

# PrograMill®

After Sales Services for Laboratories



**SERVICES  
TO SUPPORT YOUR  
PRODUCTIVITY**

ivoclar  
digital®

# AFTER SALES SERVICE

We support you along the entire digital process chain

You can rely on the services that Ivoclar Digital has to offer you to help you advance in the long run. No matter whether it is about optimizing your digital process chain or creating optimal conditions for effective manufacturing procedures: We are here for you - with first-hand experience and expertise.

Your direct point of contact – wherever you are in Europe, call the central service number\*:

# +800 7000 70 80

\* Country-specific restrictions may apply. Not available in: Bulgaria, Estonia, Faroe Islands, Greenland, Latvia, Lithuania, Turkey, Cyprus.

## CAD/CAM support

We will assist you in all your queries and issues relating to the digital manufacturing process in your laboratory. Whether you need information about software applications or you have technical issues, our CAD/CAM experts will study your query carefully and find an appropriate solution together with you. We take service personally.

Our CAD/CAM support is available to you as part of a service agreement or on a “pay per case” basis.

### YOUR ADVANTAGES

A central service hotline for:

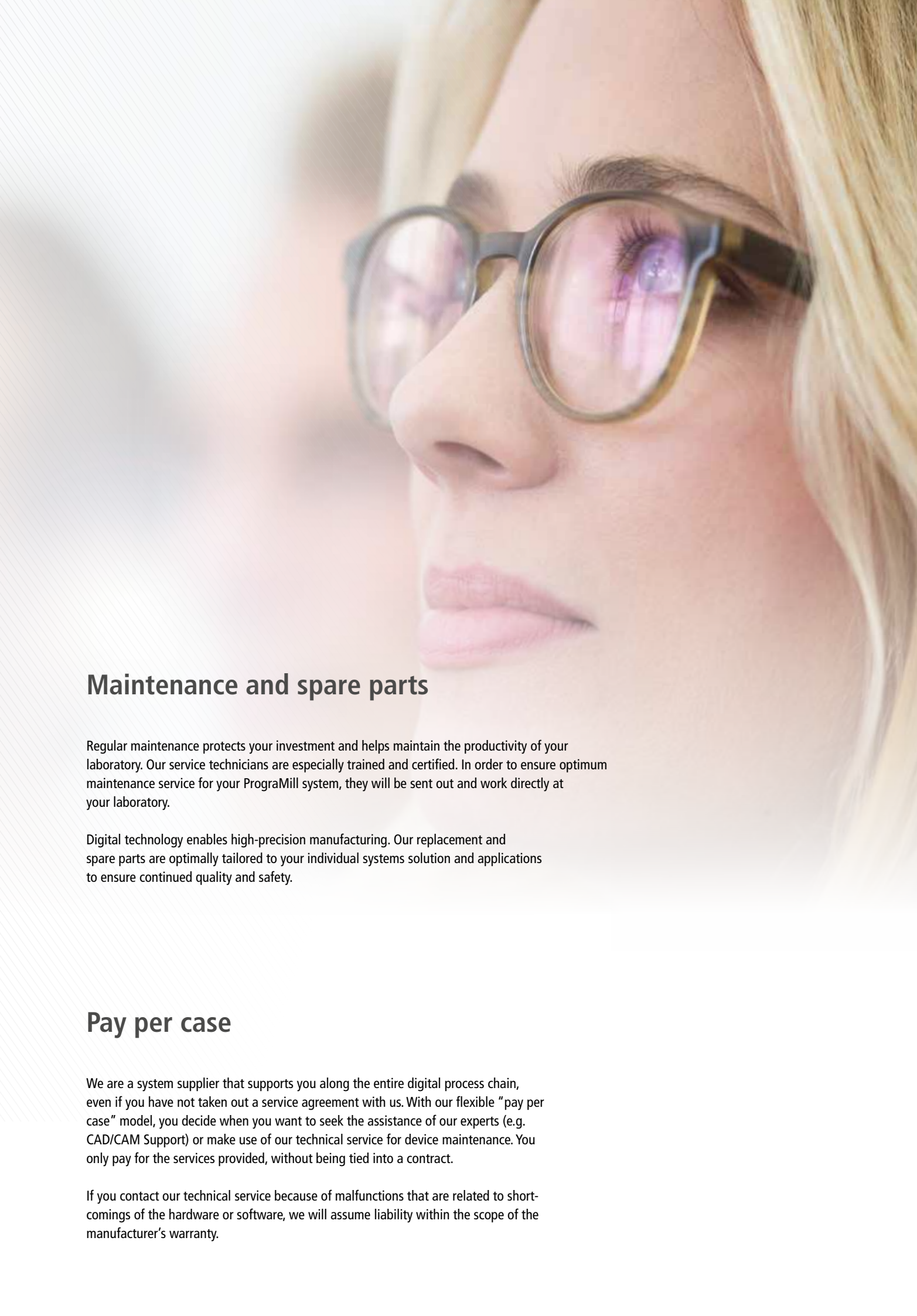
- Information & support concerning software applications
- Case-specific support
- Troubleshooting
- Customer service & device maintenance

## Service agreements

You can protect the value of your investment in the long run with a PrograMill service agreement. You can extend the warranty period of your milling unit and benefit from a range of services included in the contract, such as CAD/CAM support. The costs are transparent and predictable from the start.

### YOUR ADVANTAGES

- Possibility of extending the device warranty
- CAD/CAM support
- Annual maintenance of your devices
- Personal point of contact
- 2 x 30 minutes of online training per year



## Maintenance and spare parts

Regular maintenance protects your investment and helps maintain the productivity of your laboratory. Our service technicians are especially trained and certified. In order to ensure optimum maintenance service for your PrograMill system, they will be sent out and work directly at your laboratory.

Digital technology enables high-precision manufacturing. Our replacement and spare parts are optimally tailored to your individual systems solution and applications to ensure continued quality and safety.

## Pay per case

We are a system supplier that supports you along the entire digital process chain, even if you have not taken out a service agreement with us. With our flexible "pay per case" model, you decide when you want to seek the assistance of our experts (e.g. CAD/CAM Support) or make use of our technical service for device maintenance. You only pay for the services provided, without being tied into a contract.

If you contact our technical service because of malfunctions that are related to shortcomings of the hardware or software, we will assume liability within the scope of the manufacturer's warranty.

# SERVICE AGREEMENTS

## at a glance

Do not miss out on the opportunity to take out a service agreement for your dental laboratory and extend the warranty period of your PrograMill PM3, PM5 oder PM7.

Customized systems. Customized service packages. We offer you tailored solutions starting from Service Agreement XS, the basic service package, to Service Agreement XL, the premium package with a comprehensive service range including the replacement of all wearing parts.

## LIST OF SERVICES SERVICE AGREEMENTS

	Service Agreement XS
Contract term	1 year
Warranty period	1 year
Repairs	see Manufacturer's Warranty
Annual maintenance	—
CAD/CAM support including call-back service	limited to 360 minutes
Online training (2x 30 min. per year)	—
CAM software updates	✓
CAM software upgrades	—
Back-up milling service at a preferential price <sup>(3)</sup>	—
Special discount for wearing parts	—

**Important note:**

The Service Agreements XS, S and M have a term of 1 year. The Service Agreements L and XL have a term of 3 years. The agreement automatically renews for an additional 12 months at a time if it is not cancelled in writing within the contractual notice period of 3 months (90 days) prior to the expiration of the agreement. The Service Agreements L and XL have a maximum contract term of 6 years.

(1) excluding wearing parts and travelling costs

(2) excluding wearing parts, incl. travelling costs

(3) depending on availability in your market



Service Agreement S	Service Agreement M	Service Agreement L	Service Agreement XL
1 year	1 year	3 years	3 years
1 year	1 year	3 years	3 years
see Manufacturer's Warranty	see Manufacturer's Warranty	✓ <sup>(2)</sup>	✓
—	✓ <sup>(1)</sup>	✓ <sup>(2)</sup>	✓
limited to 360 minutes	limited to 360 minutes	✓	✓
✓	✓	✓	✓
✓	✓	✓	✓
✓	✓	✓	✓
—	✓	✓	✓
15% discount	30% discount	50% discount	100% discount

# DIGITAL EXPERTISE UNDER ONE ROOF

Ivoclar Digital is a competent digital partner, which supports dentists and dental technicians along the entire digital process chain. A great deal of importance is placed on simple and understandable procedures.

The portfolio for the digital work process is divided into four areas:

## CONSULT

IvoSmile<sup>1</sup>, the innovative software application based on Augmented Reality, supports the dialogue between dental professionals and their patients

## DESIGN

Versatile scanners, intuitive design software from our partners and exclusive add-ons

## DECIDE

High-performance materials such as IPS e.max<sup>®</sup> – the world's most used all-ceramic system<sup>2</sup>

## PRODUCE

Technologically high-quality equipment for the production of esthetic restorations

## SERVICE+

**Service+** The offer is complete with Service+. The service provision makes your entry into digital production easier and serves as a back-up partner for dental laboratories.\*

\* Service+ is available in the following countries: Austria, Belgium, Croatia, Czech Republic, Denmark, Finland, France, Germany, Greece, Holland, Hungary, Ireland, Italy, Liechtenstein, Luxembourg, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, and United Kingdom.

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#### Distribution:

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digital<sup>®</sup>

<sup>1</sup> IvoSmile is currently only available in the following countries: Bosnia-Herzegovina, Brazil, China, Croatia, Liechtenstein, Montenegro, Romania, Switzerland, Serbia, Slovenia, and the US. It will be launched in additional countries starting as from April 2019.  
<sup>2</sup> Based on sales figures