



Premium Care

Surgical Programme



Why W&H Premium Care?

The W&H Premium Care Surgical Service Plans have been developed to optimise the lifespan and performance of your surgical equipment. They ensure peace of mind and you can be confident that your surgical equipment is working at its peak performance.

Quality Guarantee

As a Premium Care plan holder, you are guaranteed that we will only provide factory-trained and qualified W&H Technical Premium Service accredited service technicians to service, repair and calibrate your equipment.

In the event of a breakdown, as a Premium Care plan holder, W&H guarantees that your call will be given priority and we offer loan equipment if required.

Plan Options

The Premium Care Surgical plan can be customised through the addition of optional extras, so that all of your W&H surgical units and handpieces are covered in one simple service package.

Premium Care Duration

Premium Care Surgical contracts run for 3 years, and can be renewed for the lifetime of the equipment.

Surgical Unit Servicing

Regular servicing of function and safety of surgical units and accessories is necessary, and W&H (UK) Ltd recommends that units are inspected at least once annually, unless shorter intervals are prescribed by law or local guidelines. The inspection must be undertaken by a qualified organization and needs to include the following procedures:

Includes

- Visual inspection for outside damage
- Measurement of device leakage current
- Measurement of patient leakage current
- Visual inspection of internal components and electronic boards on suspicion of safety interference, e.g. mechanical damage of the enclosure or indicators for overheated or burned (electronic) components
- Calibration
- Inspection for the correct fit and perfect tightness of the gasket

Regular checking of the foot control

- Visual inspection for outside damage
- Measurement of enclosure leakage current
- Functional test with check if the maximum speed can be reached

Motor with cable

The standard ISO 11498 stipulates a durability of at least 250 sterilization cycles. In the case of the motor with cable from W&H we recommend you carry out a regular servicing after 500 sterilization cycles or one year.

Note the service ring on the motor. On delivery, the year ring and month ring show 00 / 00. After the initial service, the service ring will be adjusted by W&H Technical Premium Service technicians and will indicate the date of the last routine service

Returns

- Refer all questions to an authorized W&H Technical Premium Service partner
- Always return equipment in the original packaging
- Do not coil the cable around the motor and do not twist or kink the motor cable, as this may cause damage

Premium Care Surgical

Maintenance plan for W&H Implantmed and Elcomed surgical units. Standard package includes one corresponding motor and foot control per unit. Further Implantmed/Elcomed motors and W&H Surgical Instruments (straight and/or contra-angle) can be included for an additional cost.

Includes

- All routine and scheduled service for three years
- All breakdown parts and labour
- All packaging and freight charges
- Free annual calibration and safety testing
- Free on-site operator training
- Free technical up-grades
- Free accelerated W&H Xtra membership*

3 Year Premium Care package

	Per Month	Per Year	Total (3 years)
W&H Implantmed†	£24.55	£294.58	£883.74
W&H Elcomed†	£37.35	£448.18	£1344.52

Discounts for multiple units: 5% for 2-5 units, 10% for 6 or more units

Optional Extras

	Per Month	Per Year	Total (3 years)
Additional Implantmed Motor	£15.71	£188.54	£565.61
Additional Elcomed Motor	£24.15	£289.76	£869.28
W&H Straight Surgical Instrument	£9.38	£112.51	£337.54
W&H Contra-angle Surgical Instrument	£14.58	£174.98	£524.93

If you would like your plan to cover items in the Optional Extras section only, a minimum of ten items applies.

Note: all prices are subject to VAT at prevailing rate

*For details, go to www.whxtra.co.uk

†Including one corresponding motor and foot control



Monthly payment by direct debit. Prices are valid as of 1 September 2010, are exclusive of VAT, and may be revised.

Full Terms & Conditions can be found on the Premium Care Surgical contract.

The information in this leaflet is correct at time of going to press. E & OE.



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W&H (UK) Ltd is BSI registered and accredited to the standard ISO 9001:2008.

The company is also a long standing member of the British Dental Trade Association (BDTA), the Dental Laboratories Association (DLA) and the British Dental Health Foundation (BDHF). It is a W&H Technical Premium Service Partner, accredited for the service and repair of all W&H products.