

DTX Dental Imaging System

Sensor Replacement Program



Warranty Information

At Dentalaire, we strive to meet the demands of our customers. Therefore, we offer a sensor replacement program like no other manufacturer. If your existing sensor is not covered by warranty, we offer a **NEW** replacement sensor at a discounted price. This Sensor Replacement Program has no expiration date!

Dentalaire provides a 3-year warranty on your new sensor purchased with your Dentalaire DTX Digital Imaging System. If your sensor malfunctions due to manufacturers' workmanship during the 3-year warranty period, we will replace it under our standard warranty replacement process.

- **No upfront costs:** Never an initial charge for program.
- **Sensor Replacements:** Sensor is latest model and not refurbished with new warranty. Other manufacturers may offer refurbished/repaired sensor as a replacement.
- **No expiration date:** Available to any clinic that currently owns a Dentalaire Digital Dental Imaging system, no matter the purchase date. Other programs may have a limited coverage period for discounted replacement sensors.
- **Discounted Price:** Replacement cost is discounted from suggested retail with trade in. The replacement cost from others may increase with time.

Your cost:

- Size 1: \$3,600
- Size 2: \$4,500
- Size 4c: \$10,000



Frequently Asked Questions

What is covered under manufacturer warranty?

Workmanship or failure due to workmanship of the manufacturer.

What is covered under the Sensor Replacement Program?

- Accidental damage to sensor, sensor casing, or cable.
- Unusual wear and tear
- Improper cleaning or disinfecting of the sensor, cable, or cable connector

Is the replacement sensor new?

Yes, it is our latest model.

Is the replacement sensor warranted?

Yes, it carries a new full 3-year warranty.

How will the replacement sensor be sent?

Upon collection of payment, we will ship per your specifications. Orders received after 3:00 PM EST will be shipped the following day.

Must the damaged sensor be returned?

Yes, if we do not receive your existing sensor, you will be charged for the full amount of the sensor.

How do I replace a non-warranted sensor?

Please call us at 800-866-6881. We will help you troubleshoot your Dentalaire Digital Dental Imaging System. Many times, we can restore operation via Internet support.

- Should a replacement sensor be necessary, please contact your distributor to place order. If you need further assistance, please call us at 800-866-6881.
- Please schedule an appointment with our technical specialists to install your new sensor.

Technical Support

Support and service are important components to a successful product, at Dentalaire. We offer unlimited phone and web-based support for all Dentalaire products, no matter when you purchased them. There is never a charge for this service.

Our support includes:

- All Dentalaire equipment and supplies
- Software maintenance and training
- Digital x-ray sensor and hardware support
- LogMeIn+Rescue: Dentalaire uses LogMeIn+Rescue to assist clients with technical support. LogMeIn+Rescue gives us the ability to directly access a client's computer through the Internet. It's like we are standing on-site to help in an instant.



Additional Services

At an additional charge, there are other services available through Dentalaire products.

These services include:

- Cloud based storage of digital dental images
- Installation of x-ray generator, wall mounted or mobile
- Digital x-ray sensor and hardware support
- On site dental radiology positioning training by a technician specializing in veterinary dentistry

