

Handpiece Repair Terms & Conditions

1.0 General

The conditions set out in the WCD (HANDPIECE HARRY) Service & Repair Agreement signed by the Customer and the Company will apply to this Repair Order.

2.0 Company's Obligation:

2.1 The Company will respond to the instructions given in the prepaid handpiece repair form for the price stipulated by the customer in the form.

2.2 This service will include the following:

Fast & Slow Handpieces, Air Motor & Air Scalers

- I. Full operational testing, full safety testing and full-service including cleaning & polishing of all parts.
- II. Full rebuilding of your handpiece to include Long life Ceramic Bearings, Long Life Balanced cartridge, Turbine, Spindle, Spray Kit, all internal O-ring's & seals, Head Gear and Middle Gear.

MC3 Motors

- III. Full Operational testing before stripping motor components out.
- IV. Full Service including cleaning, inspection & lubricating of all parts.
- V. Full rebuilding of your Micro-Motor to include internal O-rings and seals, Bulb, armature & carbon brush kit
- VI. Performance and operational test on Bien-Air Test Rig
- VII. Speed test, pressure test and balance test

2.3 The response time shall be within 1-3 working days from receipt of handpiece, full payment and signed repair order form.

3.0 Customer's Obligation:

3.1 Comply with the WCD (HANDPIECE HARRY) Service & Repair Agreement including adherence to its terms and conditions as outlined in 1.0 General above.

3.3 Ensure that the handpieces are properly used and handled by trained staff – otherwise offer will not apply.

3.2 Sign the Repair Order Form for despatch with the handpiece to the company and include payment.

4.0 Charges:

4.1 The conditions to the Charges are set out in the WCD (HANDPIECE HARRY) Service & Repair Agreement.

4.2 The charges shall be as follows:

Rate	Item Description	Price ex VAT	Price Incl VAT
Rate 1	Fast Handpiece	€113.66	€129.00
Rate 2	Slow Handpiece	€131.28	€149.00
Rate 3	Air Scaler	€131.28	€149.00
Rate 4	Air Motor	€131.28	€149.00
Rate 5	Slow Bien Handpiece	€166.52	€189.00
Rate 6	MC3 Motor	€307.49	€349.00
Rate 7	Couplings	€60.79	€69.00

5.0 Terms of Payment:

5.1 The conditions to the Payment Terms are set out in the WCD (HANDPIECE HARRY) Service & Repair Agreement.

5.2 The Company will charge/debit the customer's account immediately after despatch by post of the repaired handpiece to the customer.

6.0 Parts:

6.1 The conditions to the Parts supplied are set out in the WCD (HANDPIECE HARRY) Service & Repair Agreement. In addition, all Parts will be tested under WCD (HANDPIECE HARRY) quality management system.

7.0 Exclusions:

In addition to the exclusions set out in the WCD (HANDPIECE HARRY) Service & Repair Agreement this service order does not include the following:

- Handpieces or motors which are damaged as a result of misuse, mishandling or other non-operational causes. - All Warranty will be void.
- Motors oiled or sterilised in contravention of manufactures guidelines. - All Warranty will be void.
- Poor Handpiece care programme by the Customers or their staff. – All Warranty will be void.
- Spray water blockages due to equipment setting or water contamination.
- Fibre Optic Rod replacement & Handpiece shell replacement.
- All Geared Handpieces – speed increasing (Red Ring) or speed reducing (Green Ring) and Ultrasonic Scalers.
- These must be assessed – We will however provide you with a FREE assessment.
- Upgrades/alteration made to the instrument.

8.0 Warranty:

8.1 The Warranty conditions are 6 months for all parts replaced from the date the handpiece repair was paid for.