

Handpiece & Small Equipment Repair Form

A Service administration fee of 25% will be added to non-warranty repairs

Before sending in your item please call our customer service team on 0800 808 855 to log a service request and obtain a service ticket number.

Send to: 23 William Pickering Drive, Albany, Auckland 0745

Make:.....Model:.....Serial Number:.....

Fault:.....

Make:.....Model:.....Serial Number:.....

Fault:.....

Please Tick One

- Please Supply Quote**
- Please Repair**
- Repair if under \$550 each**
- Warranty Claim**

All repairs are completed with original branded spare parts.
A minimum service fee of \$60 applies, includes technical assessment and repair quote.

Important

All patient applied instruments used in the clinical environment may become contaminated thus presenting a biological risk/hazard to those handling the items.

In the interest of infection control and safety for all our staff we do not accept used or contaminated items unless they have been reprocessed (cleaned with clinical detergent and steam sterilized in an Autoclave pouch for identification of process indicator change) where the item for repair contains working parts (i.e. endo motor, curing light o other electrical items that cannot be steam sterilized) then cleaning with clinical detergent is appropriate.

If you are unsure how an item is to be processed, please contact the Service team or refer to the manufacturer's instructions. This is necessary to ensure instruments are in a condition that is safe to be handled during transit and repair. Please note: Courier service does not include insurance.

Please sign the following Declaration:

This item has been cleaned with clinical detergent/disinfected and sterilized to ensure safe handling and transportation.

Practice Name:	Your Name:
HS Account Number:	Phone No.
Signature:	Date: