

**Head Office**  
Eikenenweg 71  
3520 Zonhoven, Belgium  
Tel: +32(0)11 822 650  
Fax: +32(0)11 822 651

**Office The Netherlands**  
Dukaat 3  
5283 PJ Boxtel  
Tel: +31(0)30 6090095

[info@proscan.be](mailto:info@proscan.be)  
[www.proscan.be](http://www.proscan.be)

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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](mailto:info@proscan.be)

The ProScan product portfolio on 1/01/2018:



### **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.



### **Elos Medtech SA**

Elos Medtech's comprehensive digital dentistry solution reduces complexity and simplifies the workflow for dentists and dental technicians.

Headquarters: Engvej 33, DK-3330 Gorlose, Denmark



### **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 Dental Solutions is a global leader in the design and manufacturing of overdenture and bridge attachments, with the Locator as absolute number 1.

Headquarters: 2875 Loker Ave E, Carlsbad, CA 92010, USA.

## 1. General Conditions

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

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; 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, neglected or erroneous maintenance; or;
- The product failure is due to 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 prior notice.

The ProScan warranty is limited to the replacement of ProScan parts, with the exception of the situations noted below. Concerning the replacement of non-ProScan parts, see Article 2.2. 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.

Replacement of a failed product will not prolong the warranty period.

This warranty document is applicable in the following countries: the members of the European Economic Area, including Iceland, Norway and Switzerland. For all other countries: please contact 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 the ILZ Implant, cover screws, healing abutments or instruments.
- Implants from Zest Anchors LLC up to 10 years after purchase date (manufacturer's warranty), excluding the primary & secondary attachments 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 different implant under the condition that the dental professional provides the following:

- Written proof that 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 (f.e. copy of the warranty rejection by the manufacturer); and;
- The non-ProScan implant originates from a respected implant company and is approved for use in dental implantology; and;
- The used ProScan product was purchased less than 10 years prior to failure of the non-ProScan implant; and;
- The used ProScan product 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 Article 1.

## **3. Standard Restorative Components**

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.

ProScan will provide 10 years warranty for all standard restorative components, excluding the following:

- Attachments, lab analogues, temporary abutments, temporary cylinders, castable cylinders, retention inserts, matrices, riders and instruments
- Zest Anchors attachments, including the classic Locator, Locator R-Tx, Locator F-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 Article 4 "Custom Made ProScan Articles".

## **4. Custom Made ProScan articles**

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.

ProScan guarantees to replace any custom made ProScan article that fails within:

- 10 years after purchase for all custom-made products made from Titanium or Cobalt Chrome; and;
- 5 years after purchase for all custom-made products made from other materials (Zirconium, PEEK, PMMA, ...).

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. Withdrawal of the 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.

ProScan does not offer warranty for the design of custom-made articles. The customer will always be asked to approve the design prior to production. Complications due to insufficient design are therefore under the responsibility of the customer. The dental professional has to validate the custom-made article prior to use.