



Hero RGD/PRO

With MyoPods

User Manual

Version 01.01

Contents

Contents	2
1. Introduction	3
2. What's in the Box	3
3. Hero RGD/PRO Hand Overview	4
4. Hero PRO	6
5. Getting Started	8
6. Bluetooth Connection & Pairing	12
7. How to use your Hero RGD/PRO Hand	13
8. Sidekick App	26
9. Safety	28
10. Battery	31
11. Troubleshooting	33
12. Indications	34
13. Contraindications	34
14. Service Life & Shelf Life	35
15. Warranty & Returns	35
16. Warnings	37
17. EU & UK Regulatory Compliance	38
18. California Proposition 65 Warning	42
19. FCC Compliance	42
20. FDA Compliance	43
21. Symbols	43
22. Contact Open Bionics	46

1. Introduction

Welcome to your Hero RGD/PRO Hand - Hero RGD (Rugged) or Hero PRO. Your Hero RGD/PRO Hand is a powered multi-grip bionic hand controlled using wireless myoelectric sensors called MyoPods.

Before using your Hero RGD/PRO Hand for the first time, please familiarise yourself with this user manual, it contains important information on safety, use, and care of your Hero RGD/PRO Hand.

This document refers to the Hero RGD and Hero PRO as Hero RGD/PRO Hands. Where this document refers to Hero RGD/PRO Hands the information will apply to Hero RGD, Hero PRO, and MyoPods.

Where information differs between Hero RGD and Hero PRO this will be specified.
Where information differs or only applies to MyoPods this will be specified.

2. What's in the Box

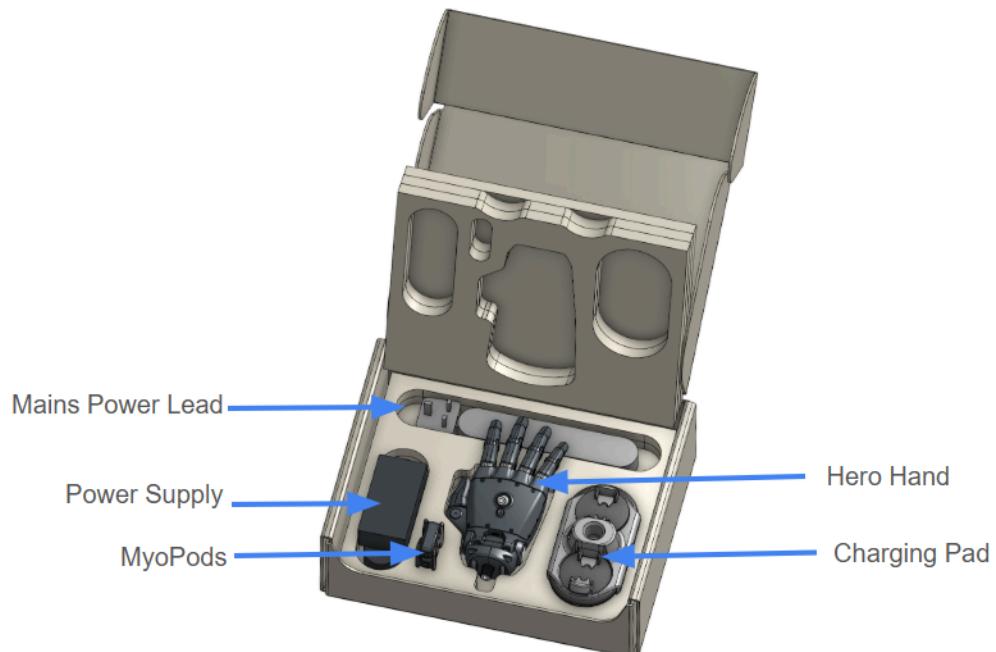


Image 1. Hero RGD/PRO Hand box with contents

3. Hero RGD/PRO Hand Overview

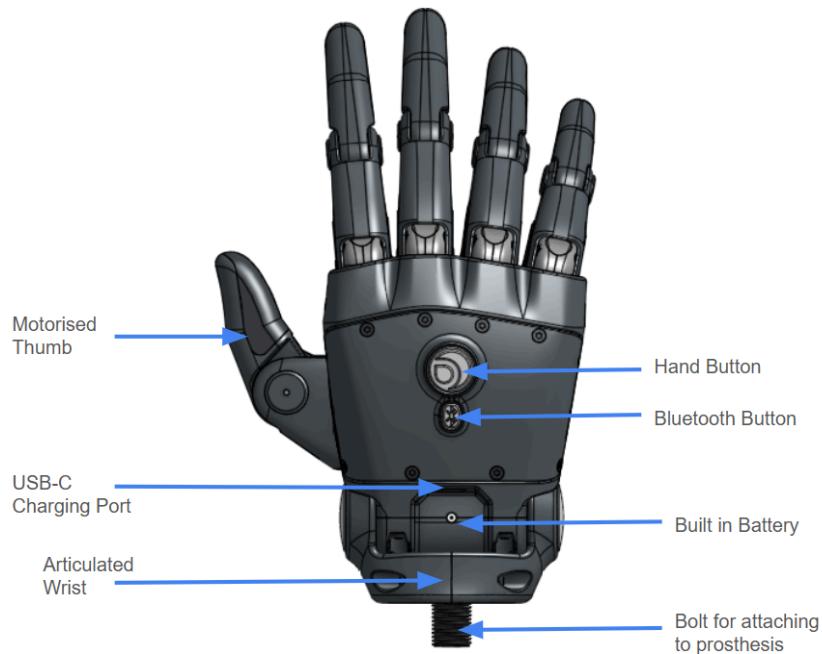


Image 2. Back of a Right Hero RGD showing features.

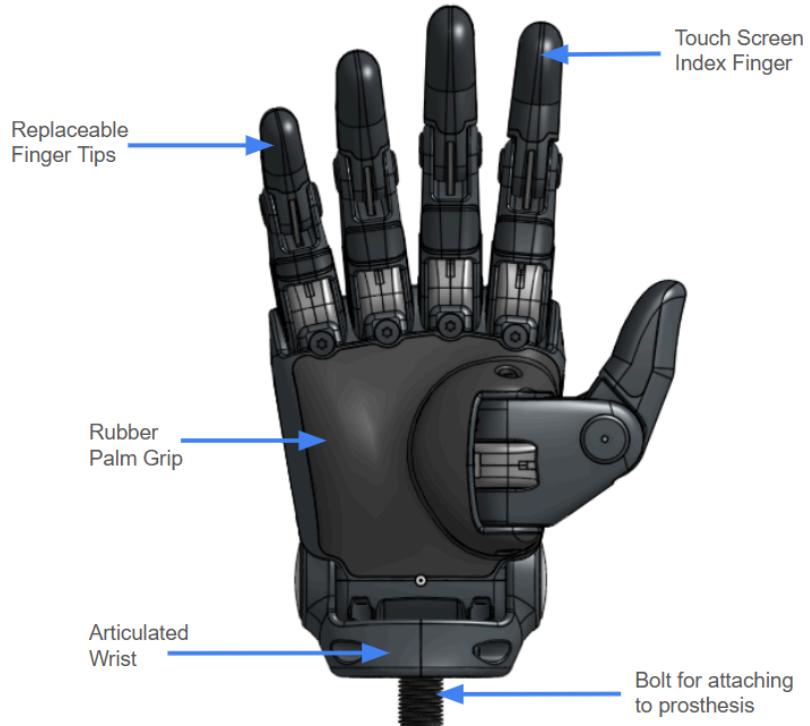


Image 3. Front of a Right Hero RGD showing features.

Collapsible finger tips bend closed at the knuckle when knocked, then spring return to the open position. The torque limiting clutches in the knuckles will release under excessive pressure to protect the motors.

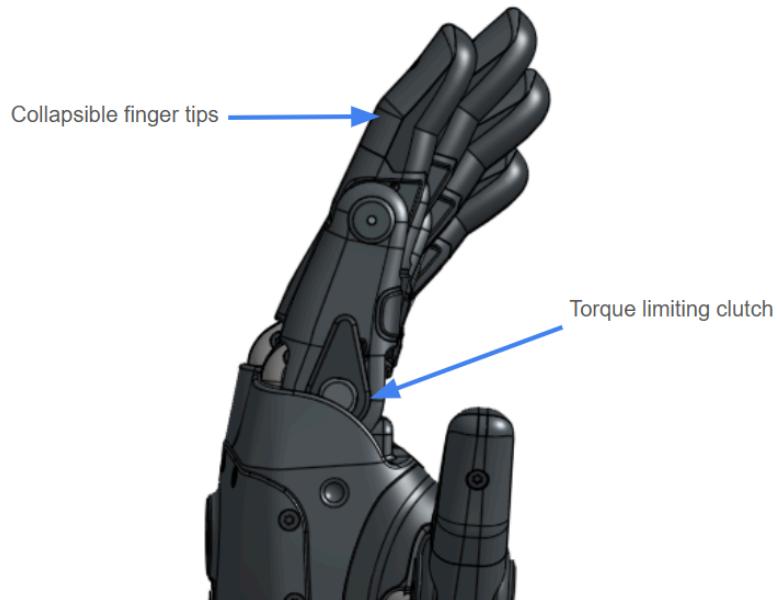


Image 4. Side view of Hero RGD/PRO Hand showing finger joints.

4. Hero PRO

Hero PRO saves weight by moving the pinky and ring fingers with a single motor. You will notice that these fingers move together as the hand changes grip pattern and grasps objects.



Image 5. Back of a Left Hero PRO showing joint fingers.

MyoPod Overview

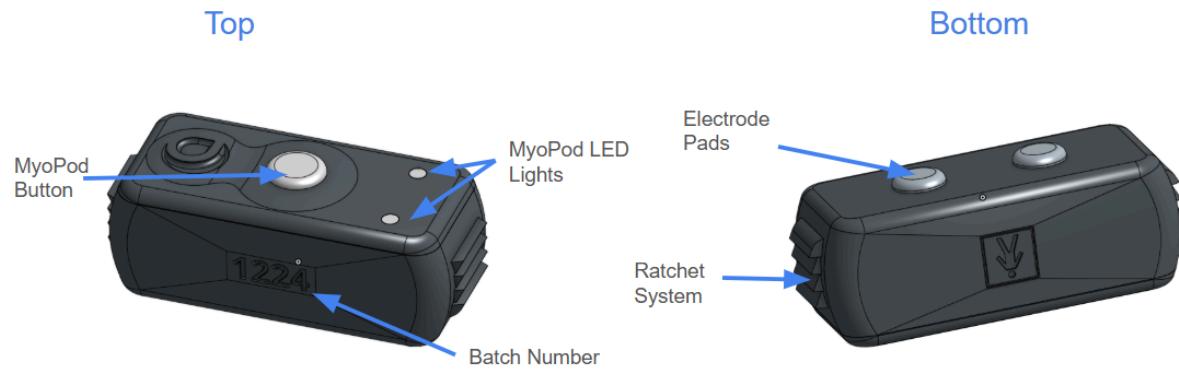


Image 6. MyoPods showing features on the top and bottom.

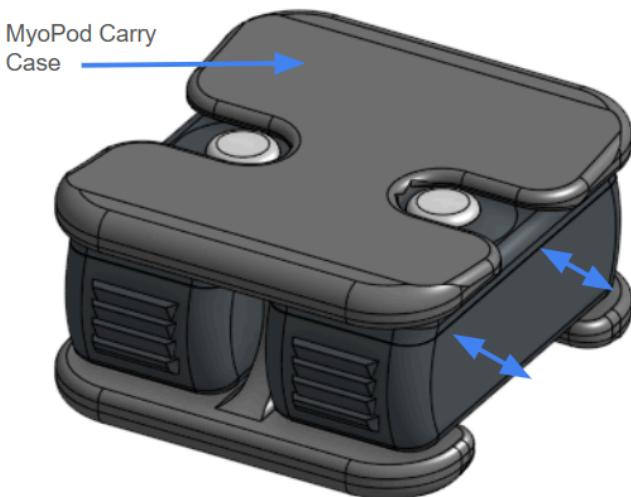


Image 7. MyoPods in carry case.



MyoPods are a Type BF (Body Floating) applied part.

5. Getting Started

When to Use Your Hero RGD/PRO Hand

The Hero RGD/PRO Hands are intended to be used for day-to-day activities that require the use of one or two hands.

The Hero PRO is intended to be used for light to moderate activities such as:

- Holding objects such as cups, tools, kitchen utensils, trays, bottles, bags
- Performing actions such as opening doors, pressing buttons, getting dressed, cooking, performing two-handed tasks.

The Hero RGD is intended for the same activities as the Hero PRO, in addition:

- Holding heavier tools
- Performing more vigorous actions such as gardening, DIY, manual handling, farming, and warehouse work.

Precautions and Warnings



The Hero RGD/PRO Hands are not intended for use in activities that may result in injury or death as a result of it failing to perform the activity as intended. As such, activities which are specifically prohibited include: (*unless otherwise permitted by local law and or legislation*)

- Driving any form of motor vehicle, aircraft or boat,
- the use of firearms, or
- use while partaking in contact sports, watersports, or extreme sports.

For all other activities, you should assess the impact of the following:

- The Hero RGD/PRO Hand suddenly ceases to function (for example if it were to run out of battery). Bear in mind that this could leave the device unable to release.
- The Hero RGD/PRO Hand losing its grip.
- The Hero RGD/PRO Hand moving unintentionally.
- The Hero RGD/PRO Hand shifting position on, or coming off, your arm.

If the consequence of using the Hero RGD/PRO Hand for any of the above activities is injury or death to yourself or anyone else, the Hero RGD/PRO Hand

must not be used. In the case of using the Hero RGD/PRO Hand in the workplace, you should discuss the above points with your Health and Safety representative and conduct a formal risk assessment. Refer to the [Safety](#) (page 28) section for all safety information.



WARNING: Users should be mindful of the additional weight and size of wearing a prosthetic device and should avoid accidental impacts with third parties or delicate objects.



WARNING: MyoPods also pose a risk if swallowed, they should be kept out of reach of children under the age of 6 years old.

Attaching Hero RGD/PRO Hands to a Wrist

The Hero RGD/PRO Hand has a $\frac{1}{2}$ inch UNC bolt in the wrist that can be used to attach the Hand to many off the shelf prosthetic wrists. For best use of the articulated wrist the Hero RGD/PRO Hand should be used with a wrist with locking rotation feature, such as a USMC-compatible quick disconnect wrist. The Hero RGD/PRO Hand is shipped with a USMC-compatible insert as standard.

Attaching the Myopods to a Flex

Power On

To switch on your Hero RGD/PRO Hand, press the Hand Button (see *Image 2*). The Hand Button will display a rainbow pattern while initialising and will turn off once the Hand is on and ready to use.

Press the button on top of each MyoPod (see *Image 6*) to turn them on. They will automatically connect to your Hero RGD/PRO Hand (page 14). If there is any issue with connecting the MyoPods please refer to the [Bluetooth Pairing & Connection](#) (page 12) section or the [Troubleshooting](#) (page 33) section.

Power Off

To switch your Hero RGD/PRO Hand off press and hold the Hand Button for 3 seconds. Your MyoPods will automatically power off when the hand turns off.

To manually turn the MyoPods off press and hold the button for 8 seconds until the LED light turns off.

Charging

Your Hero RGD/PRO Hand comes with a built-in battery. The battery life of your hand will vary depending on how heavily you use it, but should last for at least one day of typical usage. To avoid disruption we recommend charging it every night.



WARNING: For safety reasons, only charge your Hero RGD/PRO Hand and MyoPods using the charging equipment provided.



WARNING: For safety reasons, do not wear your Hero RGD/PRO Hand whilst charging. Note: the motors are disabled during charging.



WARNING: The Hero RGD/PRO Hand and MyoPods must only be charged when the ambient temperature is above 5 °C (41 °F) and below 35 °C (95 °F).

Follow these steps to set up your MEGMEET USB-C power supply and Qi wireless charger (see *Image 8*):

1. Connect the power lead to the power supply (A and B).
2. Connect the power supply to the back of the charging pad (B and C).
3. Plug the power lead into a mains power outlet.



Image 8. Charging Pad and power supply with MyoPods and Hero RGD/PRO Hand.

Follow the steps below to charge your Hero RGD/PRO Hand (see *Image 8*):

1. Switch off your Hero RGD/PRO Hand.
2. Slightly flex the wrist of your Hero RGD/PRO Hand to enable access to the charging port.
3. Insert one end of the USB-C to USB-C cable into the **curved side** of the charging pad (D).
4. Plug the other end of the USB-C cable into the hand charging port (E).
5. The Hand Button should flash white to indicate that charging has started.

Follow the steps below to charge your MyoPods (see *Image 9*):

1. MyoPods are charged wirelessly using a Qi wireless charging pad.
2. Place each MyoPod in the centre of one of the charging pads with the metal pads down.
3. The MyoPods should start to pulse orange to indicate charging is in-progress.

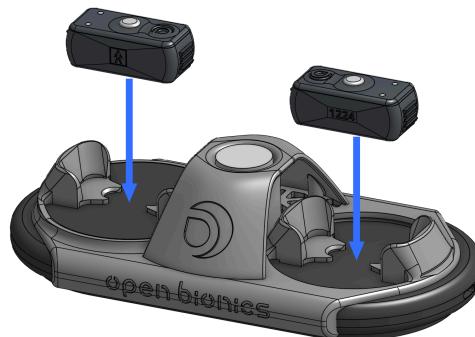


Image 9. Inserting MyoPods into the charging pads



WARNING: The MyoPods may heat-up slightly during charging, leave them to cool for a few minutes before putting in contact with skin.



WARNING: Placing the MyoPods with the metal contacts facing up can damage your MyoPods.

4. The MyoPods will stop pulsing orange to indicate charging is complete.

Battery Level

The battery level of the Hand and MyoPods can be viewed on the Sidekick App.

The MyoPod LEDs also indicate the battery status:

- Green if battery is greater than 30%

- Orange if battery is less than 30%

6. Bluetooth Connection & Pairing

MyoPods & Hand

When you first get your new Hero RGD/PRO Hand with MyoPods, they will already be paired and ready-to-use. Should you need to pair them again for any reason perform the following steps:

To pair a MyoPod to a Hero RGD/PRO Hand:

1. Turn on the MyoPod & Hero RGD/PRO Hand
2. Press the MyoPod button, the LED light should start double-flashing every second.
3. Press and hold the Bluetooth button on the Hero RGD/PRO Hand for two seconds.
 - a. The Bluetooth LED should first light-up dim-white, it should then flash white after two seconds indicating that you can release the button.
4. The Hand's Bluetooth LED should then flash blue quickly to indicate that it is trying to pair to a MyoPod.
5. Once the pairing completes, the Bluetooth LED should flash white once and then should turn off, and the MyoPod LED light should stop double-flashing and should then be slowly pulsing green.
6. You may then need to repeat this process with the second MyoPod.
7. Once paired, your Hand and MyoPods should connect with each other automatically when turned on.

Note: When pairing the MyoPods with the Hand, please ensure that no other users are paring their Hand and MyoPods at the same time.

Pair To the Sidekick App

See section [Sidekick App](#) (page 26) for details.

7. How to use your Hero RGD/PRO Hand

The Hand Buttons

The buttons on the back of the hand can be used to control a variety of functions of your Hero RGD/PRO Hand:

Button	Action	Description
Hand Button	Single Press	Turn on the Hand
	Single Press	Change Grip (or unfreeze if the hand is currently frozen)
	Double Tap	Re-home the fingers
	Hold for 3s	Power Off
Bluetooth Button	Single Press	Enables connect to the Sidekick App
	Hold for 2s	Start pairing with a MyoPod

The MyoPod Button

Action	Description
Single Press	Turn on the MyoPod
	Advertise to connect to the Sidekick App or connect to a new Hand
Hold for 8s	Turn off the MyoPod

LED Indications

The Hero RGD/PRO Hand and MyoPods will notify you of a variety of status changes through LEDs.

Hand Button LEDs

The Hand has 2 LEDs, one in the Main button and one in the Bluetooth button.

Hand button indications:

Category	Pattern	Indicates
Power	Rainbow	Powering On or Off
Errors & Warnings	Red LEDs	An error has occurred, turn the hand off by holding the Hand button for 10s
	Pulsing Orange	Low battery or high temperature
Control	Aqua	The hand is in Freeze Mode
	Green Flash	Changing Grip
Charging	White Flash	Charger is connected or disconnected
Button	White	When button is pressed

Bluetooth button indications:

Category	Pattern	Indicates
Bluetooth	Fast Flashing Blue	Hand trying to connect to a MyoPod
	Slow Flashing Blue	The hand is discoverable and trying to connect to the App.
	White Single Flash	The App/MyoPod has just connected to the hand
	Pink Single Flash	The App/MyoPod has just disconnected from the hand
Button	White	When button is pressed

MyoPod LEDs

The MyoPods will illuminate with either 1 LED or 2, depending on if the sensor is configured as an Open sensor or a Close sensor: (open / close fingers and or thumb)

- 1 LED - Close
- 2 LEDs - Open

An easy way to remember this is that the number of dots corresponds with the number of syllables in the words Open and Close. When used in conjunction with the Hero Flex, there are also small markers/dots on the Hero Flex frame around the MyoPod cutouts (see Image 10) to indicate which MyoPod should be placed on which side. Match the number of LEDs that light up on each MyoPod to the number of raised dots on your Hero Flex.



Image 10. Hero Flex frames with Open and Close markers.



WARNING: MyoPods should not be worn over broken skin.

Category	Pattern	Indicates
Power on	Solid for ~1 Second	Turning on
Bluetooth	Double-flash every ~1 Second	Ready to pair to Hand/App
	Slow Fade every ~4 Seconds	Connected to Hand
Charging	Orange Fade every ~0.5s	Charging in progress
Errors	Red Solid	An error has occurred
Button	Solid	Button is being pressed

The colour of the MyoPod LEDs indicate the battery status or if the MyoPods are currently charging:

- Green if battery is greater than 30%
- Orange if battery is less than 30%

If a MyoPod disconnects from the hand, the MyoPod LEDs will stop 'Slow Fading' and will start 'Double Flashing'.

Controlling the Hand

For intuitive control the MyoPods detect your muscle movements and the hand responds. The hand will move more slowly when your muscles are tensed gently, and will move more quickly with a firmer squeeze. This controlled grasping can be useful for manipulating small or delicate objects.

Operating your MyoPods

The MyoPods are activated by tensing the same muscles used to flex the wrist and fingers of a biological hand:

1. To close the Hero RGD/PRO Hand and perform a selected grip, imagine flexing your wrist inwards while pulling the fingers into the heel of the hand.
2. To open the hand, imagine extending the wrist with an outstretched palm.

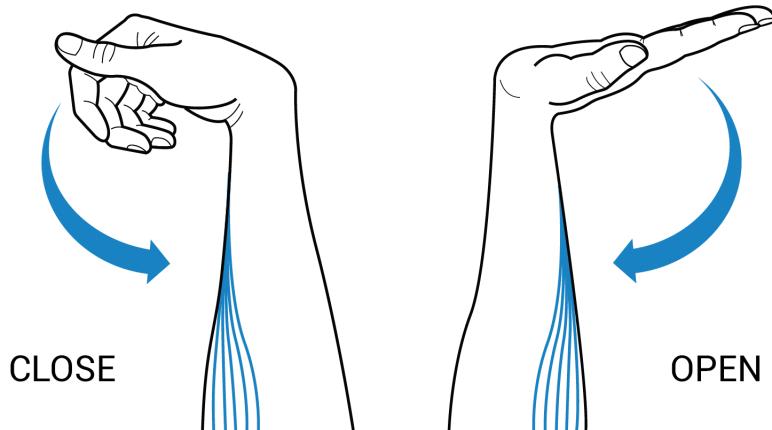


Image 11. Wrist in a flexed and extended position showing muscle activation.

If you are having trouble getting your Hero RGD/PRO Hand to respond to your muscle movements, please see the [Troubleshooting](#) section (page 33).

Grip Modes

The Hero RGD and Hero PRO hands can move the fingers to a range of pre-defined positions to allow it to grab or hold onto a wide variety of objects - these are called 'grips'.

For example, there is a 'Fist Grip' that moves all of the fingers and thumb and is suited for grabbing large objects. There is also a 'Pinch Grip' that is more suited to grabbing smaller objects.

The Hero RGD & Hero PRO are loaded with a number of default grips, but the grips can be changed or added using the Sidekick mobile App.

The most commonly used grips are described in the following pages. Additional grips are released over time and can be installed through firmware updates managed in the Sidekick App.

When turning your Hand on it should remember the last grip that was selected and automatically position the fingers and thumb for that grip.

Grip Groups

To make it easy to navigate between grips, the grips are organised into groups. You can press the main hand button to switch to the next group. When you switch to the next group, it will change to the first grip in the next group.

For example, the groups may be arranged as follows:

Group 1

- Fist Grip
- Hook Grip

Group 2

- Pinch Grip
- Tripod Grip

Group 3

- Key Grip
- Rock On
- Finger Roll

If you are in Group 1 and have the Hook Grip selected, you can press the hand button and it will change to Group 2, Pinch Grip.

Changing Grips

To switch between grips within a group:

1. Move the hand into the open position by tensing the Open muscle
2. Relax your muscles
3. Hold an open signal for more than a second (see [Controlling the Hand](#) page 16)

The Hand Button will flash green and the hand will change to the next grip (in the current group).



WARNING: Do not manually move the thumb between positions. Doing this will damage the thumb mechanism. The thumb will move automatically between grips without any manual intervention.

Fist

This grip is useful for carrying round objects such as bottles or fruit, for holding utensils and handles, and can also be used for handshakes. The thumb and fingers close towards each other, with the fingers adapting to the shape of the object you are holding.

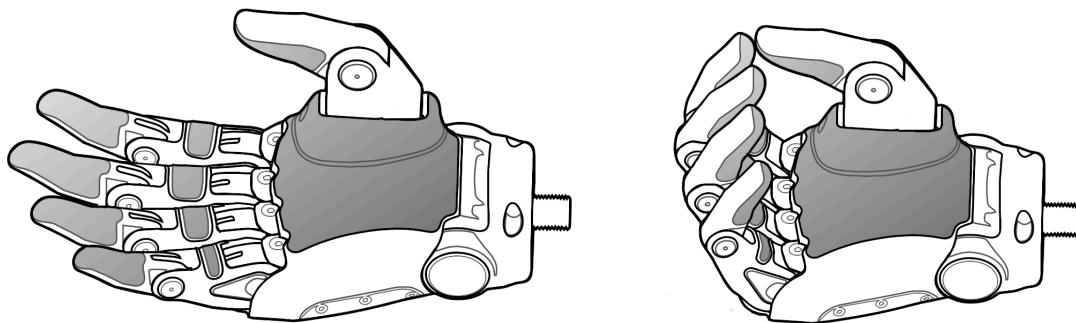


Image 12. Fist Grip in open position. Image 13. Fist Grip in closed position.

	Max Weight	Min. Cylinder Diameter	Max. Cylinder Diameter
RGD	6 kg 13 lbs	13mm 0.5"	100mm 3.9"
PRO	5 kg 11 lbs	13mm 0.5"	100mm 3.9"

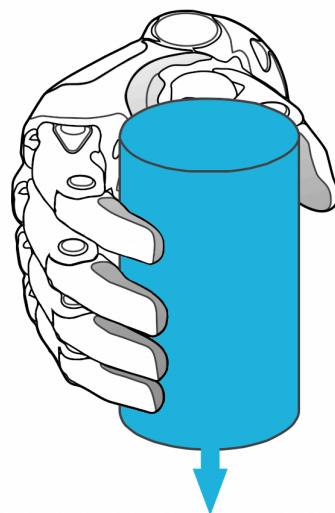


Image 14. Fist Grip holding an object demonstrating maximum weights.

Hook

Similar to the Fist Grip, however the thumb remains open while the four fingers close. This is ideal for carrying a shopping bag, briefcase, or school bag and allows you to do a “thumbs up” gesture.

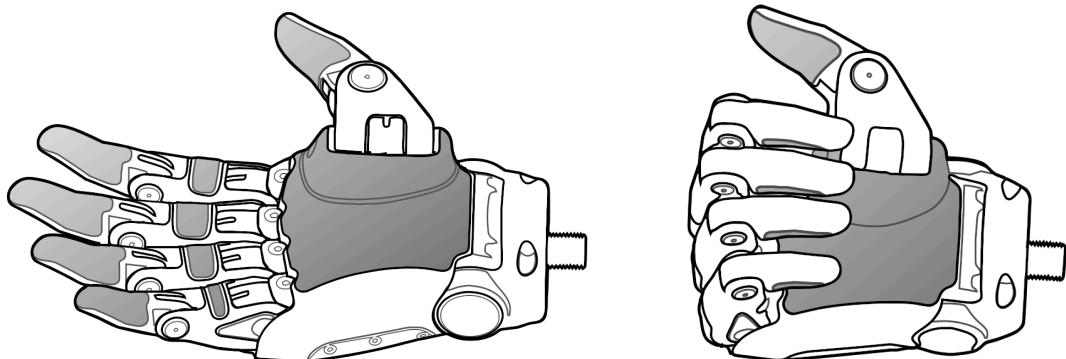


Image 15. Hook Grip in open position. Image 16. Hook Grip in closed position.

	Max Weight
RGD	35 kg 77 lbs
PRO	25 kg 55 lbs

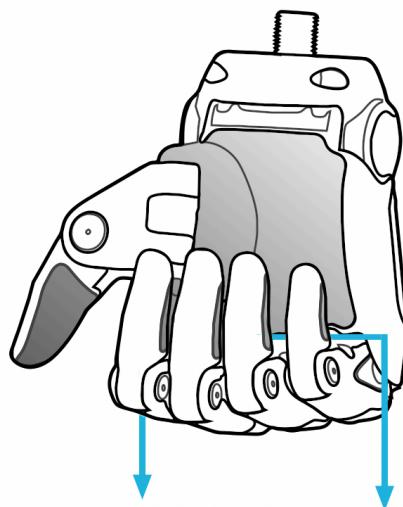


Image 17. Hook Grip holding an object demonstrating maximum weights.

Pinch A

The Pinch Grips are useful for manipulating small objects like holding a shoe lace or a jacket's zipper, or picking things up off a table such as a coin or pen.

The index finger closes to meet the thumb, all other fingers remain open. You can make an "A-OK" hand sign with this grip.

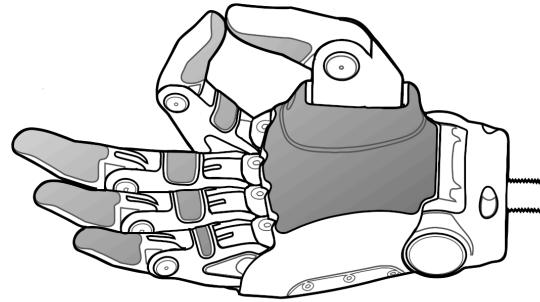
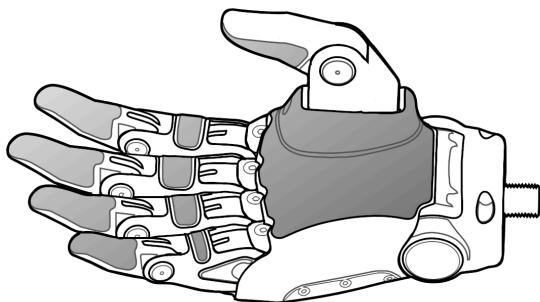


Image 18. Pinch Grip A in open position. Image 19. Pinch Grip A in closed position.

Pinch B

When selecting this grip, the middle, ring and little fingers will close, and when sending the close signal the index finger will then close to meet the thumb. You can also use this grip to point, operate a smartphone through the capacitive touch capability of the finger tips (page 22), push a button, or do a "come here" gesture.

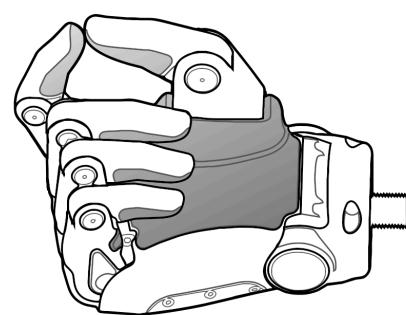
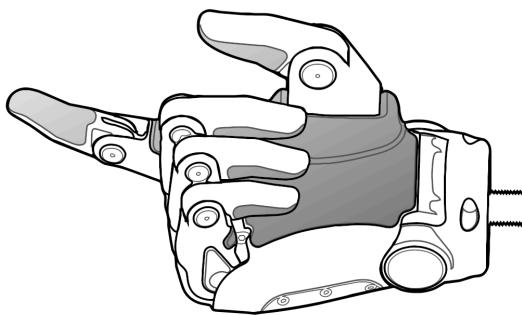


Image 20. Pinch Grip B in open position. Image 21. Pinch Grip B in closed position.

	Max Weight for Pinch A/B
RGD	2 kg 4.4 lbs
PRO	1.5 kg 3.3 lbs

Tripod

The ring and little fingers close when selecting this grip, and when sending the close signal, the index and middle fingers then close to meet the thumb. You can make a “peace” hand signal with this grip.

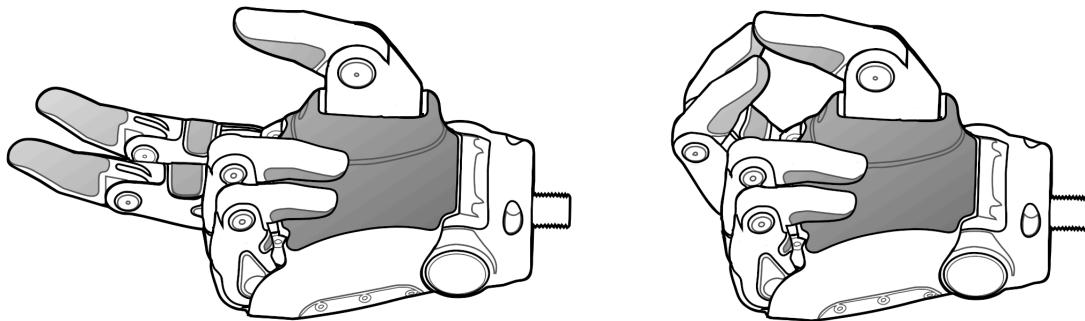


Image 22. Tripod Grip in open position. Image 23. Tripod Grip in closed position.

	Max Weight
RGD	5 kg 11 lbs
PRO	4 kg 9 lbs

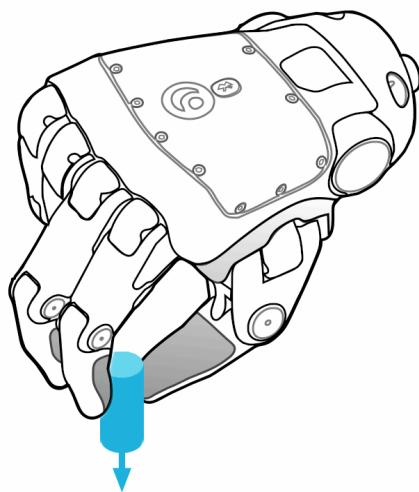


Image 24. Tripod Grip holding an object demonstrating maximum weights.

Point

This grip will close all the fingers except the index finger and move the thumb to the side of the hand. Activating the signals will open and close the index finger in a pointing motion.

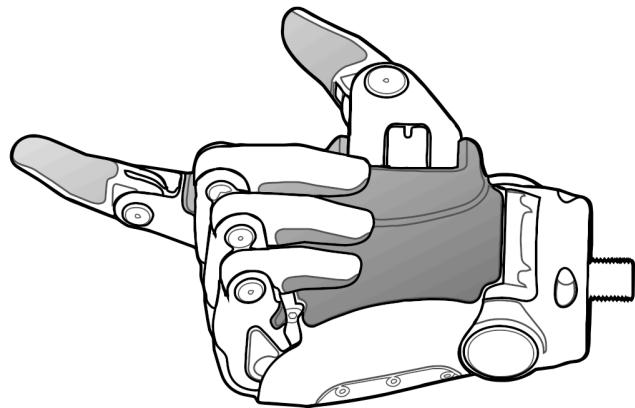


Image 25. Point Grip showing finger position.

Key

When selecting this grip, all the fingers will close. When sending the close signal only the top part of the thumb will move towards the fingers as you would for holding a key to put in a lock. It is also useful for holding open a purse or wallet, or holding a credit card, or shoelace.

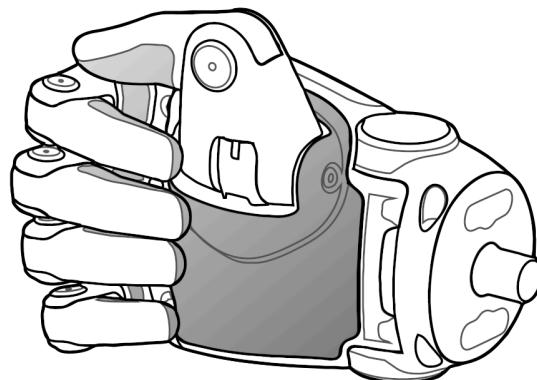


Image 26. Key Grip showing thumb position.

Limits

Maximum Finger Tip Load

	Max Weight
RGD	3 kg 7 lbs
PRO	3 kg 7 lbs

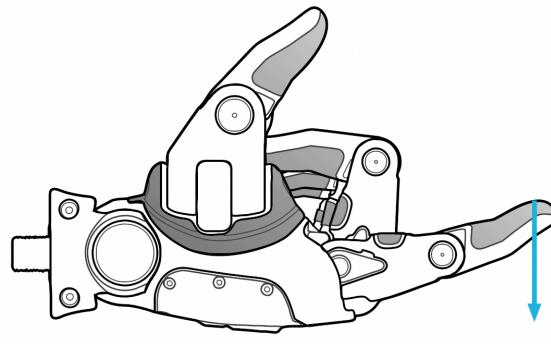


Image 27. Maximum load on finger tip.

Maximum Knuckle Load (Closed Fist)

For example, during a closed-fist pushup.

	Max Load
RGD	80 kg 176 lbs
PRO	70 kg 154 lbs

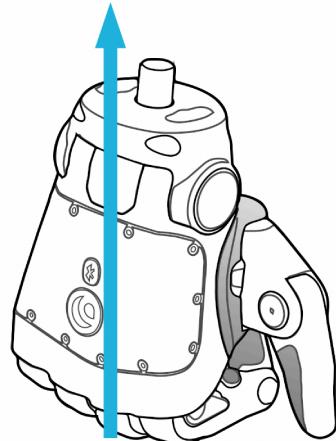


Image 28. Maximum load on knuckles.

Note. If the fist is not fully closed this would decrease to RGD 25kg and 15kg for PRO

Touch Screen

The soft finger tip on the index finger of your Hero RGD/PRO Hand can be used to control touch screen devices. Using a screen protector may prevent or limit the effectiveness of this feature.

Wrist Articulation

To articulate the wrist the base of the hand needs to have a minimum of a 2mm gap underneath it, press the wrist button to move the hand into the free-rotation position and then manually push or pull the body of the hand to flex and extend the wrist. (See the [Hero Flex User Manual](#) for details on how to use the button, alternatively consult your wrists manufacturers instructions for use).



WARNING: You will not be able to flex or extend the wrist while it is locked from rotating, do not force the hand to flex or extend as you risk damaging it.

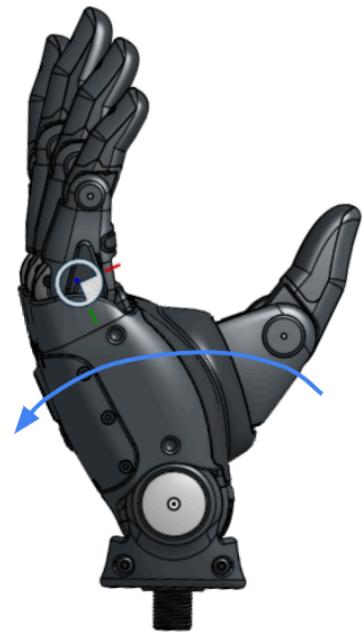


Image 29. Articulated wrist flexed.

Image 30. Articulated wrist extended.

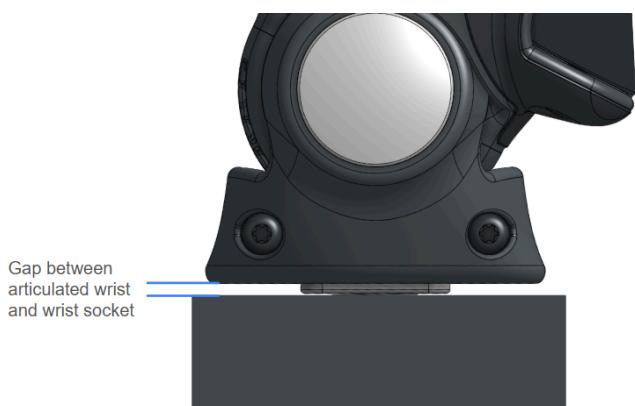


Image 31. Articulated wrist with locking pads.

Image 32. Gap needed for the wrist to move.

Calibrating the Hand

When you power on your Hero RGD/PRO Hand for the very first time, the hand may perform a calibration routine - this will involve the fingers and thumb opening, followed by the thumb closing in order to check everything is working correctly.



WARNING: It is important that the fingers are not obstructed during calibration, as this could cause the calibration to fail.

There may be some situations when you want to force the hand to calibrate, such as if a finger is no longer closing or opening fully. Double Press the Hand Button to trigger the Hero RGD/PRO Hand to re-calibrate.

If your hand repeatedly fails to calibrate, please see the [Troubleshooting](#) (page 33) section of this manual.

Usage Duration

There are no restrictions on the duration of usage, however the battery life will be a contributing factor.

User discretion is recommended on duration of use.

8. Sidekick App

The Sidekick mobile application is a companion to your Hero RGD/PRO Hand(s) which contains interactive training tools, training videos, configuration options and data tracking.

The Open Bionics Sidekick App is downloadable from the [Google Play Store](#) and the [Apple App Store](#).



A mobile phone with Android 7.0 or iOS 13.4 or later is required. Additionally, the mobile must support Bluetooth 4.2 (introduced in 2014) or later.

Pair the Hand to the Sidekick App

To pair the Hand to the Sidekick App:

1. **Turn on the Hero RGD/PRO Hand & MyoPods**
2. **Open the Sidekick App**
3. Navigate to the **Device screen** (bottom left icon on the bottom bar)
4. Click the '**+ Add New Device**' button at the top of the screen
 - a. If you already have a device paired with the Sidekick App, you will need to click the dropdown at the top of the screen to see the '**+Add New Device**' option
5. Press the **Hand Bluetooth button** - the Hand Bluetooth LED should start flashing to show that it is discoverable from the Sidekick App
6. Click '**I have a Bluetooth device**'
7. After a few seconds you should be taken to the **list of discovered devices**
 - a. If the Hand isn't shown, repeat Step 5 and then click Try Again
 - b. If this still doesn't work, ensure the Sidekick App has location permissions enabled to allow it to access Bluetooth
8. Tap the **Hand** in the **list of devices** to **connect** to it
9. Connecting the hand for the first time should trigger a **pop-up** asking you if you want to **Pair - click accept/confirm**
10. The App should then **pair and connect** with the **Hand**
11. You should then see the **Devices screen**
12. The app should then try to **automatically connect to each MyoPod**

Connect MyoPods to the Sidekick App

If you only want to connect the MyoPods to the Sidekick App without a hand:

1. **Turn on the MyoPods**
2. **Open the Sidekick App**
3. Navigate to the **Device screen** (bottom left icon on the bottom bar)
4. Click the '**+ Add New Device**' button at the top of the screen
 - a. If you already have a device paired with the Sidekick App, you will need to click the dropdown at the top of the screen to see the '**+Add New Device**' option
5. Press the **Bluetooth button** on **each of the MyoPods** that you want to connect to - the MyoPod LED should start double-flashing to show that it is discoverable from the Sidekick App
6. Click '**I have a Bluetooth device**'
7. After a few seconds you should be taken to the **list of discovered Sensors/MyoPods**
 - a. If the MyoPods aren't shown in the MyoPods section, repeat Step 5 and then click Try Again
 - b. If this still doesn't work, ensure the Sidekick App has location permissions enabled to allow it to access Bluetooth
8. **Tap each MyoPod in the list** that you want to connect to
9. Click the '**Connect**' button at the bottom of the screen
10. The App should then **connect to each MyoPod**
11. You should then see the **Devices screen**

Telemetry

The Hero RGD/PRO Hand & MyoPod log how long they have been turned on for and record faults. This telemetry data is then passed to the Sidekick App whenever they are connected, which is then sent back to Open Bionics for diagnostics and warranty management.

9. Safety

Although the Hero RGD/PRO Hand has been engineered to be strong and robust, you should treat it as if it were your own limb - please read this section of the manual for general safety information and guidance on how to care for your Hero RGD/PRO Hand.

Water Resistance

Hero RGD/PRO Hands and MyoPods are IP67 rated. In Ingress Protection (IP) ratings the first number is a score for solids and dust, the second is for liquids. IP67 means dust can't get inside and they are protected when immersed in water up to 1 metre for 30 minutes.



WARNING: Hero RGD/PRO Hands and MyoPods are not intended for long periods of immersion and are not suitable for swimming or underwater activities (excluding, washing / bathing activities). Hero RGD/PRO Hands must not be subject to high loads or shocks when immersed in water, as this can cause water ingress.



WARNING: The wireless control signals from the MyoPods to the Hero RGD/PRO Hand are blocked by water and so the hand cannot be reliably controlled when immersed. User discretion is advised on what tasks can be safely performed in wet conditions.



WARNING: Hero RGD/PRO Hands and MyoPods are not intended for use in salt water, as salt water is extremely corrosive and will damage the electronics/gearboxes.

Loads



WARNING: Avoid subjecting your hand to excessive loads or impacts - your safety should not rely on the arm at any time. Load limits for the common grips are described in the Grips section (page 14). This could void your warranty.

If you have a particular activity or sport that you want to play whilst wearing your Hero RGD/PRO Hand which might subject it to excessive impacts or force, we would recommend first discussing this with your prosthetist.



WARNING: The strength of grip means that the Hand poses a potential pinch or trap hazard to yourself or to people you interact with through the Hand. Use extra caution when interacting with babies, children or frail adults to avoid bruising or crushing harm.

Operating Temperatures



WARNING: Do not expose the Hero RGD/PRO Hand or MyoPods to a naked flame or subject them to excessive heat.

Hero RGD

You can use your Hero RGD above -10 °C (14 °F) and below +40 °C (104 °F).

Hero PRO

You can use your Hero PRO above -10 °C (14 °F) and below +40°C (104 °F).

MyoPods

You can use your MyoPods above -10 °C (14 °F) and below +40 °C (104 °F).



WARNING: There is a risk of the electrode pads causing cold burns if the MyoPods are worn when they are exposed to below freezing temperatures.

Charging Temperatures



WARNING: The Hero RGD/PRO Hand and MyoPods should only be charged when the ambient temperature is above 5 °C (41 °F) and below 35 °C (95 °F).

Altitude / Air Pressure

You can use the Hero RGD/PRO Hand and MyoPods at air pressures equivalent to altitudes of up to 4000 m (16,400 ft, that's 600 hPa to be exact), making it safe to use in the cabin of a commercial airliner. Airlines may require your device to be turned off for take-off or landing, as with any other electronic equipment - please check with your airline for clarification.

Operating Conditions

Although the Hero RGD/PRO Hand and MyoPods are waterproof, MyoPod operation can be affected by high Relative Humidities (RH), so it is recommended to use the system in Relative Humidities (RH) between 15% and 90%. This is because high humidities or excessive sweating reduces the ability of the MyoPods to detect muscle signals.



WARNING: The Hero RGD/PRO Hand and MyoPods should not be used in close proximity to an induction hob, or similar device.

Storage

Store your Hero RGD/PRO Hand in a cool dry place, away from direct sunlight. If you are not planning on using your Hero RGD/PRO Hand or MyoPods for a long period of time, we recommend you fully charge the battery before storing it. To maintain the battery's function, you should fully run down and recharge the battery at least once a year. To maximise battery lifetime store your arm at temperatures between -20°C / -4°F and 35°C / 95°F

Maintenance

Do not attempt any maintenance or modification of your Hero RGD/PRO Hand by yourself, this could invalidate your warranty. If you think your hand is not functioning as it should, or has been damaged, you can contact your prosthetist to arrange for repair or replacement.

Your prosthetist will arrange an appointment with you annually to perform the required annual maintenance. This allows us to keep your Hero RGD/PRO Hand in top condition throughout its five year service life.

The only exception to this is replacing the swappable finger tips, following the instructions provided with the replacement finger-tip kit. These are included with all Hero RGD hands, or available directly from Open Bionics as an accessory.

Cleaning

The Hero RGD/PRO Hand and MyoPods can be cleaned using alcohol-free skin friendly antibacterial wipes as needed. The MyoPods should be cleaned weekly to avoid a build-up of dirt or bacteria that may adversely affect their operation and/or cause skin irritation. The USB C Power Supply & Qi Wireless charging pads should be cleaned by dry dusting only.



WARNING: Avoid harsh chemicals as this may damage the grip pads on your Hero RGD/PRO Hand.

Disposal



WARNING: Your Hero RGD/PRO Hand and MyoPods contain Lithium-Ion batteries, **do not dispose of the Hand or MyoPods in a normal bin**. This could lead to a fire when the waste is compacted. By disposing of the battery correctly, you'll be helping minimise any negative consequences for the environment. Arrange with your prosthetist to have the Hand or MyoPods returned to Open Bionics for correct disposal.



10. Battery

Your Hero RGD/PRO Hand comes with an integrated 3.6 V Li-Ion battery with 2.5 Ah capacity.

Your MyoPods come with an integrated LiPo 80 mAh battery.

Battery Safety



WARNING: Do not attempt to remove or tamper with the battery in your Hero RGD/PRO Hand or MyoPods. Battery replacement can only be done by qualified service technicians.



WARNING: Don't crush, don't heat or incinerate, don't short-circuit, don't dismantle and don't immerse in any liquid, it may vent or rupture



WARNING: Only charge the Hero RGD/PRO Hand and MyoPods according to the guidance provided in the '[Charging the Battery](#)' section of this manual, using the provided charger.



WARNING: If you observe any leaking from your Hero RGD/PRO Hand or MyoPod, or if enclosures have become cracked or swollen in any way:

- Do not wear the devices
- Immediately disconnect all devices from chargers (if they are charging)
- Completely turn off the device with a power button press of 10 seconds
- Move the devices to a safe place, ideally outdoors and away from flammable material.
- Contact your Prosthetist to inform them of the situation



WARNING: Don't charge the batteries at ambient temperatures below 5 °C (41 °F) and above 35 °C (95 °F).

Battery Life

Battery run time is dependent on usage level and ambient temperature, for most users the battery should last at least a full day of use. At low temperatures battery run time may be reduced. We recommend you charge the hand each night and the MyoPods every two to three days. To maximise battery lifetime store your arm at temperatures between -20°C / -4°F and 35°C / 95°F.

The batteries are expected to last up to five years, but heavy users may find battery life degrades during that time. The batteries are covered by your Open Bionics warranty; if they need replacing, please contact your Prosthetist to arrange replacement by Open Bionics.

11. Troubleshooting

If you experience any issues with your Hero RGD/PRO Hand or MyoPods, please try the following solutions. If you are unable to solve the problem, please contact your clinician, or Open Bionics at support@openbionics.com

Problem	Solution(s)
Unsure if the Hand is powered on	Press the Hand Bluetooth Button - the button should light up if the hand is currently powered on. If the hand is not powered on, press the Hand Button to turn it on.
Unsure if the MyoPod is powered on	Press the MyoPod button - The MyoPod should flash green to indicate that it is currently powered on. If the MyoPod was off, pressing the button should have turned it on.
Fingers are not moving/responding to my signals	Check to make sure the Hand & MyoPods are turned on (see previous steps). Press gently on the back of the MyoPods to ratchet them down further into the socket to improve their contact with the skin. Check the batteries of the Hero RGD/PRO Hand and MyoPods are all fully charged. Lightly moisten the skin with moisturiser to improve skin contact.
Fingers are not closing/opening fully	Try recalibrating the Hero RGD/PRO Hand by double clicking the Hand Button.
One finger stays open whilst the other fingers/thumb move normally	Try recalibrating the Hero RGD/PRO Hand by double clicking the Hand Button.
The Hand main button is not responding to presses, but the hand is on	Hold the Hand Button down for 7 seconds to power off the hand, then press it again to power back on.

The grips are not performing normally	Try recalibrating the Hero RGD/PRO Hand by double clicking the Hand Button.
Fingers are moving erratically or responding intermittently to signals	Try cleaning the MyoPod sensors with an alcohol-free wipe.
Hand Button is flashing different colours	Try drying your skin if it is wet/moist. Please see the table in ' Notifications/Status ' (page 14) for information on what the Hand Button colours mean.

12. Indications

The Hero RGD/PRO Hand is indicated to replace some of the function of a hand for transradial or wrist-disarticulation amputees. The device can be used by congenital or acquired amputees. The device is suitable for bilateral amputees.

13. Contraindications

The Hero RGD/PRO Hand is non-invasive. Users must have good neurological and cognitive function to operate the prosthesis effectively.



WARNING: The Hero RGD/PRO Hand should not be used if the user has weak muscle signals with the device. The user should be free of comorbidities that could interfere with function of the prosthesis (neuromuscular disease, etc.).



WARNING: The MyoPods should not be used by people whose skin is sensitive to nickel as the MyoPods sensors are stainless steel, a metal containing nickel as an alloy.

14. Service Life & Shelf Life

The Hero RGD/PRO Hand has a five year service life. As such the Shelf Life is the same five year span as the Service Life.

15. Warranty & Returns

The Hero RGD/PRO Hand, MyoPods, MEGMEET USB-C Charger and Belkin Dual Wireless Charger are covered by a standard 12 month warranty. This guarantees against any manufacturing defects or defects with your Hero RGD/PRO Hand which arise out of normal use. You can purchase additional warranty packages to extend the length of cover - please discuss this with your clinician.

If you think there is a problem with your Hero RGD/PRO Hand, please first carefully read through this manual in case any of your issues are addressed, before contacting support@openbionics.com or your clinician.

The warranty does not apply to any components that have been subject to misuse, excessive loads, subject to water damage (beyond the IP ratings of the devices), deliberate damage or modification by uncertified persons unless otherwise permitted in this user manual or given written permission from Open Bionics Ltd.

Please quote the serial number for your Hero RGD/PRO Hand when requesting any warranty repairs or returns. This can be found on the product information sticker located in your original packaging or on the sticker in the palm of your Hero RGD/PRO Hand (see diagram below). When returning your Hero RGD/PRO Hand to Open Bionics, please ensure you package it appropriately - please retain the original packaging for this purpose.

For 3rd Party clinic warranties, please contact your clinician directly or contact support@openbionics.com

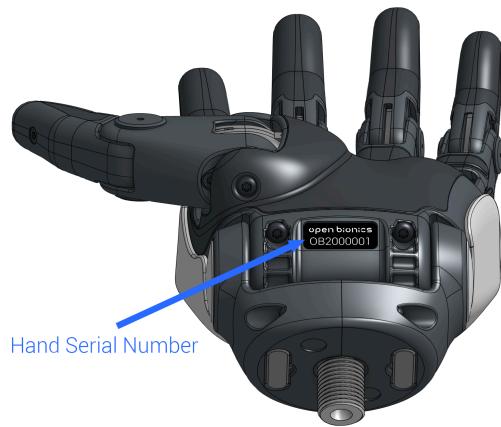


Image 33. Location of Hand Serial Number

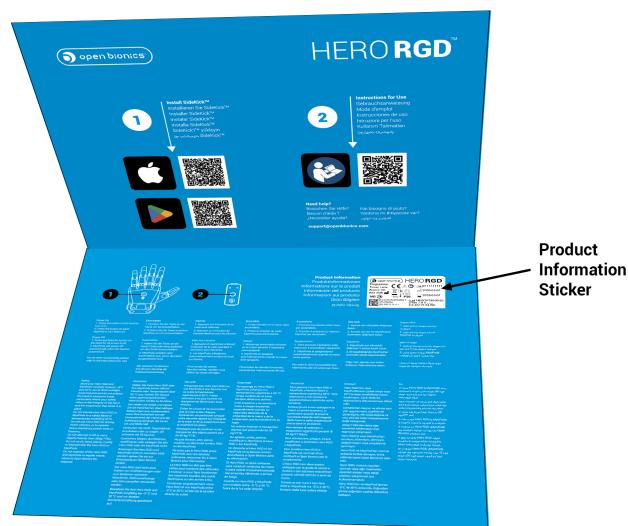


Image 34. Location of Product Information Sticker within box

16. Warnings



There's a lot to understand in this document, so we've pulled out all the warnings and put them here for your convenience:

- The Hero RGD/PRO Hand is intended for use in the Home Healthcare Environment, it is not intended for use in activities that may result in injury or death as a result of it failing to perform the activity as intended.
- The MyoPoD electromyograph sensors are sensitive to electrical potentials on the user's skin in the microvolt to millivolt range. Users should be aware that all myoelectric prosthetic devices may sometimes be unresponsive or make unintended movements due to:
 - Electrostatic discharges from clothing
 - Movement of the MyoPods on the user's arm
 - Interference from electronic devices in very close proximityTemporary loss of control of the device may cause an accident.
- The use of USB C power supplies, Qi wireless charging pads and USB C cables, other than the ones supplied with the Hero RGD/PRO hand and Myopds, may result in degradation of the systems EMC performance. Use of USB C cables longer than the 0.5m length of the supplied cable is not recommended. If any of these parts need replacing please contact your prosthetist to arrange replacement with the specified part.
- Users should be mindful of the additional weight and size of wearing a prosthetic device and should avoid accidental impacts with third parties or delicate objects.
- The MyoPod electrode pads are stainless steel which contains nickel as an alloy.
- You should not carry objects heavier than 35 kg for Hero RGD, or 25 kg for Hero PRO. You could damage your Hero RGD/PRO Hand and the object you're gripping could fall.
- Ingress Protection: Hero RGD/PRO Hands and MyoPods are rated to IP67, meaning dust can't get inside and are secure when immersed in water up to 1 metre for 30 minutes.
- Do not expose Hero RGD/PRO Hands and / or MyoPods to a naked flame.
- MyoPods should not be worn over broken skin.
- MyoPods pose a choking/asphyxiation risk if swallowed, they should be kept out of reach of children.
- There is a risk of the electrode pads causing cold burns if the MyoPods are worn when they are exposed to below freezing temperatures.
- The Hero RGD/PRO Hand and MyoPods should not be used in close proximity to an induction hob, or similar device.

- You should not attempt any maintenance or modification of your Hero RGD/PRO Hand or MyoPods.
- You should clean your Hero RGD/PRO Hand, Flex socket and MyoPods with alcohol-free antibacterial wipes on a regular basis.
- Do not dispose of your Hero RGD/PRO Hand or MyoPods in household waste. Please return them to Open Bionics via your prosthetist. They contain batteries which could cause fire and electrical components that need to be recycled properly or they'll damage the environment.
- Do not leave the Hero RGD/PRO Hand or MyoPods in an extremely hot environment such as in a hot car, or exposed to direct sunlight. Excessive temperature will reduce the lifetime of the battery. Exposures to extreme over temperatures may result in a battery fire. See the [Battery Safety](#) (page 33) section for a full list of battery warnings.
- The medical device electromagnetic compatibility test standard EN 60601-1-2 requires that the Hero RGD/PRO Hand is tested to be immune from interference from mobile communication equipment including mobile phones with a transmitted power of 2W at a distance of 0.3 m.
- The Hero RGD/PRO Hand conforms with this requirement with the exception of a vulnerability identified at 2450 MHz at the very high field strength of 28V/m which caused the device to stop functioning without causing damage to the device.
- Operation of the Hero RGD/PRO Hand with a separation distance of less than 0.3 m between it and the communication equipment of transmit power of 2 W may result in interference to the operation of the Hero RGD/PRO Hand and MyoPods.
- Mobile phones have a typical maximum transmit power of less than 0.25 W, when operating at maximum distance from the transmitter mast, less when closer to the mast. Use of a mobile phone held in the Hero RGD/PRO Hand has not in practice been found to cause any interference to the operation of the Hero RGD/PRO Hand.
 - Do not wear your Hero RGD / PRO arm while undergoing medical procedures or diagnostics which involve the use of medical devices which deliver electrical currents, electromagnetic fields or ionising radiation for treatment or diagnostic purposes . Electromagnetic radiation from the other medical devices may cause damage to the Hero RGD / PRO arm and / or harm to the patient including burns and electric shocks via contact with the MyoPod pads. Medical Equipment which may pose a risk to the Hero RGD / PRO user include:
 - High frequency surgical equipment
 - Shortwave or microwave therapy equipment
 - Xray, MRI, CAT, PET & Ultrasound scanners
 - Defibrulators
 - TENS machines

- Do not wear the Hero RGD / PRO Arm whilst sleeping; there are several reasons why this is important:
 - The fit of the socket may become too tight in a sleeping position resulting in pressure injury because the user can not adjust the fit.
 - The user is unable to respond to device warnings or react to unintentional movements of the device.
 - The user's head may come into prolonged contact with areas of the device surface immediately above the Bluetooth Low Energy antenna resulting in mild localised tissue warming.

17. EU & UK Regulatory Compliance

The Hero RGD/PRO Hand and MyoPods are fitted with a Bluetooth Low Energy module that meets the appropriate European Union and United Kingdom standards for design, manufacture, and supply of prosthetic products and user software.

Continued compliance with the standard is monitored by a programme of internal and external testing and audits.

The Hero RGD/PRO Hand/MyoPods and accompanying documentation are  marked indicating that they are compliant with the requirements of EU Regulation MDR 2017/745 (MDR) and UK statutory instrument SI 2002 No 618 - amended (UK MDR 2002)

EU Regulation MDR 2017/745 & UK Statutory Instrument 2002 No. 618 - amended (UK MDR 2002) Applicable Standards:	
IEC BS EN 60601-1	Medical electrical equipment - General requirements for basic safety and essential performance
IEC BS EN 60601-1-2	Medical electrical equipment - General requirements for basic safety and essential performance. Collateral Standard: Electromagnetic disturbances. Requirements and tests
IEC BS EN 60601-1-6	Medical electrical equipment - General requirements for basic safety and essential performance. Collateral standard: Usability
IEC BS EN 60601-1-11	Medical electrical equipment - General requirements for basic safety and essential performance. Collateral Standard: Requirements for medical electrical equipment and medical electrical systems used in the home healthcare environment

The Hero RGD/PRO Hand and MyoPods are fitted with a Bluetooth Low Energy module that is compliant with the requirements of the EU Radio Equipment Directive and the UK

Radio Equipment Regulations through certified compliance with the following standards.

EU Radio Equipment Directive 2014/53/EU & UK Statutory Instrument 2017 No. 1206 The Radio Equipment Regulations 2017 Applicable Standards:	
ETSI EN 300-328	Wideband transmission systems; Data transmission equipment operating in the 2,4 GHz band; Harmonised Standard for access to radio spectrum
ETSI EN 301-489-1	ElectroMagnetic Compatibility (EMC) standard for radio equipment and services; Part 1: Common technical requirements; Harmonised Standard for ElectroMagnetic Compatibility
ETSI EN 301-489-17	ElectroMagnetic Compatibility (EMC) standard for radio equipment and services; Part 17: Specific conditions for Broadband Data Transmission Systems; Harmonised Standard for ElectroMagnetic Compatibility

The Hero RGD/PRO Hand and MyoPod battery packs are certified as compliant with the following international standards:

Battery Pack Applicable Standards:	
IEC 62133-2	Secondary cells and batteries containing alkaline or other non-acid electrolytes – Safety requirements for portable sealed secondary cells, and for batteries made from them, for use in portable applications – Part 2: Lithium systems
UN 38.3	TRANSPORT OF DANGEROUS GOODS - Lithium metal and lithium ion batteries

The Hero RGD/PRO Hand charger (MEGMEET Mango 60S-USB-C-PD power supply) is certified as compliant with the following international standards:

Hero RGD/PRO Hand Charger Applicable Standards:	
IEC 60601-1:2005/AMD2 EN 60601-1:2006/A2	Medical electrical equipment – Part 1: General requirements for basic safety and essential performance
IEC 60601-1-2:2014/AMD EN 60601-1-2:2015/A1	Medical electrical equipment Part 1-2: General requirements for basic safety and essential performance – Collateral Standard: Electromagnetic disturbances – Requirements and tests
EN IEC 61000-3-2:2019/A1	Electromagnetic compatibility (EMC) – Part 3-2: Limits – Limits for harmonic current emissions (equipment input current ≤ 16 A per phase)
EN 61000-3-3:2013/A2	Electromagnetic compatibility (EMC) – Part 3-3: Limits –

	Limitation of voltage changes, voltage fluctuations and flicker in public low-voltage supply systems, for equipment with rated current ≤16 A per phase and not subject to conditional connection
EN50419	WEEE Directive 2012/19/EU

The MyoPod wireless charger(Belkin WIZ021myBK Dual Qi Charging Pad) is certified as compliant with the following international standards:

MyoPod Wireless Charger Applicable Standards:	
EN IEC 62368-1:2020+A11 EN IEC 62311; EN 50364	Health & Safety (Article 3.1(a) of Directive 2014/53/EU)
EN 301 489-1 V2.2.3. EN 301 489-3 V2.3.2	Electromagnetic Compatibility (Article 3.1(b) of Directive 2014/53/EU)
EN 300 330 V2.1.1. EN 303 417 V1.1.1	Radio Frequency Spectrum Usage (Article 3.2 of Directive 2014/53/EU)

For full national compliance information please refer to the UK, EU, and US signed declarations of conformity available on request from Open Bionics.

Declaration of Conformity to EU & UK RoHS 2 & 3

In compliance with Directive 2011/65/EU of the European Parliament and of the Council of 8 June 2011 as amended by delegated directive (EU) 2015/863 on the restriction of the use of certain hazardous substances in electrical and electronic equipment, and the UK adoption of the directive UK Statutory instrument 2012 No.3032 "The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012" subsequently amended by "The Hazardous Substances and Packaging (Legislative Functions and Amendment) (EU Exit) Regulations 2020", the Hero RGD/PRO Hand/MyoPods and BLE module do not contain the substances listed in the table below, in concentrations greater than the listed maximum value, other than in the cases where component manufacturers are using specific permitted exemptions for the use of lead from Annex III of Directive 2011/65/EU & schedule A2 of UK statutory instrument 2020 No. 1647.

Substance	Maximum Limit (ppm)

Lead (Pb)	1000
Cadmium (Cd)	100
Mercury (Hg)	1000
Hexavalent Chromium (Cr6+)	1000
Polybrominated Biphenyls (PBB)	1000
Polybrominated Diphenyl Ethers (PBDE)	1000
Bis(2-Ethylhexyl) phthalate (DEHP)	1000
Benzyl butyl phthalate (BBP)	1000
Dibutyl phthalate (DBP)	1000
Diisobutyl phthalate (DIBP)	1000

2011/65/EU Annex III Exemption		Usage
6(a)	Lead as an alloying element in steel for machining purposes and in galvanised steel containing up to 0,35 % lead by weight	Steel PCB standoffs
7(a)	Lead in high melting temperature type solders (i.e. lead based alloys containing 85 % by weight or more lead)	Diode and NFET dies
7(c)-I	Electrical and electronic components containing lead in a glass or ceramic other than dielectric ceramic in capacitors, e.g. piezoelectronic devices, or in a glass or ceramic matrix compound	Surface mount resistors

EU REACH & UK REACH

In accordance with supplier obligations defined in EU REACH regulation (EC) No. 1907/2006 article 33; Open Bionics declare the presence of the Substance of Very High Concern (SVHC) Lead (CAS No. 7439-92-1) at concentrations above 0.1% (w/w). Lead has been used in articles compliant with RoHS by the use of currently permitted exemptions 6(a), 6(c), 7(a), 7(c)-I & 34. These articles are all electronic components mounted on internal printed circuit boards. In all cases there is no possibility of user contact with the lead content, and there is subsequently no risk of exposure to the user.



To ensure continued safety of the user and others at the end of the Hero RGD/PRO Hand's service life, the Hero RGD/PRO Hand and MyoPods must

be disposed of in accordance with local Waste Electronic Equipment disposal regulations. This can be arranged with your prosthetist, who will return it to Open Bionics for safe disposal. Do not dispose of the Hero RGD/PRO Hand or MyoPods in domestic rubbish collection bins.

To the best of Open Bionics's knowledge, based upon the material declarations and compliance statements provided to Open Bionics by its suppliers, with exception of Lead used in electronic components using the permitted RoHS 2011/65/EU Annex III exemptions 6(a), 6(c), 7(a), 7(c)-I & 24, the Hero RGD/PRO Hand/MyoPods do not contain, at concentrations above 0.1% (wt/wt), any Substances of Very High Concern (SVHC) listed on the ECHA Candidate List of Substances of Very high Concern for Authorisation. <https://echa.europa.eu/candidate-list-table> last published on 10/06/2022

18. California Proposition 65 Warning



This product contains Lead & Nickel, known to the State of California to cause cancer, birth defects and other reproductive harm.

Failure to follow correct disposal procedures may result in exposure of the user, or others, to these substances.

For more information visit: <https://www.p65warnings.ca.gov/>

19. FCC Compliance

This device (Hero RGD/PRO Hand and MyoPods) complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The BLE modules used within the Hero RGD/PRO Hand and MyoPods have one of the following identifiers (depending on hardware revision):

- FCC ID: YCP-STM32WB5M001 (most common)
- FCC ID: YCP-32WB5MMGH02

Caution: Any changes or modification NOT explicitly APPROVED by Open Bionics Ltd may cause the Hero RGD/PRO Hand and/or MyoPods to cease to comply with FCC rules part 15 thus void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide

reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The Canadian identification IC 8595A-ANNAB1 has been omitted as the Hero RGD/PRO Hand is not marketed in Canada.

20. FDA Compliance

The Hero RGD/PRO Hand and MyoPods meet all applicable FDA regulations and medical device effectiveness and safety standards.

21. Symbols

CE mark



This mark indicates the product conforms with the essential requirements and provisions of Regulation MDR 2017/745.

UKCA mark



This mark indicates the product conforms with the essential requirements and provisions of UK statutory instrument SI 2002 No 618, as amended (UK MDR 2002).

Caution



Indicates the need for the user to consult the instructions for use for important information such as warnings and cautions.

Manufacturer (adjacent to company name)



This mark indicates the manufacturer.

Refer to instruction manual

Either symbol may be used depending on context:



Indicates the user must refer to the instruction manual before operating the device.



Indicates the user must refer to the instruction manual before operating the device.

Wheelie Bin (WEEE) mark



This mark indicates that the product falls under the WEEE Directive (2012/19/EU).

Type BF Applied Part



Indicates a type BF (Body Floating) Part complying with IEC 60601-1.

Class II Equipment



Identifies equipment meeting the safety requirements for Class II equipment according to IEC 61140.

Temperature Range



This symbol indicates the products temperature range.

Serial Number



Indicates the serial number that uniquely identifies the device.

Date of Manufacture



Indicates the date the medical device was manufactured.

Use-by-date



Indicates the date after which the device is not to be used.

22. Model & Part Numbers

The information contained in this user guide is relevant to the following Open Bionics models.

UDI		
Model	GTIN-13 Number	Internal Reference
RGD Range		
RGD	05060639240531	5001106
PRO	05060639240548	5001105
MyoPod	05060639240708	5001119
Variations		
Hero RGD Medium Left Hand	05060639240562	3000053
Hero RGD Medium Right Hand	05060639240579	3000054
Hero RGD Large Left Hand	05060639240586	3000056
Hero RGD Large Right Hand	05060639240593	3000057
Hero PRO Small Left Hand	05060639240739	3000058
Hero PRO Small Right Hand	05060639240748	3000059
Hero PRO Medium Left Hand	05060639240609	3000060
Hero PRO Medium Right Hand	05060639240616	3000061
Hero PRO Large Left Hand	05060639240623	3000062
Hero PRO Large Right Hand	05060639240623	3000063
MyoPod	05060639240715	3000071
Hero Flex	05060639240418	5001061



23. Contact Open Bionics

UK Head Office and Clinic

Open Bionics,
Programme,
Tower Lane,
Bristol, UK
BS1 2NB

Email: hello@openbionics.com

Phone: +44 (0)117 428 5752

Website: www.openbionics.com

USA Office and Clinic

200 Union Blvd, Suite 440
Lakewood, CO
80228

Email: hello@openbionics.com

Phone: 1-877-HEROARM

Website: www.openbionics.com

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