

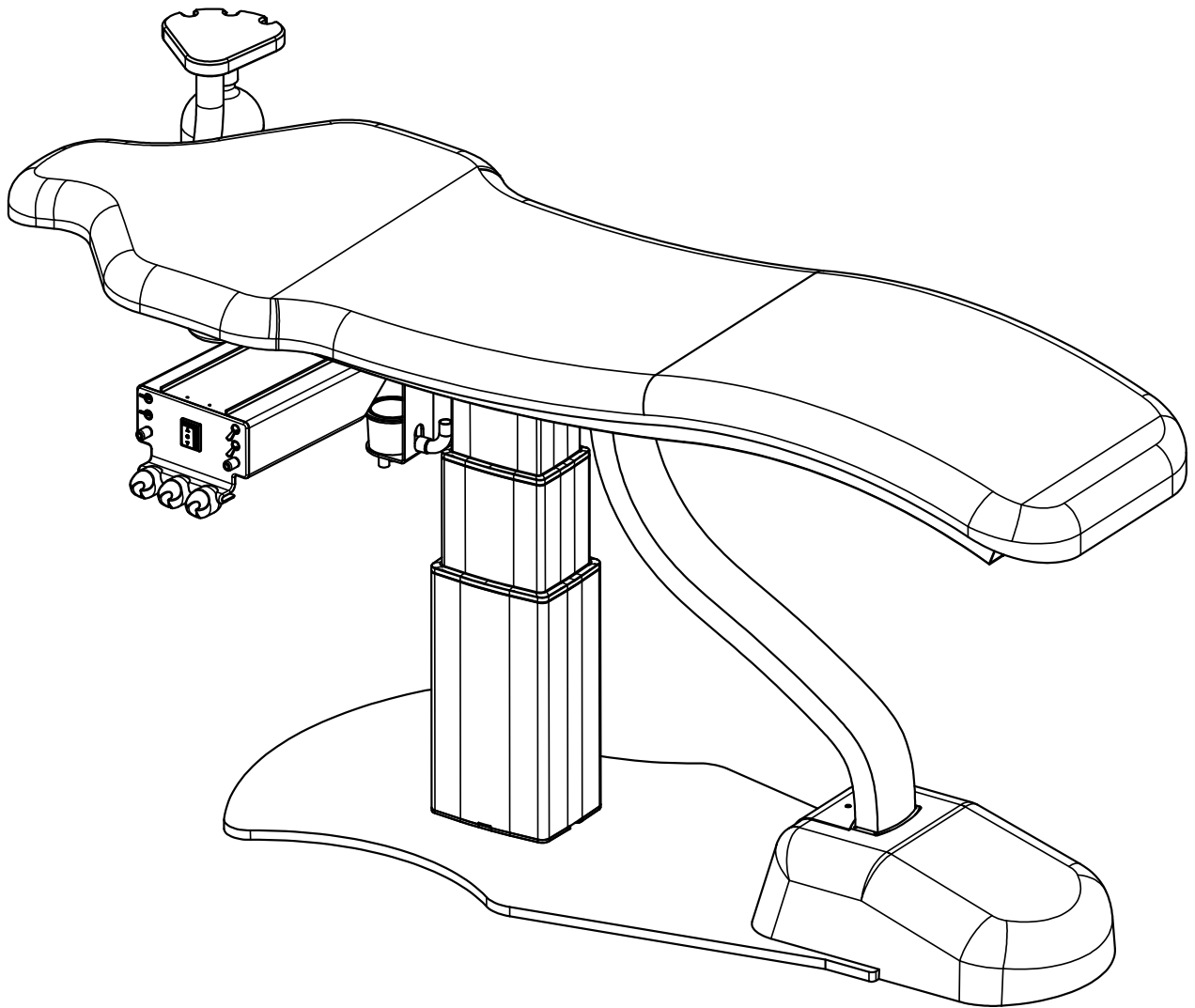


ergonomic products

Performance Without Compromise™

## INSTALLATION AND OPERATIONS MANUAL

# S3A Series: Pediatric Bench



*\*Hoses and handpieces removed for clarity*

Product ID: **S3A1**

Manual: **C**



Thank you for purchasing the Ergonomic Products S3A1 Series Pediatric Bench.

Years of research by dentists, engineers, and designers have made this a uniquely effective product in the industry. We stand behind our equipment, and genuinely believe it to be the best available on the market.

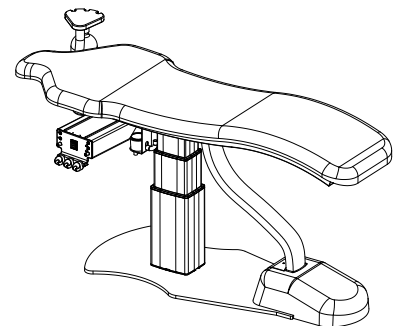
Should you have any questions regarding the product’s installation or use, please don’t hesitate to call our customer service specialists at **1-866-ERGO-4-US**. We may also be reached via email at **equip@ergonomic-products.com**.

We hope that you enjoy the benefits and quality of your new equipment and look forward to assisting you with your future needs as your practice continues to grow!

—The Ergonomic Products Team

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## QUESTIONS?

**Call our Customer Service Specialists at:**  
**1-866-ERGO-4-US**



## 1 – INTRODUCTION

### **SYMBOLS USED IN THIS MANUAL AND ON PRODUCT LABELS:**

SYMBOL	MEANING
	You must refer to the documentation that came with your device.
	Indicates a Warning. Warnings alert the user to the possibility of serious injury or death if the equipment is not operated properly.
	Indicates that the device is a Type B piece of equipment and has a certain degree of protection against electric shock. The B Type refers to applied parts that are generally not conductive and can be immediately released from the patient.
	Indicates that you must not dispose of any electronic components along with general waste.
	Appears next to the next to the manufacturer's contact information.
	Appears next to the date of manufacture.
	Indicates Pushing Prohibited



## 1 – INTRODUCTION cont'd

### **INTENDED USE:**

The Ergonomic Products Workstation is a dental operative unit, which is an AC-powered device that is intended to supply power to and serve as a base for other dental devices and accessories. The device is to be operated and used by dentists and other legally qualified professionals.

### **CONTRAINDICATIONS:**

There are no known contraindications for the use of this device.

### **WARNINGS AND PRECAUTIONS:**

Warnings alert the user to the possibility of serious injury or death if the equipment is not operated properly.

Only properly trained and authorized personnel must use this equipment.

Do not modify this equipment without authorization from Ergonomic Products, Inc..

Read and understand all warnings, precautions, and operating instructions before use.

To avoid risk of electric shock, connect this equipment only to an electrical supply with a protective earth ground. Do not bypass the grounding circuitry.

The device might cause interference with other electronic devices while in use. Ensure that other medical devices used in the treatment office do not receive interference from this device.

A dental unit might include magnets which might affect the function or programming of some implantable pacemakers or defibrillators. People who have devices programmed to respond to a magnet must avoid dental units with magnets.

Improper installation of the syringe can result in injury or damage. Refer to the syringe manufacturer's documentation for instructions on proper installation and use.

Do not position equipment so that it is difficult to operate the disconnect device.

Do not use a socket multiplier or an extension cord to connect the Workstation to the electrical supply.

To avoid the risk of electric shock, do not connect equipment that must be connected a multi-socket outlet with a separating transformer directly to an electrical wall outlet.

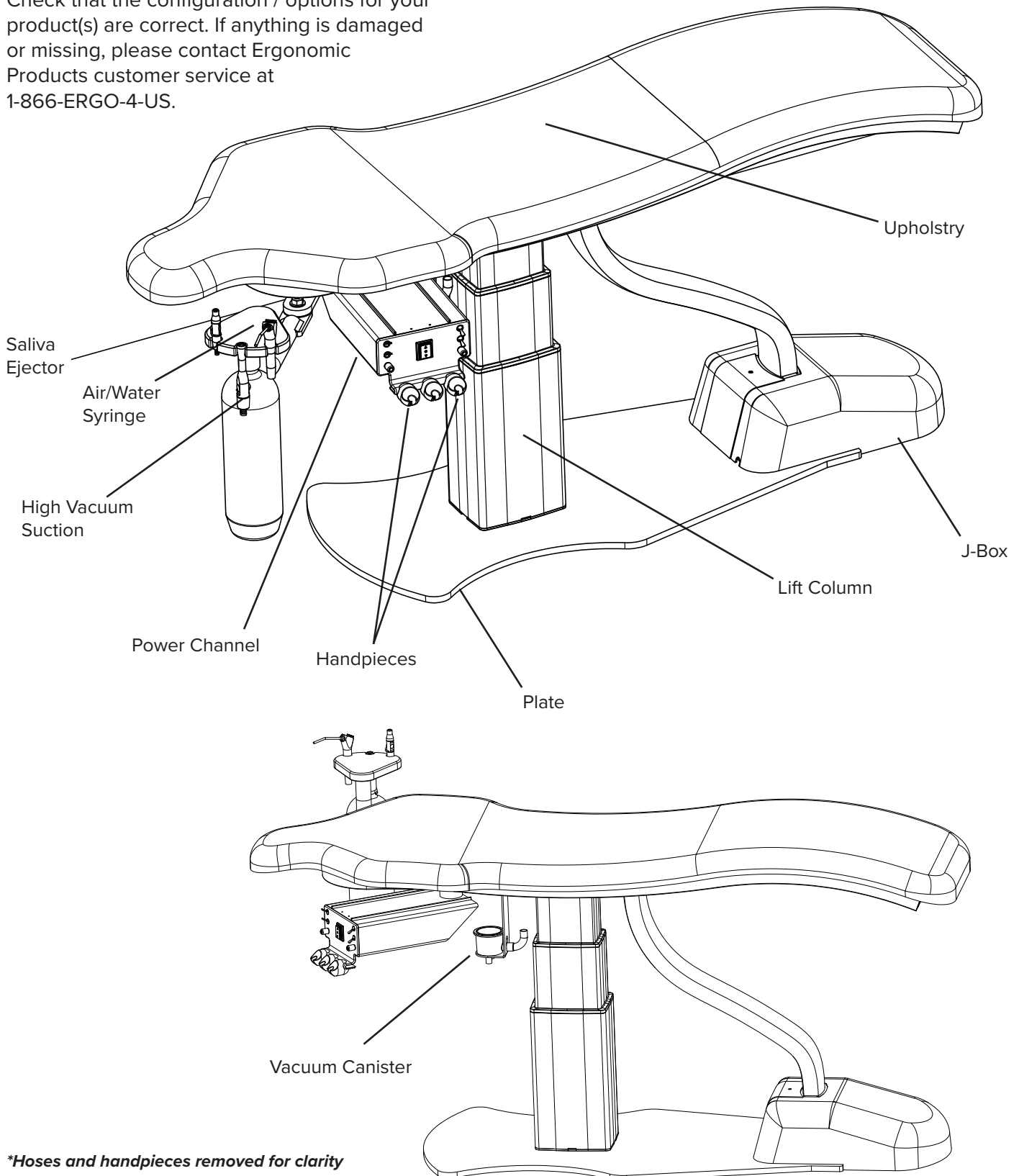
Connect only those items that are part of the Workstation or have been approved by Ergonomic Products, Inc. as compatible with the Workstation.

It is mandatory that metal reusable syringe tips are sterilized between each patient to prevent cross contamination. Please follow the manufacturer's recommended practices for sterilization.



## 2 – BASIC ANATOMY OF YOUR WORKSTATION

Check that the configuration / options for your product(s) are correct. If anything is damaged or missing, please contact Ergonomic Products customer service at 1-866-ERGO-4-US.



*\*Hoses and handpieces removed for clarity*



### 3 – SPECIFICATIONS

#### STANDARD FEATURES:

- 1 High Speed Air
- 1 Low Speed Air
- 1 A/W Syringe
- 1 HVE
- 1 Saliva Ejector
- 2-Liter Water Bottle
- Standard Foot Pedal
- Power Channel swings 180° for complete left/right convertibility.

*For children up to 125 pounds*

#### OPTIONAL FEATURES:

- Fiber Optic Upgrade includes Light Kit, and (1 or 2) 5 or 6 pin Hose.
- 2nd High Volume Suction
- 2nd A/W Syringe\*
- 3rd Air Driven Slow Speed Handpiece\*

\*Please note: configuration for this unit can only have either 2nd A/W Syringe or 3rd Air Driven Slow Handpiece.

#### DIMENSION SPECIFICATIONS:

##### ELECTRICAL SPECIFICATIONS\*:

120 Volt AC 60hz Primary 3 Amp fuse  
24 Volt DC 4 Amp Max secondary

##### STORAGE AND TRANSPORTATION CONDITIONS:

-30° C to +50 C  
10% to 90% Relative Humidity  
Standard Atmospheric Pressure

##### USE CONDITIONS:

Typical Dental Office Environment  
Standard Atmospheric Pressure

##### MATERIALS:

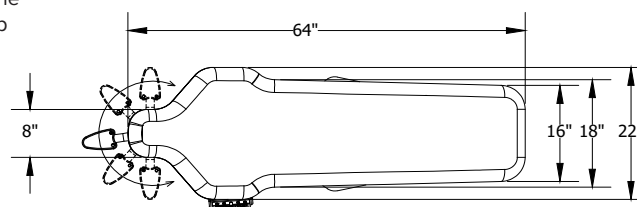
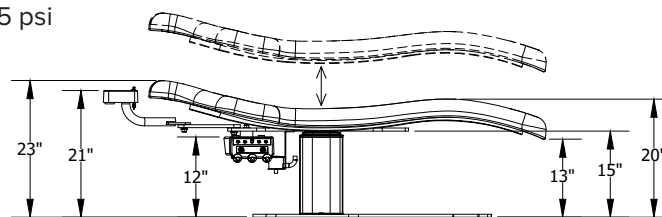
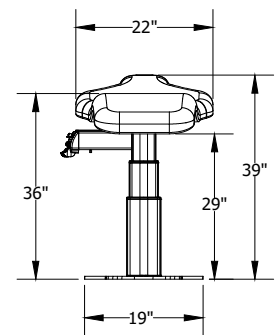
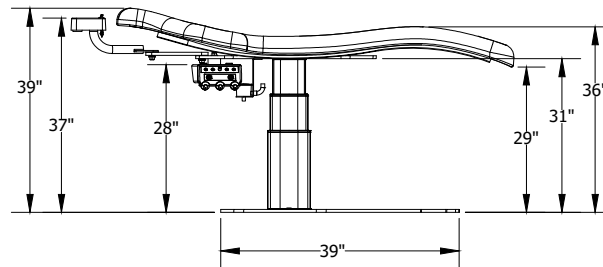
Upholstry, Aluminum, Corian

##### AIR, WATER, AUXILIARY-OPTION:

Air, 1/4 Dental Style Female QD, 80 psi  
Water, 1/4 Dental Style Female QD, 30-35 psi

##### LIFTING COLUMN:

Load in push: 2000 N  
Motor: 24 V DC  
Noise level: 50 dB  
Safty factor: >2.5  
Duty cycle: 10%  
Built-in electrical limit switch: Yes



\*Refer to specific manufacturer's documentation or the actual transformer for input and output voltages, amp ratings, and Hz ratings.



## 4 – REQUIRED TOOLS / UNPACKING AND INSPECTING

### REQUIRED TOOLS:

**Utility Knife**  
**5/32" Allen Wrench**  
**3/16" Allen Wrench**

1. Inspect shipping container (Fig 4.1) for visible damage upon arrival. If transit damage is found, contact Ergonomic Products immediately (this will expedite the corrective process).
2. Use safe lifting procedures to free the product from the container, and remove all packing material from shipping container (Fig 4.2, 4.3).
3. Lay individual components on a clean surface to avoid scratching, and inspect contents. If damage is found, contact Ergonomic Products immediately.

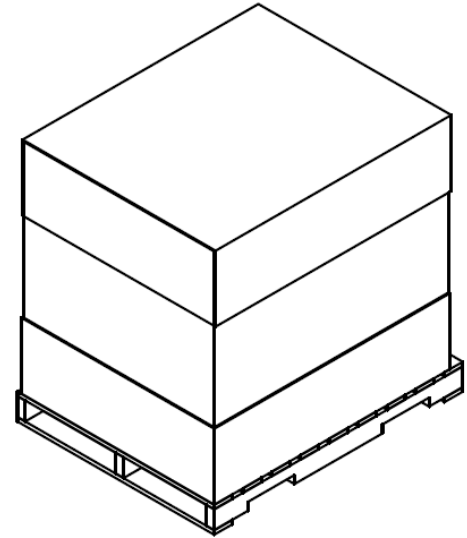


Fig 4.1

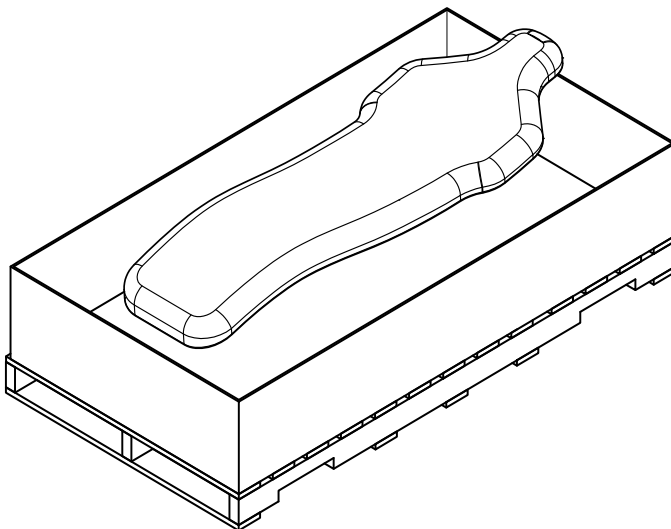


Fig 4.2

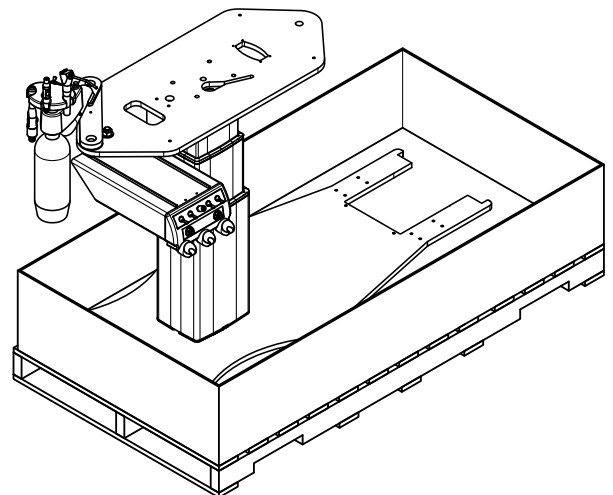


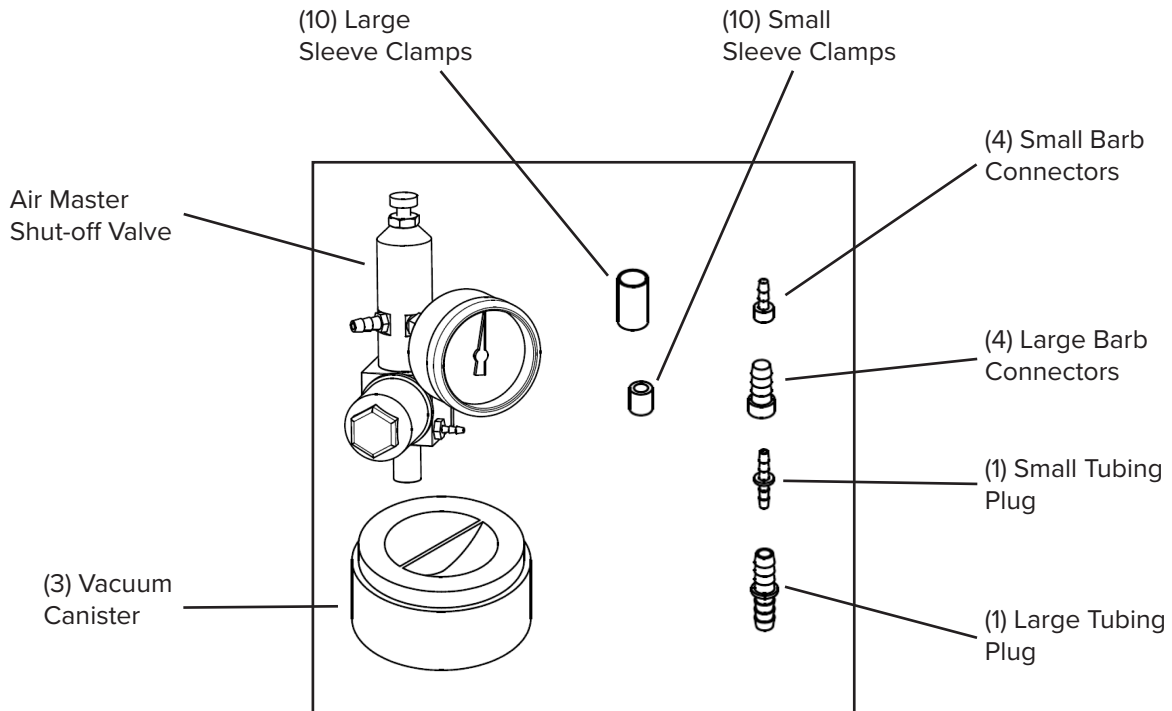
Fig 4.3



## 5 – STANDARD PARTS LIST

Check that the configuration / options for your product(s) are correct. If anything is damaged or missing, please contact Ergonomic Products customer service at 1-866-ERGO-4-US.

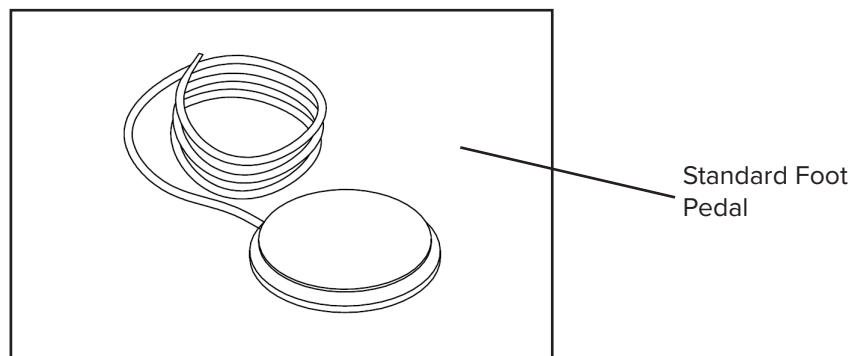
### 1. Hose Connection Hardware Kit:



\*\*City water Kit will include:

- (1) Water Master Shut-off Valve
- (1) Orange tube
- (1) Small Tee Barb

### 2. Standard Foot Pedal

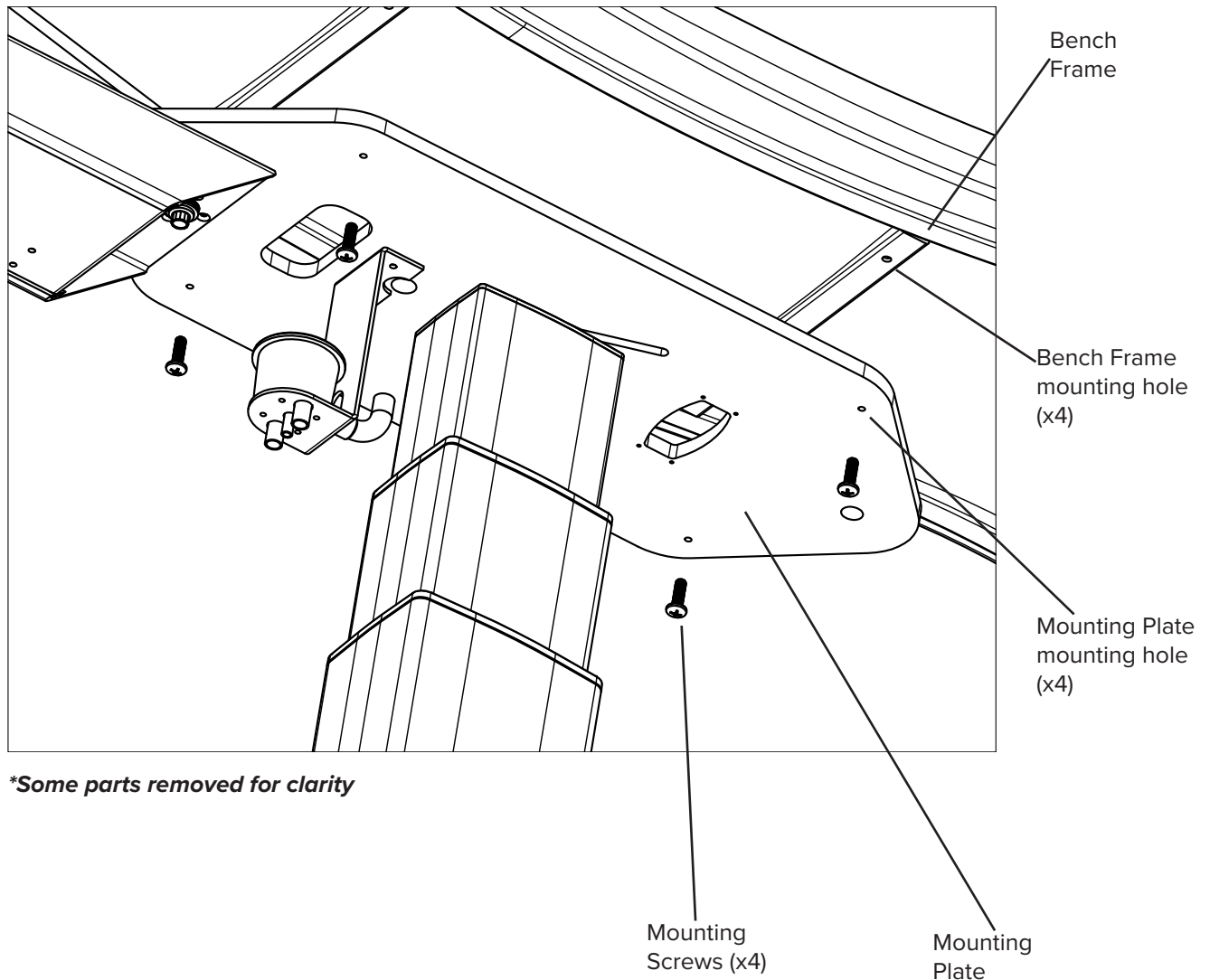






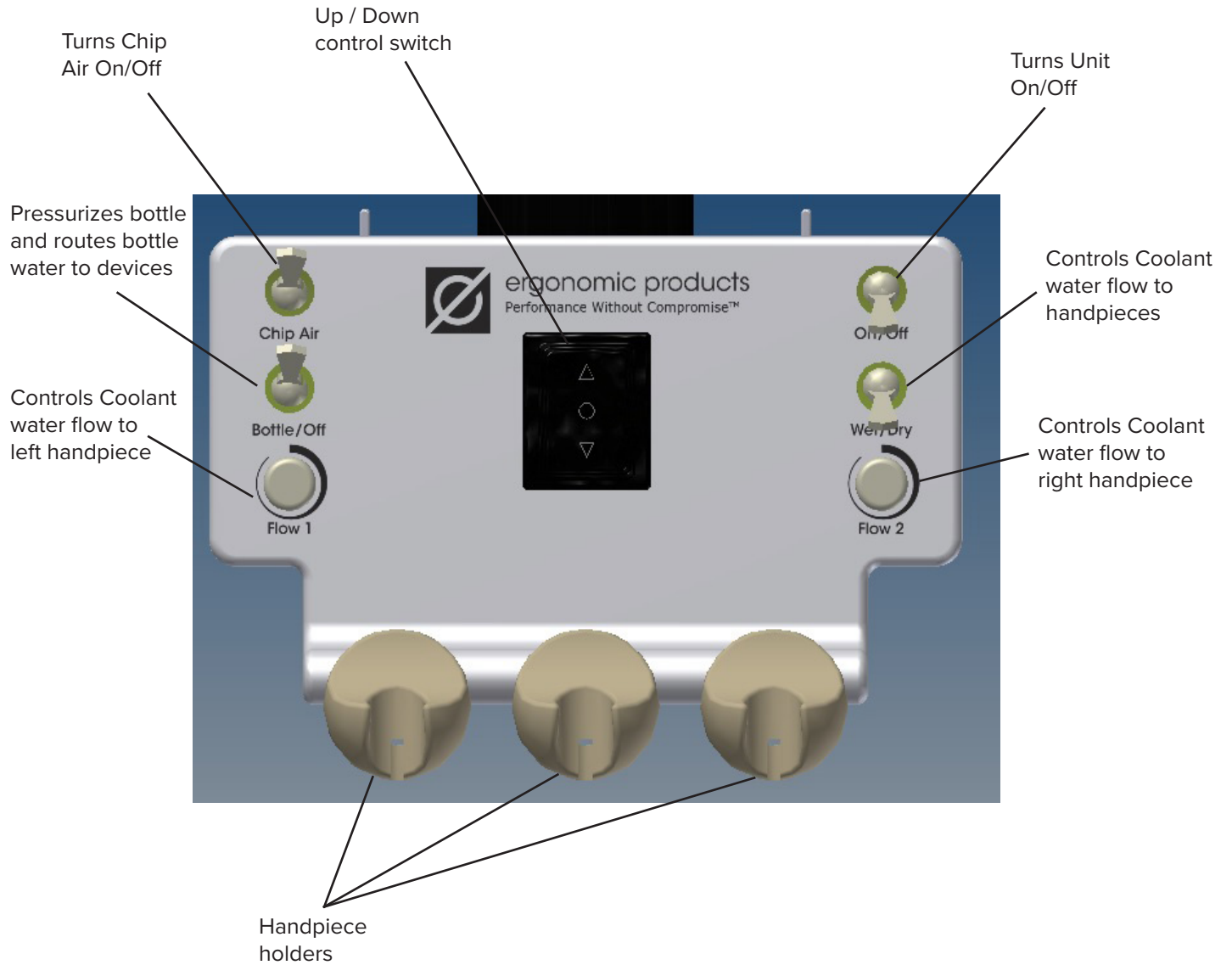
## 6 – BENCH ASSEMBLY

1. Four screws (1/4-20 x 1 3/4") fasten the Pediatric Bench Frame to the Mounting Plate.
2. Lay the Bench Frame on the Mounting Plate and line up the holes as shown below.
3. Fasten the screws from the bottom of the Mounting Plate to the Frame of the Pediatric Bench.
4. Assembly is complete.





**7 – POWER CHANNEL FACE PLATE**





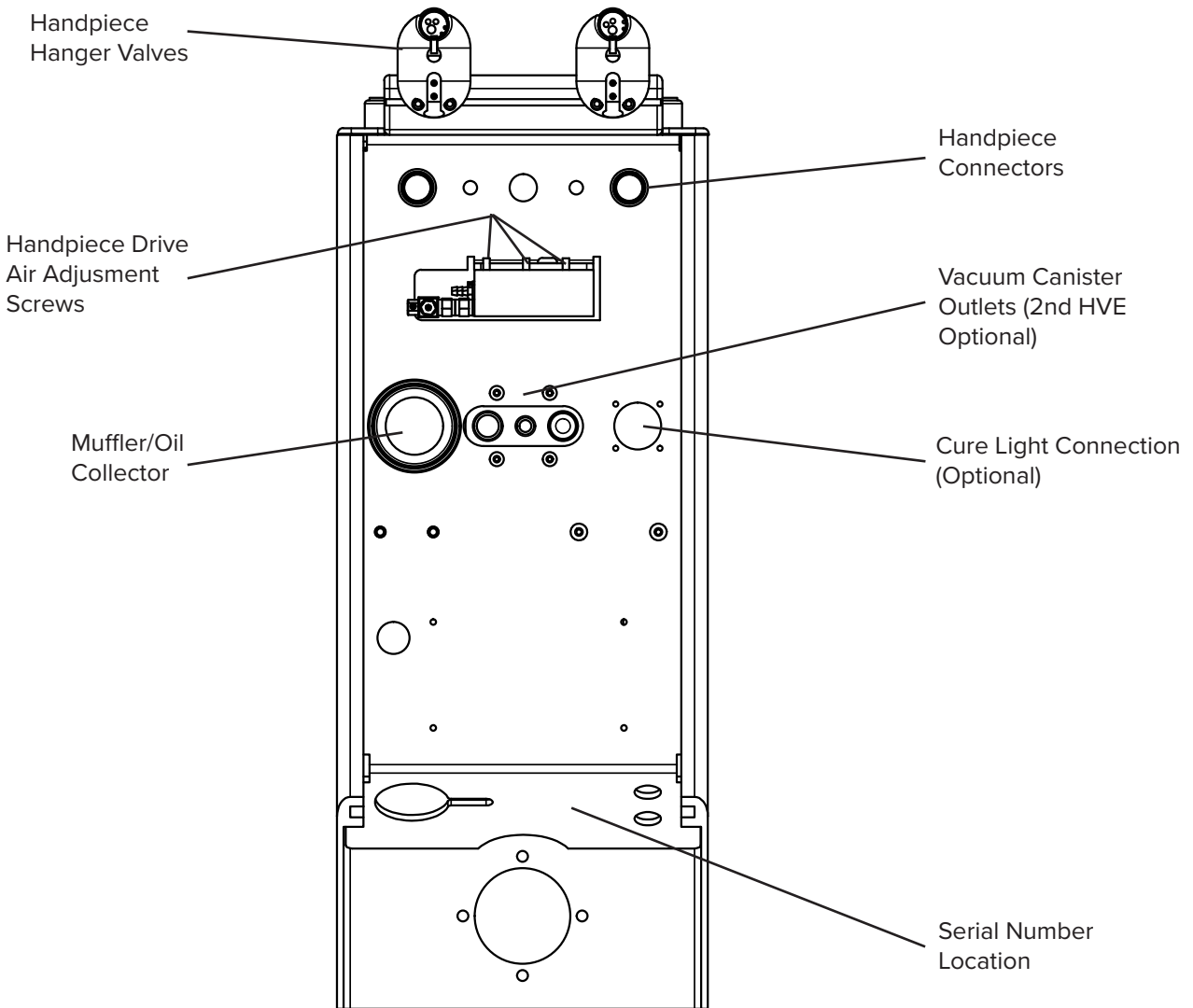
## 7 – POWER CHANNEL FACE PLATE cont'd

<b>FUNCTION:</b>	<b>DESCRIPTION:</b>
<b>Chip Air</b>	Turning this switch on allows chip air coolant (or water coolant atomizing air) to spray when the foot pedal is depressed. When switch is turned off no air is emitted at head of handpiece. Normally left in on position.
<b>Bottle/Off</b>	Pressurizes bottle and routes bottle water to devices. When turned to off position, relieves bottle pressure for filling.
<b>Flow 1</b>	Adjusts the amount of coolant water that flows through the left handpiece. Turn the knob counterclockwise to increase the flow and clockwise to decrease the flow.
<b>Master On/Off</b>	Turns on and off the air pressure and water pressure to the workstation. <b>CAUTION:</b> Turn the master switch Off when unit is not in use to prevent accidental water flow.
<b>Wet/Dry</b>	Turns on or off the flow of coolant water to the handpieces. This control must be On to allow water to flow to either of the Handpiece Coolant Flow controls. The Chip Air switch should always be on when this switch is set to the Wet position.
<b>Flow 2</b>	Adjusts the amount of coolant water that flows through the right handpiece. Turn the knob counterclockwise to increase the flow and clockwise to decrease the flow.
<b>Up / Down Control Switch</b>	Adjusts the height of the pediatric bench.



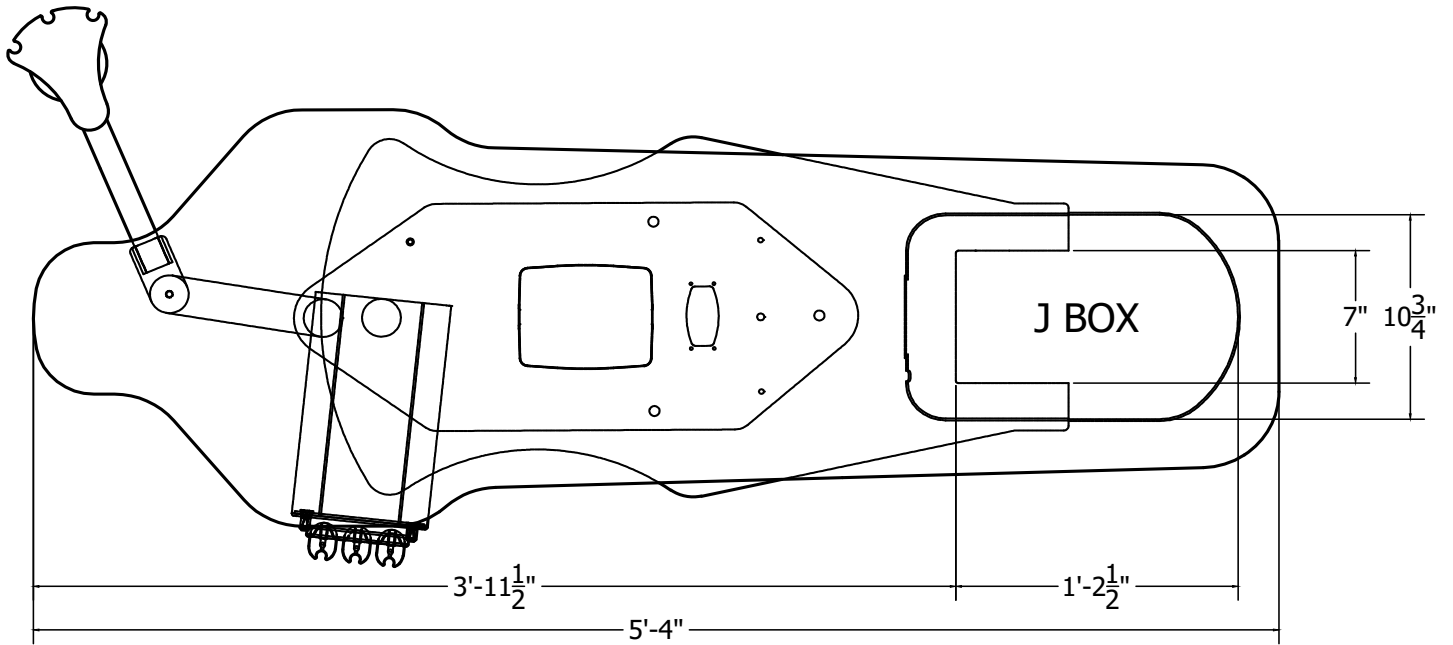
## 8 – UNDERSIDE OF CHANNEL

The image below shows the underside of the channel and its available functions (Please note: options on your channel may differ from that shown in the image below).

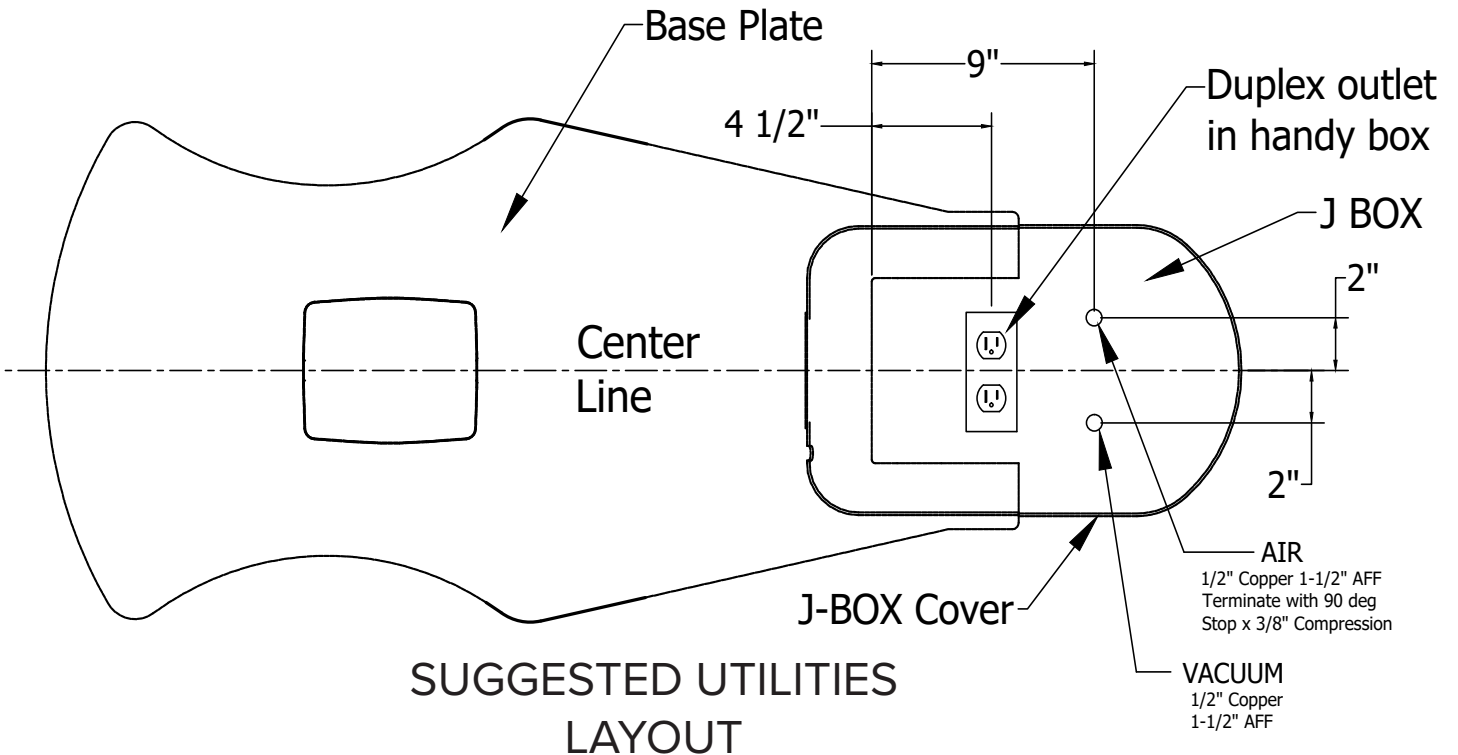




**9 – UTILITY CONNECTIONS**



**COMPLETE BENCH**



**SUGGESTED UTILITIES LAYOUT**

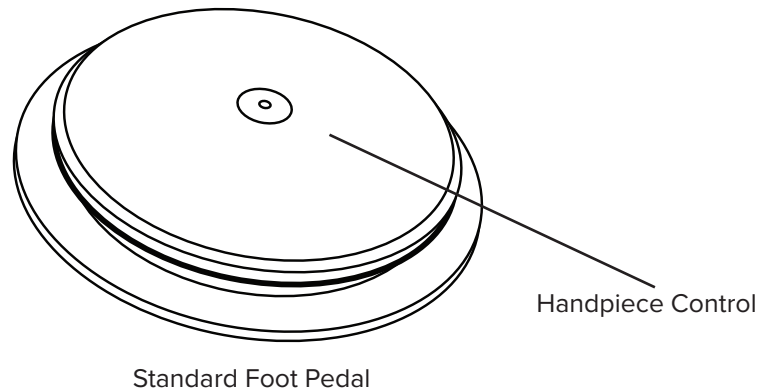


## 10 – FOOT PEDAL INSTALLATION & PLUMBING CONNECTIONS

### STEP ONE: IDENTIFYING FOOT PEDAL

Refer to Fig 10.1 to review your foot pedal type.

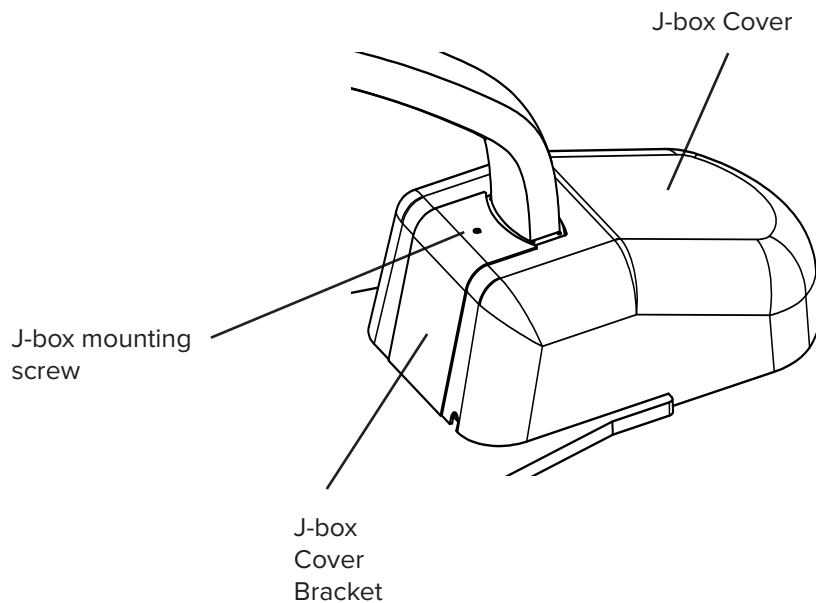
Fig 10.1



### STEP TWO: MAKING PLUMBING CONNECTIONS

To plumb in your foot pedal to the pediatric bench follow the steps below:

1. Unscrew the bracket from the J-box bracket to remove the J-box cover



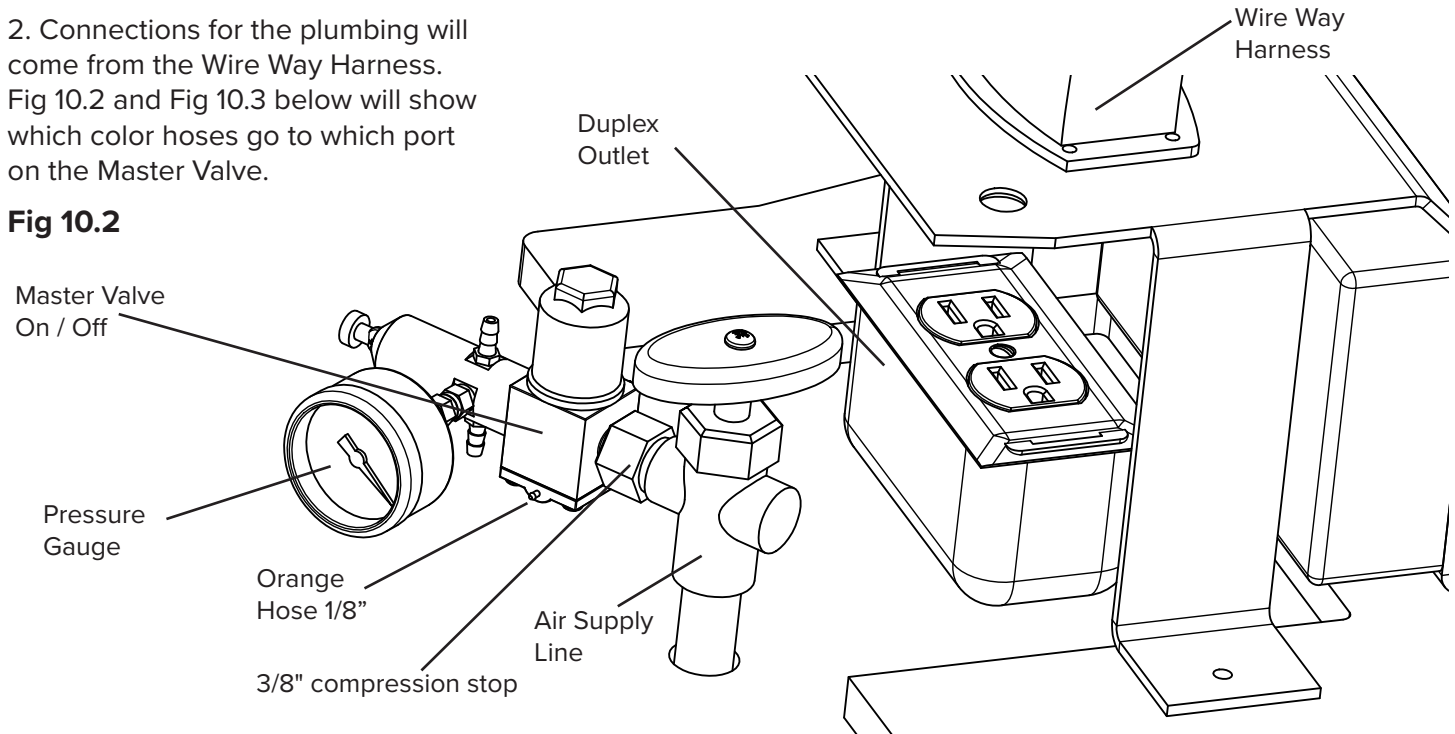


**10 – FOOT PEDAL INSTALLATION & PLUMBING CONNECTIONS cont'd**

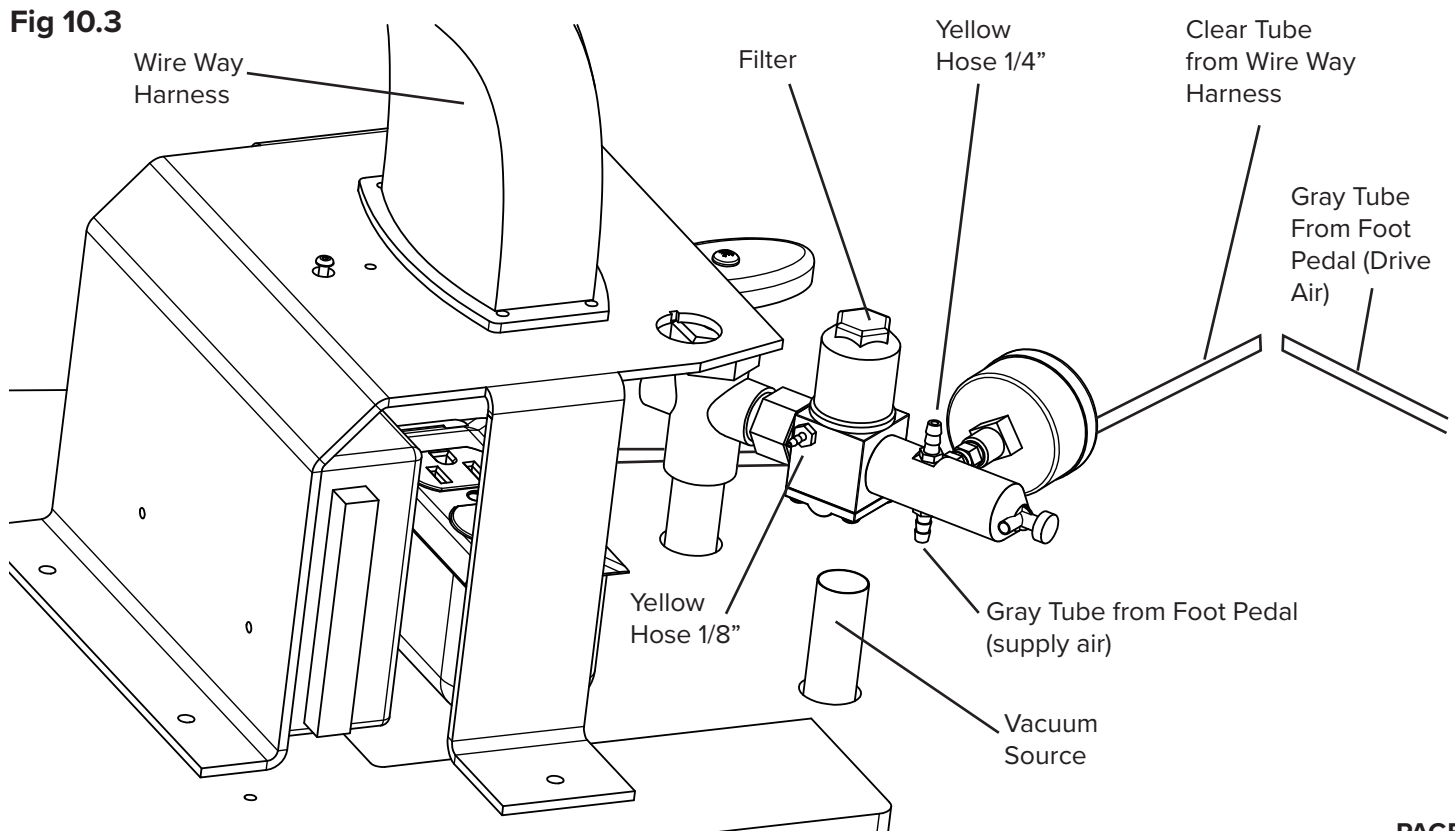
**STEP TWO: MAKING PLUMBING CONNECTIONS cont'd**

2. Connections for the plumbing will come from the Wire Way Harness. Fig 10.2 and Fig 10.3 below will show which color hoses go to which port on the Master Valve.

**Fig 10.2**



**Fig 10.3**





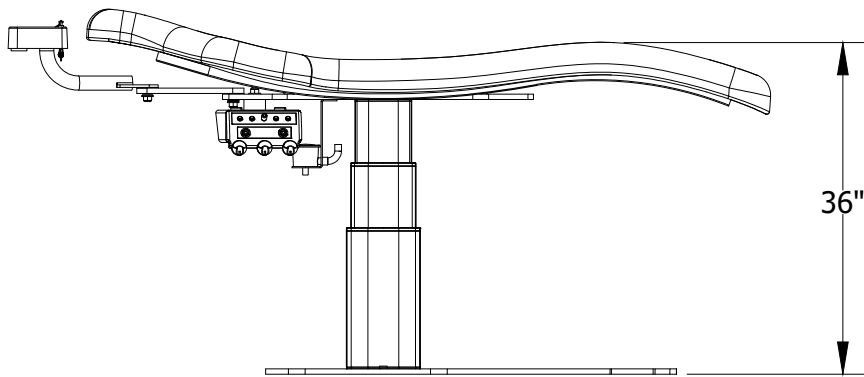
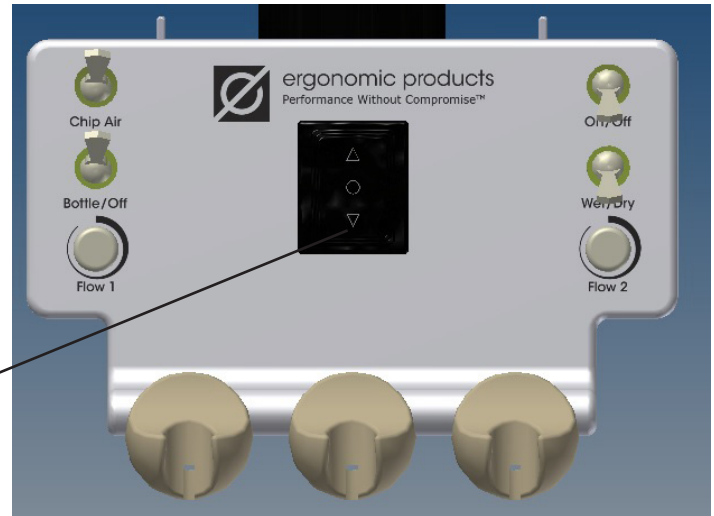
## 11 – USING YOUR WORKSTATION

### HOW TO ADJUST THE HEIGHT OF YOUR BENCH:

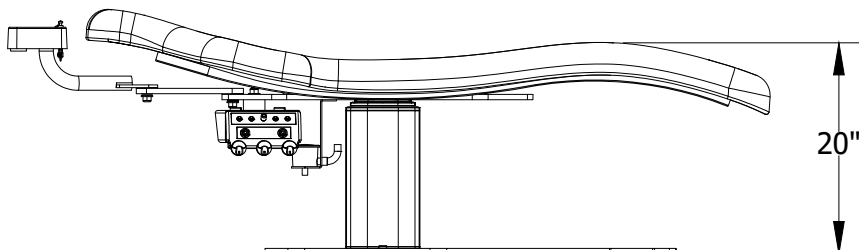
To adjust the height of your Pediatric Bench push the up or down switch on the Face Plate until desired height is reached.

*For children up to 125 lbs.*

Up / Down  
control switch



The highest point of the bench is 36" from the finish floor to the top of the bench. Lowest point of the Bench is 20" from the finish floor to the top of the Bench.



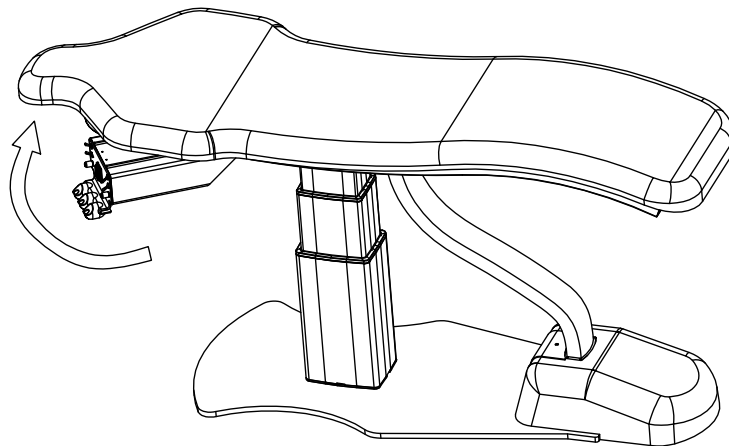
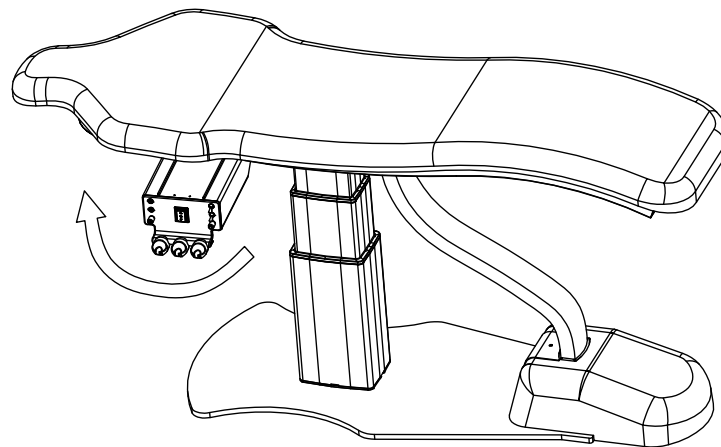




## 11 – USING YOUR WORKSTATION cont'd

### CHANNEL ADJUSTMENT:

The image below shows how the channel can be adjusted for left or right-handed users. To adjust the channel simply push to rotate the channel into desired position.



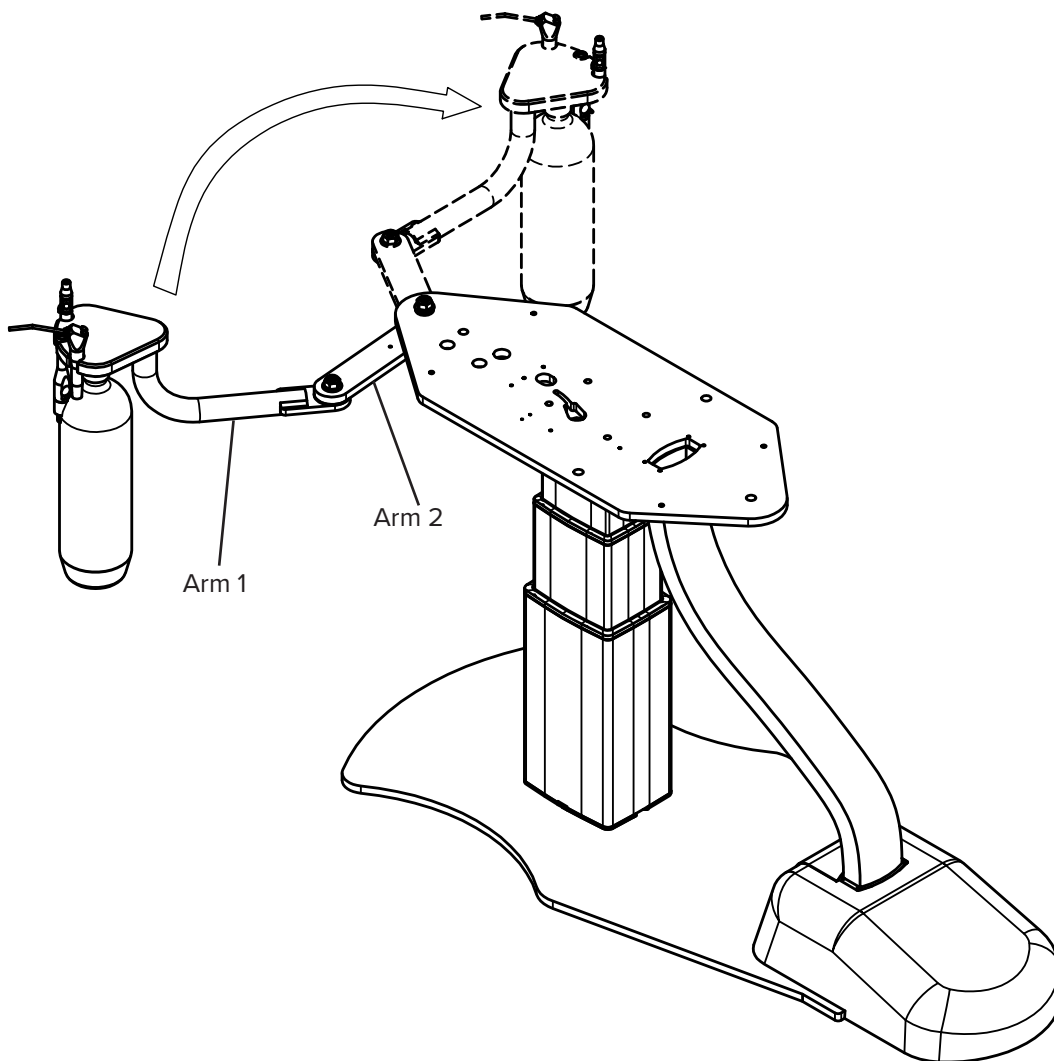
*\*Some items removed for clarity*



## 11 – USING YOUR WORKSTATION cont'd

### HANDPIECE / WATER BOTTLE ADJUSTMENT:

There are two articulating arms to adjust the Handpiece / Water Bottle holder. Each arm rotates for ease of configuration for left and right-handed users. To adjust the arms simply push to rotate the arms to desired position.

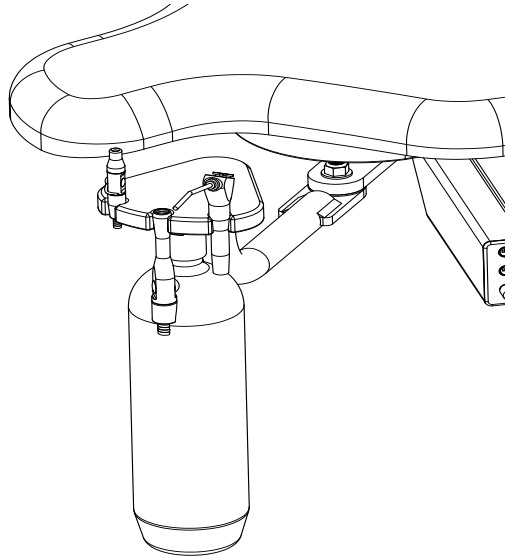


*\*Some items removed for clarity*



## 12 – MAINTENANCE

### WATERLINE DISINFECTION RECOMMENDATIONS:



The bottle mounted under the rear of the power channel is a 0.75L (750ml) or 2L (2000ml) water bottle.

Its use is selected via the “Bottle” position on the Bottle/Off switch mounted on the power channel face. The “Off” position on the Bottle/Off switch relieves bottle pressure for bottle service and selects water from your piped water supply (if this option is purchased).

The correct water to use in the Ergonomic Products Workstation equipped with self-contained water depends on the quality of your municipal water.

**Tap Water** – If you have confidence in the quality of your municipal water supply, consider using tap water in your self contained water bottle.

**Softened Water** – For water hardness that is greater than 200mg/L, Ergonomic Products recommends the use of a water softener to prevent buildup of mineral deposits that may impact Workstation performance. Water pH should be compliant with local drinking water regulations.

Ergonomic Products does not recommend the use of distilled or reverse osmosis water in self-contained dental units.

It is important to regularly monitor the water in your dental equipment. The frequency depends on your test results and water quality goals. Although the ADA has established a target of less than 200 colony forming units per milliliter (cfu/ml) of heterotrophic, mesophilic organisms, acceptable water quality, according to The Centers For Disease Control (CDC), suggest less than 500CFU/mL. <https://www.cdc.gov/oralhealth/infectioncontrol/faqs/dental-unit-water-quality.html>

Shocking your dental unit waterlines is required for every water treatment protocol followed up with a daily or continuous maintenance.



## 12 – MAINTENANCE cont'd

### SHOCKING THE WATERLINES:

Shocking your dental unit waterlines is required for every water treatment protocol followed up with a daily or continuous maintenance.

#### WHEN YOU SHOULD SHOCK THE WATERLINES:

- Before using your EP Workstation for the first time, shock your dental unit waterlines.
- At least every quarter (There are yearly continuous products, please refer to manufacturer)
- When your waterline test results reveal contamination of 500CFU/mL
- Any time you change up your daily waterline maintenance protocol

#### DAILY MAINTENANCE:

- Fill water bottles with use of daily and a water treatment (For example; BluTab; EPA registration #84020-1).
- Flush waterlines at the beginning of the day for 30 seconds
- Flush waterlines for 30 seconds between patients
- Empty water bottles nightly

It is important to test the water in your self-contained dental unit once per month. If monthly results meet water quality requirements for all treatment rooms for three consecutive months, reduce testing to once every three months. Check with your dental supplier or local municipality for testing kits.

#### TREATMENT DURING PERIODS OF INACTIVITY:

##### SHUT DOWN:

1. Remove and empty water bottle
2. Purge water from all waterlines including handpieces, ultrasonic scalers, and A/W Syringe.
3. Place empty water bottle back on unit.

##### START UP:

1. Shock dental unit
2. Test waterlines
3. Resume daily maintenance and fill water bottle.

*Caution: Ergonomic Products self-contained water systems are not designed to deliver sterile solution. A separate means for administering sterile coolant and irrigant is required if you use the Ergonomic Products Workstations for surgical procedures.*

*Caution: Do not use saline solutions, mouth rinses or any chemical solutions not specified in this guide in your Ergonomic Products self-contained water system. These may damage the system components and cause equipment failure.*

*Check water lines periodically for deterioration and replace if necessary prior to patient use. If water line tubing needs to be replaced, please contact Ergonomic Products.*

*Ergonomic Products does not assume responsibility for your waterline treatment decisions. Always choose a waterline maintenance protocol that fits your practice needs and in your practice budget. All microbials used for dental waterline maintenance must be registered with the EPA. NOTE: Depending on the cleaning/shock product used, you may need up to 3 days to complete the cleaning/shocking protocol. Always follow manufacturer instructions for cleaning/shocking procedures.*

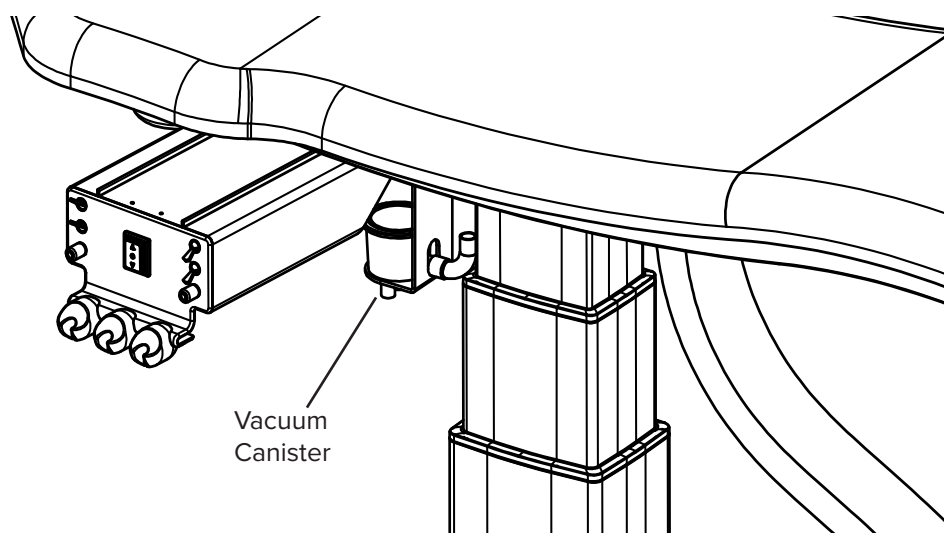


## 12 – MAINTENANCE cont'd

### SYSTEM DESCRIPTION:

**CAUTION:** Always wear gloves when servicing dental workstations.

Your workstation is equipped with a 5/8" main vacuum tube connecting to a 3-port vacuum canister (2 HVE and 1 Saliva Ejector). Units come standard with one saliva ejector valve and one HVE valve. Both valves are a quick-disconnect and autoclavable type. Tips for both valves are industry standard and you can order these from your dental equipment supplier.



### SYSTEM MAINTENANCE:

#### VACUUM CANISTER:

Check the vacuum canister and screen (part #409-155) weekly. Replace them as soon as lower-than-normal vacuum is detected. To facilitate cap removal, turn off the vacuum pump before servicing. Call Ergonomic Products, Inc. at 1-800-ERGO-4-US to order new components.

#### VALVES:

Valves can be autoclaved after each use or wiped down using any of the commercially available disinfecting wipes. Daily, draw clean water through the valves while working the valve handle to help prevent the buildup of debris. Brush the internal bore once a week with a stiff brush of proper size. Disassemble valves periodically (2-3 months) to clean internal parts and lubricate the O-rings.

#### MUFFLER AND OIL COLLECTOR:

A combination muffler and oil collector quiets the spent drive and traps excess handpiece lubrication. Unscrew the lower portion of the canister to access the piece of gauze that acts as an absorbing pad. Check the gauze every couple of weeks and replace it as necessary.



## 12 – MAINTENANCE cont'd

### **CLEANING & DISINFECTING DENTAL UNITS & ENVIRONMENTAL SURFACES:**

#### **GENERAL GUIDELINES:**

After treatment of each patient and at the completion of daily work activities, countertops and dental unit surfaces that might have been contaminated with patient material or biological material must be cleaned with disposable toweling (for example PDI Super Sani Cloth) and water as necessary. Then disinfect surfaces with a suitable chemical germicide (for example DisCide Ultra Disinfectant Spray).

The CDC recommends using a chemical germicide registered with the EPA as a “hospital disinfectant” and labeled for “tuberculocidal” (i.e., mycobactericidal) activity to disinfect surfaces that have been soiled with patient material. These intermediate-level disinfectants include phenolics, iodophors, and chlorine-containing compounds. Because mycobacteria are among the most resistant groups of microorganisms, germicides effective against mycobacteria should be effective against many other bacterial and viral pathogens.

Low-level disinfectants—EPA-registered “hospital disinfectants” that are not labeled for “tuberculocidal” activity (e.g., quaternary ammonium compounds)—are appropriate for general housekeeping purposes such as cleaning floors, walls, and other housekeeping surfaces. The CDC does not recommend using intermediate- and low-level disinfectants to reprocess critical or semi critical dental instruments.

CDC Guideline for Disinfection and Sterilization in Healthcare Facilities, 2008; Centers for Disease Control and Prevention. Guidelines for Infection Control in Dental Health-Care Settings— 2003. MMWR 2003;52(No. RR-17):[inclusive page numbers]. FDA Processing/Reprocessing Medical Devices in Health Care Settings: Validation Methods and Labeling DRAFT GUIDANCE May 2, 2011.



## 12 – MAINTENANCE cont'd

### CLEANING:

#### METAL COMPONENTS:

Use mild detergent and water or any of the commercially available sprays, such as 409, Fantastic, or others, with a soft cloth or sponge. **DO NOT USE ABRASIVES** as these will permanently scratch the finish.

#### PLASTIC, RUBBER, AND PAINTED SURFACES:

Use mild detergent and water or any of the commercially available sprays, such as 409, Fantastic, or others, with a soft cloth or sponge. **DO NOT USE ABRASIVES** as these will permanently scratch the finish.

#### CORIAN® SURFACES:

Your Corian surfaces are delivered with a matte/satin finish and any of the above cleaners are acceptable. Minor surface blemishes can be brought back to a like-new finish with the use of a mild abrasive cleaner such as Comet on their own or in conjunction with a green or white Scotch-Brite Pad.

Clean with warm, soapy water or any non-abrasive ammonia based cleaner or disinfectant. Dry thoroughly after cleaning. For tougher stains, use Clean EnCounters® from DuPont.

*Do **NOT** use window-cleaning solutions (they will leave a waxy build-up), ScotchBrite or other abrasive pads.*

For more information on cleaning CORIAN surfaces, go to:

<http://www.dupont.com/products-and-services/construction-materials/surface-design-materials/brands/corion-solid-surfaces/articles/how-to-clean-corian.html>

Dried composites can be scraped off using a single-edged razor blade or equivalent, being cautious not to dig into the surface.

If the surface becomes too scarred to be renewed with the above procedures, a resurfacing can be done. Please contact us or any Corian-certified installer for the correct procedure.

\*The FDA recommends that items contaminated with blood or body fluids, which might contain blood-borne pathogens, must receive intermediate level disinfection with a product having an EPA-registered claim for activity against hepatitis B after cleaning.



## 12 – MAINTENANCE cont'd

### DISINFECTING:

This section is not an attempt to specify the required intervals for disinfection, nor can we state what is the overall best surface disinfectant, quite simply because there is no one best solution. However, infection control in the dental office continues to be a high priority for our customers and end users. O.S.H.A., the A.D.A., and the C.D.C. are involved in this complex issue. Please refer to the Infection Control Recommendations published by the American Dental Association for further reference.

Most fabric manufacturers hate chemical disinfectants, simply because they are unpredictable. Formulations can change, combinations of chemicals can be reactive, and the full results for every chemical on every shade of material will only be known over time. As a result, they try to discourage the use of spray and liquid disinfectants and, instead, have you wrap your beautiful new equipment in a plastic bag.

The fact of the matter is this:

1. Disinfectants may slowly stain your fabric.
2. When they stain, they stain slowly.
3. Darker fabrics stain less (or the change is less noticeable) than lighter shades.
4. If you wash the chair with soapy water after disinfection, you will minimize any potential change.
5. Most offices are way too busy to wash chairs after wiping!
6. Barrier technologies work and are the safest choice for maintaining the look of your chair. If you decide to barrier, please replace them between every patient.

When using a chemical disinfectant, always pay strict attention to the manufacturer's directions for the disinfectant. When using a concentrated disinfectant, adhere to the manufacturer's diluting directions. Disinfectant solutions that are relatively harmless to surfaces at their recommended strengths can be corrosive at higher/purer concentrations.

### UNACCEPTABLE DISINFECTANTS:

These disinfectants WILL harm the surface finishes of EP equipment and are NOT recommended.

#### **USE OF THESE PRODUCTS WILL VOID YOUR WARRANTY**

**CHEMICAL COMPOSITION:**

Strong Phenols/Phenol-Alcohol Combinations  
Sodium Hypochlorite/Household Bleach  
Alcohol, Household Cleaners

**TRADE NAMES:**

Lysol, Lysol 2, Lysol Professional, Coe Foam,  
Coe Spray Pump, Vitaphone, Omni II  
Clorox, Ajax, Purex

### CONDITIONALLY ACCEPTABLE DISINFECTANTS\*:

These disinfectants have been found to be the LEAST HARMFUL to the equipment surfaces. While none of these products are recommended for chair upholstery, most of our clients use these.

**CHEMICAL COMPOSITION:**

Iodophors\*\*\*  
Mild Phenols  
Glutaraldehyde/Phenol spray  
Synergized Super Quat  
Phenol/Water Spray

**TRADE NAMES\*\*:**

Biocide, Aseptic-IDC, Wescodyne, SD5, Promedyne,  
Iodo-Five Procide ES, Asepti-Steryl Aerosol Sterall  
Spray, Coldspor Dis-cide, Cavicide, Kleenaseptic  
Top-Cide, Sporicidin Pump Spray, Bires se

\*Ergonomic Products makes no representation as to the disinfectant efficacy of these products. We make no warranty, expressed or implied, that these disinfectants will not damage the surface finishes. Damage and discoloration of the surface finishes is not covered under the warranty.

\*\* For chairs upholstered using Ultrafabrics Ultraleather: Ultrafabrics has tested a large number of retail and commercial disinfectants on their Ultraleather (291) fabric to the Federal Standard 191A, Method 5850. The following disinfectants were found to cause no changes or damage to Ultraleather fabric in terms of tackiness, bubbling, color change, stain or loss of finish – Birex, Cavicide, Discide, Lysol, Lysol Foaming, Viraguard, Asepticare TB + 11, Pro Spray, Pro Phene, Solo and Surflets. \*\*\* Iodophor-based disinfectants will cause yellow staining on many surfaces. Regular washing with soap and water will minimize this staining.





## 13 – TROUBLESHOOTING

<b>PROBLEM:</b>	<b>POSSIBLE ISSUE AND SOLUTION:</b>
<b>No air to workstation</b>	Air compressor is off Air supply valve is off Air regulator not adjusted properly. Adjust to 80-85 PSI Master switch is off or not supplying air to master regulators
<b>No line water supply</b>	Dental water supply switch (on Workstation) or water valve shut off at regulator Water regulator not adjusted Master switch is off or not supplying air to master regulators
<b>No bottle water supply</b>	Master switch is off Bottle is empty Bottle/Line switch is on Line Bottle pressure switch is off (if applicable)
<b>No or low drive air for handpieces</b>	Check if air pressure supplied to Workstation Adjusting screws on bottom of power channel not adjusted properly
<b>No water for handpieces</b>	Check both line water and bottle supplies with syringe Wet/dry switch on face plate or foot pedal not switched on Flow control for handpieces not adjusted
<b>No air / water at syringe</b>	Check air supply, line water supply, bottle water supply

**For support call Ergonomic Products directly at 1-866-ERGO-4-US**



## 14 – WARRANTY INFORMATION

**Ergonomic Products offers the following warranty on our products:**

- 5-year limited warranty on all Corian® surfaces\*
- 3-year warranty on all RapidCarts®\*\*
- 5-year warranty on all EP 3 Series® Patient Chairs\*\*\*
- 3-year warranty on all Workstations®
- 3-year warranty on all EP Lighting\*\*\*\*
- 1-year warranty on all cabinetry, laminates and components
- 1-year warranty on all storage tubs and bins
- 3rd party components carry the original manufacturer's warranty:
  - 1-year warranty on scalers
  - 1-year warranty on cure lights
  - 1-year warranty on Ultraleather upholstery
  - 1-year warranty on BienAir Electric Motors

\* Limited to manufacturer's defects only

\*\* Excludes powder-coated RapidCarts® tops (1 year warranty)

\*\*\* Excludes upholstery (1 year warranty)

\*\*\*\* Excludes bulbs

Discontinued parts or components cannot be serviced once the warranty has expired. Additional 3rd-party sources may be available.

We promise to offer you prompt, inexpensive repairs. Products under warranty will be fixed as quickly as possible and service will be done on-site if possible. If a product must be returned to our technical center, it will be returned to you without additional shipping charges. If the time needed to repair it will affect your practice schedule, we will try to provide a loaner so as to not interrupt your service to your patients. In an emergency, our Doctor Delivery Power Channels® will ship overnight.

Should your office damage equipment, due to improper use or inadequate installation or maintenance, we'll still make sure to fix your problem promptly. The warranty will not apply. There is no warranty for fabric damaged by infection control products.

We promise to keep working to inspire you with our products and services. We want to hear from you and help you to continue to improve your practice.

Sincerely,  
The Staff at Ergonomic Products, Inc.  
1-866-ERGO-4-US