



## HANDPIECE REPAIR FORM

Please place this sheet in manila padded envelope with sterilized handpiece(s).

### OFFICE INFORMATION:

Name:		Customer#:	
Address:			
City:	State:	Zip:	
Contact Name:		Phone: (    )	
Fax: (    )	Email:		
Customer PO# (if required):		Date:	
Benco RA#:			

### WHAT WE OFFER:

#### • CHOICE

A pricing choice on most major brands and models of highspeed handpieces. One repair option uses genuine original equipment manufacturer (OEM) parts, while the other uses a high-quality, economical Non-OEM alternative. See the reverse side of this form for more information and for eligible handpiece models.

#### • FAST TURNAROUND

We offer FREE e-mailed shipping labels with express returns, and a 24-hour in-house turnaround on all high-speed repairs not requiring an estimate.

#### • PEACE OF MIND

Our technicians are factory trained and certified to perform precision repairs that meet or exceed all manufacturers' specifications. We match manufacturer warranties up to a full one year.

### INSTRUCTIONS TO TECHNICIAN:

☐ **No Estimate Required** (24-hour/same day turnaround does apply)

**Note:** If under warranty, please indicate under the HP Information section.

Be sure to include paperwork supporting the warranty in order to avoid delay.

☐ **Estimate Required** (24-hour/same day turnaround does NOT apply)

**Note:** Requesting an estimate will delay your repair.

### HANDPIECE REPAIR INFORMATION:

<b>1</b>	Manufacturer:	Model:	<b>WARRANTY:</b>
	Serial Number:		<input type="checkbox"/> Yes <input type="checkbox"/> No
	Description of Problem:		<b>REPAIR OPTION:</b>
			<input type="checkbox"/> OEM <input type="checkbox"/> NON-OEM
<b>2</b>	Manufacturer:	Model:	<b>WARRANTY:</b>
	Serial Number:		<input type="checkbox"/> Yes <input type="checkbox"/> No
	Description of Problem:		<b>REPAIR OPTION:</b>
			<input type="checkbox"/> OEM <input type="checkbox"/> NON-OEM
<b>3</b>	Manufacturer:	Model:	<b>WARRANTY:</b>
	Serial Number:		<input type="checkbox"/> Yes <input type="checkbox"/> No
	Description of Problem:		<b>REPAIR OPTION:</b>
			<input type="checkbox"/> OEM <input type="checkbox"/> NON-OEM
<b>4</b>	Manufacturer:	Model:	<b>WARRANTY:</b>
	Serial Number:		<input type="checkbox"/> Yes <input type="checkbox"/> No
	Description of Problem:		<b>REPAIR OPTION:</b>
			<input type="checkbox"/> OEM <input type="checkbox"/> NON-OEM
<b>5</b>	Manufacturer:	Model:	<b>WARRANTY:</b>
	Serial Number:		<input type="checkbox"/> Yes <input type="checkbox"/> No
	Description of Problem:		<b>REPAIR OPTION:</b>
			<input type="checkbox"/> OEM <input type="checkbox"/> NON-OEM
<b>6</b>	Manufacturer:	Model:	<b>WARRANTY:</b>
	Serial Number:		<input type="checkbox"/> Yes <input type="checkbox"/> No
	Description of Problem:		<b>REPAIR OPTION:</b>
			<input type="checkbox"/> OEM <input type="checkbox"/> NON-OEM
<b>7</b>	Manufacturer:	Model:	<b>WARRANTY:</b>
	Serial Number:		<input type="checkbox"/> Yes <input type="checkbox"/> No
	Description of Problem:		<b>REPAIR OPTION:</b>
			<input type="checkbox"/> OEM <input type="checkbox"/> NON-OEM

1.800.GO.BENCO (1.800.462.3626) extension 2023

Email: RepairCS@benco.com

<https://www.benco.com/practice-solutions/in-house-repairs/>

# BencoDental™

## SETTING UP YOUR REPAIR:

Contact our Repairs Experience Specialists at 800.GO.BENCO (800-462-3626) extension 2023, by email at RepairCS@benco.com or at [www.benco.com/equipment/services/in-house-repairs/](http://www.benco.com/equipment/services/in-house-repairs/). Our team will provide you with a repair order number and shipping label to send to your repair in. Handpiece repair shipping packs can also be ordered at no additional charge to your office.

## HANDPIECE REPAIR OPTIONS:

You can choose between genuine, original equipment manufacturer parts (OEM) or a high-quality alternative (Non-OEM). Our high-quality non-OEM parts are always new and never rebuilt. Our non-OEM repairs allow you to choose between a six month or a twelve month warrant option to your high speed handpiece.

Whether you choose non-OEM or OEM parts, all repairs and testing are performed by factory trained and certified technicians using the original manufacturer's specifications using digital RPM and chuck retention testing.

Pricing for all handpiece repairs include flushing of air and water lines, cleaning and polishing the handpiece, replacement of worn or damaged o-rings and seals, and lubrication if needed.

Non-OEM High Speed Repair Pricing		Repair Cost	Warranty
	Adec/Kavo/Midwest/NSK/Star	\$199	6 MO
	Adec/Kavo/Midwest/NSK/Star	\$299	1 YR

**All Non-OEM repairs are given the same testing as OEM repairs and must pass original manufacturer specification.**

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Handpiece Models		OEM Starting at	Warranty
<b>Adec</b>			
	Most Models	\$399	1 YR
	Low Speeds	\$299	1 YR
<b>Benco Dental</b>			
	Sterling	\$299	1 YR
	XLR8 Plus	\$249	1 YR
	Push & Swivel Models	\$159	1 YR
	Hy-Torque	\$79	3 MO
	E-Type Low Speed	\$99	1 YR
	Latch Head	\$39	1 YR
<b>KaVo</b>			
	Most Models	\$400	1 YR
	S Series	\$220	1 YR
	646B, 636CP	\$242	1 YR
	Low-Speed Motor Repair	\$429	1 YR
	Low-Speed Head Repair	\$249	1 YR
	Low-Speed Attachment	\$299	1 YR
	Elec H/S Attachment	\$570	1 YR
<b>Midwest</b>			
	Stylus (Lube style and lube-free)	\$399	1 YR
	Stylus Plus	\$349	1 YR
	Tradition or Quiet-Air (Lever PB, XGT)	\$349	6 MO
	Tradition or Quiet-Air Standard	N/A	6 MO
<b>NSK</b>			
	Low Speeds	\$529	1 YR
	High Speeds	\$339	1 YR
<b>Palisades/Intermed</b>			
	Impact Air	\$299	3 MO
<b>Star</b>			
	430 Vortex L/F, Solara L/F	\$359	1 YR
	Titan Scaler	\$260	6 MO
	Titan III Motor Repair	\$299	1 YR
	Latch Head Cartridge Replacement	\$109	3 MO

*Low Speed repairs are not subject to the 24-hour/same day turnaround guarantee.*