

Repair Request Form

Thank you for using the Dentsply Sirona UK Repair Centre. Please be assured that our accredited engineers will restore operation of your machine to "factory-new" standard. Please note that it is your responsibility to test the unit upon its return and raise any related issues within 3 months. **Technical helpline 01453 793 190**

Please complete and return this form with the faulty equipment using the address label on page two and kindly review the packaging suggestions below.

Contact Name:..... Tel:.....

Email:.....

Practice Name & Postcode.....

Machine Serial Number:.....

List Items included e.g footswitch, mains lead (we recommend that you send all the components used with the unit and that these are detached from the unit prior to sending to avoid risk of damage during transportation)

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Description of machine fault

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.....

Please provide details of which dealer you would like to be invoiced through, no charges will be made until you authorise the quotation.

Dealer and Account Number:

Warranty repairs must be accompanied by a copy of the purchase invoice.

REPUBLIC OF IRELAND CUSTOMERS

Please note that we cannot complete collections from Ireland unless your unit is within warranty and you can provide a valid proof of purchase to support this. Outside of warranty you are responsible for sending it in by your own means.

If the unit is within warranty or a genuine re-repair we will cover all charges. However, if the unit is outside of warranty and therefore chargeable the customer is responsible for the repair charges and any courier and customs charges. If you would prefer to organise a collection of the unit yourself that is fine to do.

PACKAGING SUGGESTIONS

Please ensure all items are cleaned and packed securely with at least 4 inches (10cm) padding on all four sides to minimise risk of transit damage. Remove water from any device prior to packing. Original boxes will not necessarily be returned. Parts deemed faulty or unsafe by an accredited engineer will be disposed of and not returned.

In the event you decide to not go ahead with the repair you will still be charged the £45 + vat assessment fee, this is due to the engineer's time spent investigating the fault.

Dentsply Sirona do not permit the transportation of non-sterile medical devices therefore you must confirm that this equipment has been STERILISED. Non-autoclavable items must be disinfected using medical wipes. Without this evidence, returned products will unfortunately have to be disposed of as clinical waste on arrival at our facilities. When possible please send in a sealed sterilised pouch with arrow colour changed.

Sterilisation date:..... Signature:

Thank you

Dentsply Sirona UK Service Repair Centre

**DENTSPLY SIRONA SERVICE CENTRE
STROUDWATER BUSINESS PARK
10 BRUNEL WAY
STONEHOUSE
GLOUCESTERSHIRE
GL10 3GB**