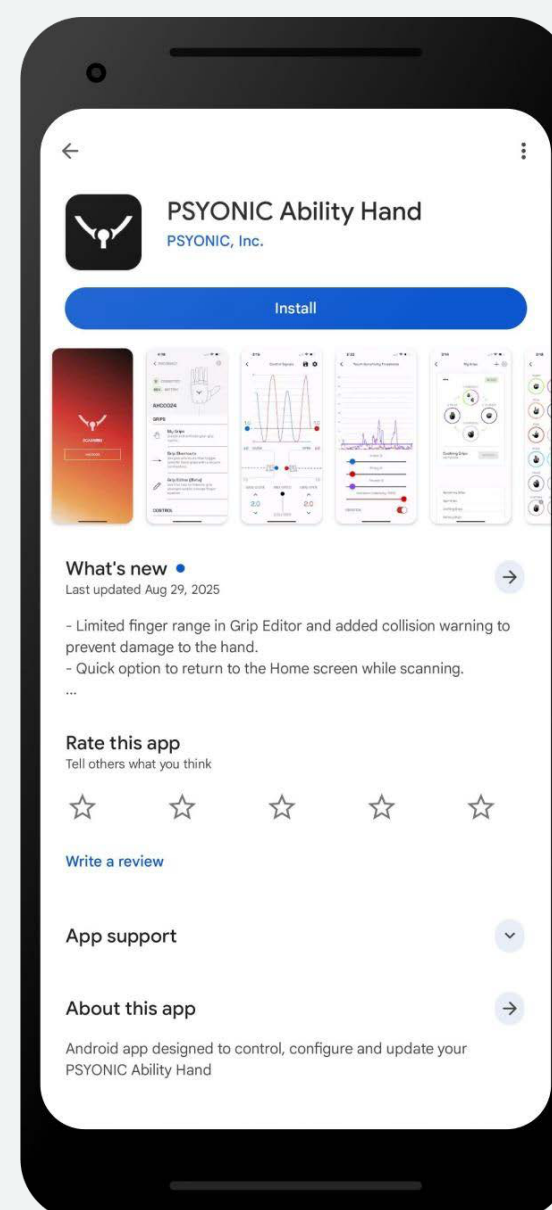
When scanning for an Ability Hand, make sure your Bluetooth is turned on in your phone settings; if using an Android, make sure both your Bluetooth and location are turned on.



PSYONIC
Ability Hand



Download on the
App Store



GET IT ON
Google Play



For more information, visit the Mobile App Setup Guide at www.psyonic.io/users.

4. CARE

4.1 CLEANING

To preserve the lifespan of the Ability Hand, careful maintenance is required.

Rinsing the Ability Hand with water as needed will prevent dirt and dust from collecting on the hand. Soap and water may be used to clean the Ability Hand. Preventing dirt and dust build-up will help the Ability Hand operate as intended. The Ability Hand is water-resistant up to the wrist and the fingers should be pointed downwards when washing to prevent damage.

NOTE

The Ability Hand is rated to IP64, which allows the hand to be protected from water spray in any direction but should never be completely submerged (see Section 5.1 – Safety Instructions – Precautions for more information).

**CAUTION**

Only use mild soap and water when cleaning the Ability Hand. Other cleaning agents, such as bleach or chemical agents, may harm the Ability Hand.

4.2 STORAGE AND MAINTENANCE

The Ability Hand should be stored in a dry area at room temperature (70°F or 21°C). If the Ability Hand is stored at a temperature outside of the range -4°F to 113°F (-20°C to 45°C), significant damage may occur.

We advise that you **do not perform** any modifications or maintenance on the Ability Hand. If you believe the Ability Hand is not functioning properly or if the hand has been damaged, please contact your prosthetist to arrange for repair or replacement.

4.3 TROUBLESHOOTING

If a finger is unresponsive or operating in an unexpected manner, troubleshoot the hand by calibrating it. This can be done one of three ways:

1. With the PSYONIC Power Switch

- a. Turn off the hand by pressing and holding Power Switch button.
- b. Press the button on the Power Switch down for 7 seconds. The light will dim out.
- c. Release the button on the Power Switch. The light should flicker white 3 times.
- d. Turn the hand back on.
- e. All of the fingers should move, signifying that the hand has recalibrated.

2. With a USB-C charging cable

- a. Remove your socket. While the hand is turned on, plug the hand into its USB-C charging cable.
- b. The hand will turn off and begin charging. Charging is signified by the light on the PSYONIC Power Switch fading in and out in red, yellow, or green.
- c. Unplug the cable and turn the hand back on. Each finger should recalibrate.

3. In the PSYONIC Ability Hand Mobile App

- a. Turn on the Ability Hand and connect to the PSYONIC Ability Hand Mobile App.
- b. Click the Settings icon on the top right corner.
- c. Click Troubleshoot.
- d. Click Recalibrate.
- e. Choose 'Yes' and the hand will recalibrate.

Technical Support

For Users

If you experience any issues with your Ability Hand, please contact your prosthetist and describe the issue in detail. Your prosthetist may be able to immediately assist with any common issues.

For Clinician/Prosthetist

You can contact us via email at support@psyonic.io or call us at 1-888-PSYONIC (779-6642) for further assistance.

5. SAFETY

The Ability Hand should be handled with the same care and caution afforded to a physiological limb. Users must avoid exposing the device to mechanical stresses, environmental conditions, or activities that would reasonably be expected to cause harm to a natural hand. Adherence to the safety guidelines outlined in this section is critical to ensure device integrity, user safety, and compliance with warranty terms.

5.1 SAFETY INSTRUCTIONS

The entire contents of this manual must be reviewed before using the Ability Hand. Failure to do so could result in suboptimal performance, injury to the user, or damage to the device.

Definitions

1. A **WARNING** is intended to alert you to possible risk of severe injury or accidents.
2. A **PRECAUTION** is intended to alert you to possible risk of injury or accidents.
3. A **NOTICE** is intended to alert you to possible problems associated with the use or misuse causing damage to the product or its equipment.

Using the Ability Hand in a manner that is in violation of the provided Warnings, Precautions, or Notices may result in damage to the Ability Hand, injury to yourself or others, and could void any or all warranty coverage for your Ability Hand.

WARNINGS

- Do not operate heavy equipment, industrial machines, motor vehicles, or machinery while using the Ability Hand, as unexpected actions may cause injury.
- Do not at any time handle or operate a firearm while using the Ability Hand, as unexpected actions during firearm operation could result in serious injury or death.
- Clinicians: Do not puncture, bend, crush, or strain PSYONIC Battery Pack or their associated components. Mishandling of battery components can result in catastrophic failure or fire and/or chemical outbreak leading to serious injury or death. Do not use alternate batteries without consulting PSYONIC for guidance.

PRECAUTIONS

- Use care when using the Ability Hand around water. The Ability Hand is rated to IP64, which allows for the hand to be protected in any direction of water spray. Exposure outside these limits could result in irreparable damage to the device and lead to device malfunction. The Ability Hand should never be submerged.
- Do not expose the Ability Hand to excessive moisture, vibration, dust, or shock. Exposure to excessive environmental conditions could cause short or long-term damage to the device and lead to device malfunction.
- Do not expose the Ability Hand to extreme temperatures. Keep the device in environments above 20°C (-4°F) and below 45°C (113°F) at all times. Exposure to either extreme could cause short or long-term damage to the device and lead to device malfunction.
- Do not expose the Ability Hand to excessive amounts of corrosive substances (e.g. sweat, salt water, bleach, chemical agents). Exposure to corrosive substances could cause short or long-term damage to the device and lead to device malfunction.
- Do not use the Ability Hand near sources of high energy radio frequency (RF) communications (e.g. large antennae, satellite dishes) or excessive electrostatic buildup. Exposure to high energy RF communications or electrostatic buildup could cause unexpected actions and lead to device malfunction.
- Use care when operating the Ability Hand near an open flame and never allow the device to remain directly over an open flame for any amount of time. Exposure to an open flame could cause the Ability Hand to exceed safe operating temperatures and lead to device malfunction and permanent damage.
- Do not allow the Ability Hand to become crushed or smashed, as this kind of misuse can cause irreparable damage to the device and lead to device malfunction and permanent damage.
- Do not attempt to disassemble, modify, or service the Ability Hand or any associated components in any capacity, as this could lead to device malfunction and permanent damage.
- Use care when handling sharp objects or tools (e.g. blades or knives) with the Ability Hand, as unexpected actions during handling of sharp objects could result in serious injury.
- Do not wear your socket while charging the Ability Hand. The Ability Hand will automatically power off upon charging. Use of the Ability Hand while charging could result in injury.
- Use care when operating power tools while using the Ability Hand, as unexpected actions may cause injury. High vibration and heat caused by power tools can cause device malfunction and permanent damage.
- Use care when lifting heavy objects with the Ability Hand (e.g. weights, boxes, etc.) as certain loads could cause injury to the user or damage to the device.

SAFETY

- Use care when engaging in sporting activities while using the Ability Hand. Use of the Ability Hand while engaging in sporting activities can cause irreparable damage to the device and lead to device malfunction.

NOTICES

- Do not attempt to repair the Ability Hand on your own. Please contact your prosthetist or clinician regarding possible repair. Maintenance, upgrades, and repairs shall be performed by PSYONIC only. Mishandling during maintenance, upgrade, or repair can cause damage to the Ability Hand and lead to device malfunction and permanent damage.
- If you experience inconsistent charging or observe any physical abnormalities related to the Power Switch, discontinue use of the socket and Ability Hand and contact your prosthetist.
- Some warmth on the volar and/or dorsal side of the palm is normal during use. However, if excessive heat is observed at any time coming from the Ability Hand or the socket, immediately remove your socket, power off the device, and contact your prosthetist.

Unique Conditions

IMPORTANT

Operating a motor vehicle (e.g. automobile, watercraft, aircraft, large machinery, etc.) while using an upper limb prosthesis is dangerous. It is of the responsibility of a qualified healthcare professional and the patient to determine whether using the Ability Hand while driving is acceptable. It is important to follow the local laws and regulations that pertain to operating a motor vehicle with a prosthesis and ensure any necessary modifications are made to the vehicle and/or driver.

5.2 LIMITATIONS

Individuals with brachial plexopathy or high-level (i.e. forequarter, shoulder disarticulation) amputations may benefit from evaluation by a qualified medical professional before being fit with the Ability Hand.

6. ADDITIONAL INFORMATION

The remainder of this document will provide you with information on external device compatibility, technical support, PSYONIC's Limited Warranty, return policy, and regulatory compliance.

6.1 EXTERNAL DEVICE COMPATIBILITY

The Ability Hand is designed to be compatible with most third-party prosthetic devices and control systems. Please contact PSYONIC for an updated list of all supported devices, as work is being done to ensure complete and enhanced portfolio coverage.

NOTE

Due to its advanced, powerful motors, the Ability Hand operates best with the PSYONIC Battery Pack. Third-party batteries will cause the Ability Hand to perform sub-optimally.

IEC 62113 - SAFETY TEST STANDARD OF LI-ION CELL AND BATTERY

Please see Section 1.5 Technical Specifications – Electrical for electrical specifications.

6.2 PSYONIC LIMITED WARRANTY

Every Ability Hand includes a two-year limited warranty. Each Ability Hand is registered under our limited warranty by your prosthetist as part of the fitting process.

In addition, the following warranty packages are available within 180 days of initial 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 to the clinic.

Conditions COVERED by the Limited Warranty

Our warranty covers:

- Errors in the assembly of the Ability Hand
- Defects in the material used to build the Ability Hand
- Accidental damage to the Ability Hand that does not exceed any operational limits and disobey any safety guidelines or appropriate usage outlined previously in this 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
- 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 previously in this 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
- Use of unapproved 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
- Connection or installation of the Ability Hand to parts that are not compatible with the Ability Hand
- Damage to the Ability Hand or its associated components (e.g. Power Switch, Button, or batteries) caused by mishandling during fabrication of the prosthesis
- 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 Usage Guide available at www.psyonic.io/users, 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 subjecting 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.

6.3 REPAIR AND RETURN POLICY

At PSYONIC, we are dedicated to providing responsive and high-quality technical support to ensure optimal performance and reliability of the Ability Hand. The following repair and return policy outlines the procedures and conditions associated with device servicing:

Return Eligibility

Ability Hands may be returned to PSYONIC for a full refund or credit within 30 days of the original purchase date, provided that the device is unused, free of cosmetic or functional damage, and remains in like-new condition. Devices exhibiting wear, damage, or any signs of use are not eligible for return.

Repair Evaluation and Approval

Devices submitted for repair will undergo a thorough evaluation to determine the extent of the issue and whether it falls within the scope of warranty coverage. A detailed repair assessment, including any applicable costs, will be communicated prior to initiation of service. No repairs will be performed without prior authorization from the customer.

Repair Discretion

PSYONIC reserves the right to decline any repair request at its sole discretion. Factors influencing this decision may include, but are not limited to, evidence of misuse, unauthorized modifications, or conditions outside the scope of standard operating parameters.

Loaner Device Policy

When applicable, a loaner Ability Hand may be issued for clinical use during the repair period. All loaner units must be returned to PSYONIC within two (2) weeks of the repaired device being received by the clinic or user, unless an alternate timeline has been pre-approved in writing by a PSYONIC representative. Failure to return the loaner device within the agreed timeframe may result in additional fees or replacement charges.

Shipping and Handling

PSYONIC will cover the cost of shipping both to and from our service facility for approved repairs or returns. However, the customer is responsible for ensuring the device is properly packaged to prevent damage during transit. Devices must be securely cushioned and sealed in appropriate shipping materials. Damage incurred due to inadequate packaging may void the warranty coverage and result in additional repair or replacement charges.

For further details, please refer to the PSYONIC Repair and Service Policy available at www.psyonic.io/warranty-service.

6.4 REGULATORY COMPLIANCE

FDA Registration # 3016248620

Contains FCC ID: SQGBL652 IC ID: 3147A-BL652

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, (2) this device must accept any interference received, including interference that may cause undesired operation.

IEC 60529 – Ingress Protection rated to IP64

IEC 62133 – Safety Test Standard of Li-Ion Cell and Battery