

When you purchase an i-limb™ prosthesis from Touch Bionics®, you also automatically benefit from our premier product support package, touch care™



**North American Customers**

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**International Customers**

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Email: [info@touchbionics.com](mailto:info@touchbionics.com)

For address details and further information please visit [www.touchbionics.com](http://www.touchbionics.com)

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touchcare™

i-limb™ user  
range of benefits



## Welcome to the Touch Bionics family!

Your prosthesis is covered by our Touch Care™ service and support program, which provides you with a range of benefits including:

- Warranty (including accidental damage)
- Additional i-limb skin active coverings
- Help desk
- Service and Repairs
- Patient Care Pathway - track your progress
- iPod Touch with biosim mobile control app
- biosim software updates
- Training

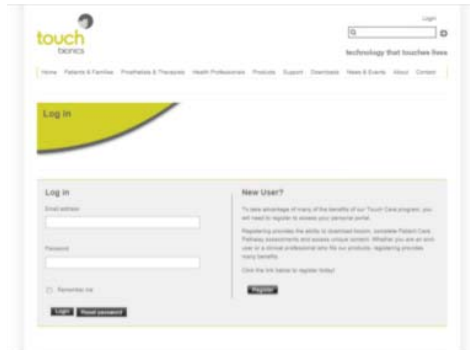
**Read on for more details!**



## How to get started with Touch Care

Many of the elements of Touch Care™ are already active, but some things require activation, like biosim™ software and your additional coverings and Apple® iPod® Touch.

To activate these items, you need to create an account to access your personal portal on the Touch Bionics web site. If you and your prosthetist have already started using our **Patient Care Pathway**, then you may already have created an account. If you haven't, then please visit [www.touchbionics.com](http://www.touchbionics.com) and click the "Log-in/Register" link in the top right corner of the screen.



## Your portal and Patient Care Pathway

From your portal you can now download your biosim software application to allow you to customize the features of your **i-limb prosthesis** and you can also now start participating in the **Patient Care Pathway**.

To start receiving regular additional coverings, you need to complete your first Post-Fitting Assessment in the Patient Care Pathway. You can do this by selecting the Post-Fitting Assessment option from the menu on the right. Go through the form and submit it. The first time you do this will prompt us to deliver your first additional covering to your prosthetist.



# With Touch Care, you're covered...

## Mobile control app

i-limb users receive an Apple iPod Touch with their prosthesis, allowing quick and easy access to grip features while on the go.

## Coverings

Every three months, we will provide you with an new i-limb™ skin active or i-limb skin active digit covering, depending on the type of your prosthesis.\*

## Warranty

i-limb users receive a 12 to 60 month manufacturer's warranty, depending on the product package purchased.

## Hand Health Check

We will prompt you to run a regular Hand Health Check on your prosthesis to check that everything is functioning as expected. If there are any concerns, we'll let your prosthetist know.

## Service and Repairs

If your hand requires a repair or service, Touch Care ensures that you will be provided with prompt and dedicated support by our customer service team. A courtesy hand will be provided while your hand is with us.\*\*

## biosim software upgrades

Our software controls your prosthesis. With Touch Care, you will always receive free upgrades to the software, including any new features or training modes.

## Patient Care Pathway

An online tool that tracks your progress with your Touch Bionics prosthesis to improve your experience and help guide our future product developments.

## Training via the web

Touch Care is designed to help you achieve more with your prosthesis and includes training resources within the biosim software and online at [touchbionics.com](http://touchbionics.com).

\* Terms and Conditions apply  
\*\* Does not apply to i-limb digits devices

