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ProScan Warranty Policy

ProScan distributes and produces high quality components for long lasting dental restorations. Our products offer unique concepts and solutions to bring joy and comfort to patients for many years. Every once in a while however, a product might fail due to reasons which can or cannot be explained.

For these moments, we have our warranty policy, which you can find on the following page.

Please contact us in case of a possible warranty and we will help you to the best of our possibilities:

Tel.: +32 11 822 650
Mail: info@proscan.be

The ProScan product portfolio on 1/01/2016:



BoneCare Dynamics NV

The first biomechanical abutment worldwide, Designed to give your patients the comfort they deserve!

Headquarters: Eikenenweg 71, B-3520 Zonhoven, Belgium.



CAD/CAM by ProScan

Our own line of customized articles, the starting point of our business, the core from which solutions arise.

Headquarters: Eikenenweg 71, B-3520 Zonhoven, Belgium.



Implant Prosthesis Dental 2004 SL

High quality dental components for a wide variety of implant brands, including a unique and simple interface concept.

Headquarters: Camí del Mig, 71, 08302 Mataró, Barcelona, Spain.



Southern Implants Ltd

Established in 1987, Southern Implants has been a pioneer in the field of dental implantology and has contributed extensively to ongoing enhancements.

Headquarters: 1 Albert Road, Irene, 0062, South-Africa.



Zest Anchors LLC

ZEST Anchors is a global leader in the design and manufacturing of overdenture attachments, with the Locator as absolute number 1.

Headquarters: 2061 Wineridge Place, 92029 Escondido, CA, USA.

1. General Conditions

Only dental professionals, such as dentists, dental laboratories, periodontists, maxilla-facial surgeons, implantologists, and alike, are eligible for a product Warranty from ProScan. Warranty will never be given to patients, distributors and third parties.

ProScan expects the following items for all warranty claims:

- Warranty claim within 30 days after failure of the ProScan product; and;
- A completed warranty document (FORM ... for Custom made ProScan articles)(FORM ... for all other ProScan articles); and;
- A copy of the original invoice; and;
- The failed product, sterilized, in a sealed package.

Warranty is void or invalid if:

- The ProScan Warranty conditions included in this document are not met; or;
- The product was sold excluding warranty; or;
- The product is a single use instrument; or;
- The product failure is caused by a trauma, an accident or by any other damage caused by the patient or a third party; or;
- The product failure is caused by normal wear and tear or neglected maintenance; or;
- The product failure is caused by the use of the product in a contra-indicated condition, including but not limited to diseases related to alcoholism, uncontrolled diabetes and drug dependency.

ProScan can change these warranty conditions at all times without any notice.

The ProScan warranty is limited to the replacement of ProScan parts, with the exception of the situations noted below. ProScan will not compensate any party for any additional costs incurred due to the product failure, such

as treatment costs, instruments and additional products or components. ProScan will offer an alternative solution if the product that is to be replaced is no longer available.

This warranty document is applicable in the following countries: Belgium, the Netherlands, Luxemburg, Germany, France, Portugal, Spain, Italy, United Kingdom, Ireland, Switzerland, Austria, Denmark, Norway, Sweden. For all other countries: please contact us.

Please contact your dental professional or your local distributor if you have not purchased the product directly from us.

2. Implants

2.1 Replacement of ProScan implants

ProScan guarantees to replace the following:

- Implants from Southern Implants Ltd up to 25 years after purchase date, excluding cover screws, healing abutments or instruments.
- Implants from Zest Anchors LLC up to 10 years after purchase date (manufacturer's warranty), excluding the attachments (incl. primary & secondary parts) packaged with the implant.

Given that the implant fails to remain in the bone in which it is implanted. ProScan will provide one free implant for every implant returned under the right conditions.

2.2 Replacement of non-ProScan implants

In the case of an implant failure with a ProScan restorative component on top. ProScan offers to replace an implant which was not purchased at ProScan by a ProScan implant under the condition that the dental professional provides the following:

- The warranty for the non-ProScan implant (as given by its respective manufacturer) is void or invalid solely because a ProScan product was used on the implant; and;
- A copy of the warranty rejection by the manufacturer is provided; and;
- The non-ProScan implant originates from a respected implant company and is approved for use in dental implantology; and;
- The ProScan product placed was purchased less than 5 years prior to failure of the non-ProScan implant; and;
- The ProScan product placed was not sold under special conditions eliminating the warranty conditions; and;
- Sufficient case documentation such as R/X, pictures and patient description is sent along with the items listed in the General Warranty Conditions.

3. Standard Restorative Components

ProScan will provide 5 years warranty for all standard restorative components, excluding the following:

- Attachments, lab analogues, retention inserts, matrices, riders and instruments
- Zest Anchors attachments, including the classic Locator, Locator R-Tx, Locator Overdenture Implant System and Saturno Narrow Diameter Implant System. Only 1 year of warranty will apply (manufacturer's warranty). For custom made Locators with an extra abutment or interface, produced by ProScan, for non-standard heights, angulations, special implant systems: please see "4. Custom Made ProScan Articles".

A Standard Restorative Component is a component used for dental restorations which is produced in batches instead of one-piece custom-made articles. It has one design for multiple applications.

4. Custom Made ProScan articles

ProScan guarantees to replace any custom made ProScan article that fails within 5 years after purchase, with the exception of the following:

- Custom made attachments; such as, but not exclusive, Locators with an extra abutment or interface, produced by ProScan, for non-standard heights, angulations, special implant systems.
- Custom made articles with a warranty withdrawal, due to technical specifications which do not comply with the ProScan quality expectations. The withdrawal of the 5 years warranty is communicated prior to production of the article.
- Additional items such as attachments, retention inserts, matrices, riders and instruments sold together with the custom made article, with the exception of Locator Bar attachments (primary part) which get 1 year of warranty.

A Custom Restorative Component is a component used for dental restorations which is designed and produced at the specific instructions of a customer for one case.