

# Handpiece Warranty

## Star® Product Support Services

DENTALEZ and its employees are proud of the products we provide to the dental community. We stand behind these products with a warranty against defects in material and workmanship as provided below and have our own in-house repair facility to service our products.

In the event that you experience difficulty with the application or operation of any of our products, please contact our customer service department at our expense at (866)DTE-INFO.

If we cannot resolve the issue by telephone, we will arrange for a representative to contact you or suggest that the product be returned to our factory for inspection.

If product return or repair is required, we will provide you with a Return Authorization number and shipping instructions to return the product to the proper facility. If the product is under warranty, we will ask you to provide proof of purchase such as a copy of your invoice. Please be sure to include the Return Authorization number on the package you are returning. Products returned without a return authorization number cannot be repaired.

Freight costs for product returns are the responsibility of the customer. Products under warranty will be repaired or replaced, at our sole discretion, and returned at our expense. Products outside the warranty limits will be repaired and returned with costs invoiced to the customer. We are not responsible for shipping damages. We will, however, help you file a claim with the freight carrier. Written repair estimates are available.

DENTALEZ warrants all equipment and parts to be free of defects in material and workmanship, under normal usage, under the following terms:

### Star

### Limited Warranty Period\*

#### HANDPIECES

Star 500 Elite LubeFree	1 Year from date of purchase, fiber optic 5 Years from date of purchase
Star 500 Elite Lubricated	2 Years from date of purchase, fiber optic 5 Years from date of purchase
Star 400 Flex LubeFree	1 Year from date of purchase, fiber optic 5 Years from date of purchase
Star 400 Flex Lubricated	2 Years from date of purchase, fiber optic 5 Years from date of purchase
Solara® QT	1 Year from date of purchase, fiber optic 5 Years from date of purchase
Solara QT Lubricated	2 Years from date of purchase, fiber optic 5 Years from date of purchase
430 Torque LubeFree, 430 Torque Flex LubeFree, 430SWL® LubeFree, 430SW™ LubeFree, 430K® LubeFree, 430Flex LubeFree	1 Year from date of purchase, fiber optic 5 Years from date of purchase
430 Torque Lubricated, 430 Torque Flex Lubricated, 430SWL Lubricated, 430SW Lubricated, 430K Lubricated, 430Flex Lubricated	2 Years from date of purchase, fiber optic 5 Years from date of purchase
430 45 Series	1 Year from date of purchase, 6 Months for Turbine, fiber optic 5 Years from date of purchase
Star Simplicity™ SW, FX	1 Year from date of purchase
Star ETorque™ Electric Motor System (does not include attachments)	3 Year from date of purchase for control box, 1 Year from date of purchase for motor, 1 Year from date of purchase for motor hose
Star ETorque Electric Attachments	1 Year from date of purchase
Star Titan, Titan® 3, Titan-T™ Motors	1 Year from date of purchase
iStar™	1 Year from date of purchase
Prophy Star 3	2 Years from date of purchase

#### HANDPIECE PARTS

iStar Battery	3 Years from date of purchase
Swivel Assembly (excluding O-Rings, rear seal)	1 Year from date of purchase
LED Bulb	1 Year from date of purchase

Star®

Limited Warranty Period\*

## REPLACEMENT TURBINES

LubeFree Turbine	1 Year from date of insertion**
Lubricated Turbine	2 Years from date of insertion**

## FIBER OPTICS

StarBright® Lamp Control	1 Year from date of purchase
StarBright fiber optic Tubing	1 Year from date of purchase

## LOW SPEED ANGLES AND ATTACHMENTS

LubeFree Titan® Angles	1 Year from date of purchase
Titan Straight Nose Cone	6 Months from date of purchase
Titan Motor to Angle Adaptor	6 Months from date of purchase
Titan Torque Multiplier	6 Months from date of purchase
16:1 Contra Angle Attachment	6 Months from date of purchase
Lubricated Titan Angles	3 Months from date of purchase

## SONIC SCALERS

Titan Blis-sonic™ K and Titan Blis-sonic SW Scalars (excluding tips, rotor and O-Rings)	1 Year from date of purchase
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### Please note the following additional terms of our warranty and return policy:

- This warranty covers manufacturing defects only and does not cover defects resulting from abuse, accidents, misuse, improper handling, cleaning, care or maintenance or the failure to follow or observe our operating/use, maintenance and/or installation instructions. Damage resulting from the use of chemicals, cleaners, disinfectants or sterilization is not covered under this warranty nor is normal wear and tear. Failure to use authorized parts or an authorized repair facility voids this warranty.
- Liability is limited to repair or replacement of the defective part(s) or products at our sole discretion. All other liabilities, in particular liability for damages, including, without limitation, special, exemplary, consequential or incidental damages are excluded.
- THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NO EMPLOYEE, REPRESENTATIVE OR DEALER IS AUTHORIZED TO CHANGE THIS WARRANTY IN ANY WAY OR TO GRANT ANY OTHER WARRANTY.

**Warranty repairs:** Parts repaired or replaced on a product that is in warranty will be warranted for the duration of that product's original warranty.

**Non-Warranty Repairs:** The warranty on parts either repaired or replaced on an out-of-warranty product will cover the repaired part only and will be for the time frame listed for the applicable product under the heading Service Warranties on Non-Warranty Repairs

**Product Return:** If a product is being returned for credit, please complete a Return Authorization form at [www.DENTALEZ.com](http://www.DENTALEZ.com). There will be a 15% (\$25.00 minimum) restocking charge on all items authorized for return.

Please be sure to include the Return Authorization number on the package you are returning. Products returned for credit without a Return Authorization number cannot be accepted and will be returned to the dealer/doctor.

Opened products or product returns more than a year old cannot be returned for credit.

#### NOTES:

\*\*The warranty for a replacement turbine begins on the date of insertion into your handpiece as long as the turbine is registered at [www.DENTALEZ.com/warrantyreg](http://www.DENTALEZ.com/warrantyreg) within 12 months of purchase. Registration must take place within 12 months of purchase.

\*Provided conditions in warranty are met.

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