

ProRepair Service Locations

Handpieces

Eastern

137 Commercial St., Ste. 300, Plainview NY 11803

California

620 S. Placentia Avenue, Placentia CA 92870

Puerto Rico

Carr. 1 km 25.3, Bo. Quebrada Arenas, San Juan, PR 00926

Small Equipment

Eastern

137 Commercial St., Ste. 300, Plainview NY 11803

Western

7667 Longard Rd., Livermore CA 94551

Puerto Rico

Carr. 1 km 25.3, Bo. Quebrada Arenas, San Juan, PR 00926

High-Tech

620 S. Placentia Avenue, Placentia CA 92870

Sterilizers

Eastern

8421 Helgerman Court, Gaithersburg MD 20877

Midwestern

10920 W. Lincoln Avenue, West Allis WI 53227

Western

7667 Longard Rd., Livermore CA 94551

Instrument Sharpening - Dental

1666 East Touhy Avenue, Des Plaines IL 60018

Instrument Sharpening - Medical

137 Commercial St., Ste. 300, Plainview NY 11803

Lab Handpieces

137 Commercial St., Ste. 300, Plainview NY 11803

Ultrasonic & Air Polishing Insert Replacement

137 Commercial St., Ste. 300, Plainview NY 11803

Vaporizers

425 College St., Rockmart GA 30153

HENRY SCHEIN®

**PRO
REPAIR**

HANDPIECE & SMALL EQUIPMENT SOLUTIONS

Call for more information:

1-800-367-3674 8am-7pm (et)

www.prorepair.com

prorepair@henryschein.com

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HENRY SCHEIN®

**PRO
REPAIR**
HANDPIECE & SMALL EQUIPMENT SOLUTIONS

Dental, Medical and Animal Health Repair Brochure



Featured Services

At ProRepair we pride ourselves on offering high-quality repairs that are done right, the first time, every time. Our technicians are manufacturer-trained and manufacturer-authorized to repair the equipment critical to your office. We continue to add repair and value-added services so that we can be your source for handpiece and small equipment solutions.

HANDPIECE CONCIERGE SERVICE

We'll make your handpieces better than new

Ceramic bearings are known for their quiet and smooth operation and will extend the life of your repair.

- Less noise
- Reduced vibration
- Increased durability
- Reduced wear
- Longer life
- Extended warranties

Ceramic repair services include Rebuilds and Turbine Replacement for all major handpiece models.

MEDICAL SMALL EQUIPMENT REPAIR

As we continue to expand our medical repair services offering, we have added the following to our in-house repair services:

Welch Allyn - Spot Vital Signs Devices • Spot Vital Signs LXi • Vital Signs Monitor 300 Series

VAPORIZER SERVICE EXCHANGE AND CERTIFICATION

The anesthetic vaporizer is critical equipment in the veterinary clinic and hospital and it needs to be serviced regularly per the manufacturers' recommendations.

Why should you service your vaporizer?

Save Money

Properly serviced and calibrated vaporizers reduce anesthetic expenses by preventing agent loss through leakage

Ensure Clinical Accuracy And Proper Performance

Calibration of your vaporizer ensures that it will deliver the correct concentration of anesthetic agent each time

Safety And Health Protection

Leaking vaporizers can potentially contaminate the operating room atmosphere and expose clinicians and staff to a health hazard

Reduce Liability Exposure

Following the manufacturer's service schedule may prevent liability issues

OUTLET CENTER

WWW.HSI-OUTLET.COM

The Outlet Center is a reliable source for Overstocked, Demo Model, and Reconditioned Dental and Medical Equipment at incredible savings.

Why buy from other companies or anonymous sellers online when you can buy from a company you know and trust. All products sold by the Outlet Center include comprehensive warranties backed by Henry Schein.

Product Categories

Overstocked: New Products that are in the manufacturer's original sealed package. **SAVINGS UP TO 35%**

Demo Model: Open-box products that have had no clinical use. **SAVINGS FROM 35% TO 50%**

Reconditioned: Products in excellent condition, restored to the manufacturer's specification. **SAVINGS UP TO 80%**

TRADE IN AND SAVE

Trade in your old handpieces and small equipment and receive a discount towards the purchase of new product.

Our trade-in program continues to expand and we now have various offer for the following manufacturers:

| | | |
|--------------------|-----------|----------------|
| Henry Schein Brand | Bien Air | Castle |
| Coltene/Whaledent | Cox | Dentronix |
| Dentsply | DriClave | EMS |
| KaVo | L&R | MDT/Barnstead |
| Midmark | Midwest | Pelton & Crane |
| Porter | Ritter | SciCan |
| SDI | SS White | Star Dental |
| SybronEndo | Tuttnauer | Vernitron |



Shipping Rates[†]

Handpiece Repair

| | | |
|------------------------------|-----|---------|
| Inbound Shipping (ARS Label) | NDD | N/C |
| Return Delivery [†] | | |
| Two or more handpieces* | SDD | N/C |
| For one handpiece | GRD | N/C |
| For one handpiece | SDD | \$5.95 |
| All orders | NDD | \$10.50 |

Small Equipment, Intraoral Cameras, and High-Tech Repairs

| | | |
|------------------------------|-----|---------|
| Inbound Shipping (ARS Label) | NDD | \$18.95 |
| Return Delivery [†] | NDD | \$18.95 |
| | SDD | \$12.15 |
| | GRD | \$7.05 |

Rental - Small Equipment

| | | |
|--------------------------------|-----|---------|
| Delivery Charge [†] | NDD | \$18.95 |
| | SDD | \$12.15 |
| | GRD | \$7.05 |
| Inbound Shipping (ARS Label)** | NDD | \$18.95 |

Endoscope Repair

| | | |
|------------------------------------|-----|---------|
| Same-Day Pickup (ARS Label) | NDD | \$65.00 |
| Price Includes Return Delivery Fee | | |

Warranty and Declined Repair Shipping & Handling Charges

Handpiece warranty repairs are returned to the customer, UPS Ground, for a fee of \$6.75.

Small Equipment repairs are returned to the customer, UPS Ground, for a fee of \$11.70.

NDD - Next Day Delivery

SDD - Second Day Delivery

GRD - Ground Delivery

NC - No Charge

[†] Subject to corporate fuel surcharge

+ Shipped from ProRepair to Customer

* On a single Repair Order

** Applicable when customer returns rental to ProRepair using ARS label

Note: Pricing subject to change without notice.

Ultrasonic Insert Replacement

| | | |
|------------------------------|-----|---------|
| Inbound Shipping (ARS Label) | NDD | \$10.50 |
| Return Delivery [†] | NDD | \$10.50 |
| | SDD | \$6.75 |
| | GRD | \$3.70 |

Instrument Sharpening

| | | |
|------------------------------|-----|---------|
| Inbound Shipping (ARS Label) | NDD | \$10.50 |
| Return Delivery [†] | NDD | \$10.50 |
| | SDD | \$6.75 |
| | GRD | \$3.70 |

Sterilizer Repair and Vaporizer

Pricing varies. Please call for details 1-800-367-3674.



Brands and models mentioned herein are the registered trade names and/or trademarks of their respective companies. Not responsible for typographical errors.

Vaporizer Certification & Safety Inspection Service

Manufacturer service schedules require that Veterinarians have their vaporizers certified and serviced at regular intervals. ProRepair offers both a vaporizer service exchange and a vaporizer repair service which reduce the liability exposure of the veterinary clinic and hospital.

Service Highlights

- Low flat rate fee between \$300 to \$375
- Calibration test certificate
- Exchange service available
- Warranted for the length of the service cycle
- Loaners available

Vaporizer Certification & Safety Inspection Services Includes

- Visual inspection
- Disassembly and cleaning of integral parts
- Replacement of non-durable parts (e.g. o-rings, gaskets, seals)
- Reassembly and lubrication
- Computer diagnostic testing
- Leak analysis
- Calibration meeting or exceeding ISO 9002 and other regulatory standards using state of the art laser refractometry
- 1-Year parts and labor warranty
- All parts meet or exceed manufacturers specifications.

Vaporizers Serviced:

| | | |
|-----------------------------------------|------------------------------------------|--------------------|
| Tec 3 - Key Fill & Standard Fill | Tec 4 - Selecttec & Bolt On Mount | Tec 5 |
| Tec 7 | Ohio | Drager 19.1 |
| Penlon Delta | Drager 2000 | |

Vaporizer Service Exchange

1. Request a Vaporizer Service request form.
2. Fax, email or mail service form to ProRepair.
3. Replacement vaporizer ships in 1 – 2 days.
4. Send in your old vaporizer using the box and materials received with replacement.

Vaporizer Repair Service

1. Request a Vaporizer Service request form.
2. Fax, email or mail this service form to ProRepair.
3. ProRepair will send you the necessary shipping materials.
4. Repair turnaround in 3 – 4 days.
5. Loaners available.

Other Services:

- Halothane to Isoflurane Conversion
- Halothane to Sevoflurane Conversion
- New Product Sales



REPAIR SERVICES

Handpieces

- High-speeds
- Low-speeds
- Attachments
- Scalers
- Electric handpiece certification and repair
- Surgical and implant handpieces
- Laboratory handpieces

Small Equipment

- Curing lights
- Ultrasonic and piezo scalers
- Amalgamators
- Ultrasonic cleaners
- Prophy polishers
- Film processors
- Air and micro abrasion
- Defibrillators
- Thermometers
- Exam lights
- Endoscopes
- Pulse oximeters
- Vital signs monitors
- Nebulizers
- Centrifuges
- Blood pressure pumps
- Other small equipment

High-Tech

- Intraoral cameras
- Laser caries detection
- X-ray digital processors
- Digital x-ray sensors
- Plasma arc curing lights
- Apex locators

Sterilizers and Autoclaves

- Basic repairs
- Full restorations
- Extended warranties

Ultrasonic Insert Replacement

Instrument Sharpening

Vaporizers

The ProRepair Difference

- Manufacturer-authorized Facilities
- Manufacturer-trained Technicians
- Genuine Manufacturer Parts Available
- ISO Registered for Quality Assurance
- Regulatory Compliant
- Fully Insured
- Rapid Turnaround



Handpiece Repair Services

1 High-speed Rebuild Services

ProRepair only uses premium, angular contact bearings designed for use in a dental high-speed application to ensure an extended repair life. Choose Maintenance-Free bearings to eliminate the need for cleaners and lubricants. Includes labor, testing, bearings, o-rings, gaskets, and cleaning of air and water lines.

- | | |
|------------------------------------------------|-------------------------------------------------|
| 1A. Premium - \$99* 3-month warranty | 1B. Ceramic - \$139† 6-month warranty |
|------------------------------------------------|-------------------------------------------------|

2 High-speed Turbine Replacement

ProRepair uses turbines that have been dynamically balanced and 100% tested for optimum performance. Choose Maintenance-Free turbines to eliminate the need for cleaners and lubricants. Includes labor, testing, new turbine, o-rings, gaskets, and cleaning of air and water lines.

- | | |
|-------------------------------------------------|------------------------------------------------|
| 2A. Premium - \$189* 6-month warranty | 2B. Ceramic - \$289† 1-year warranty |
|-------------------------------------------------|------------------------------------------------|

2C. Manufacturer Turbine - Retail price
Warranty varies

3 Low-speed Repair Services

ProRepair offers a number of low-speed repair services, from backend rethreading to complete restorations, which prolong the useful life of the handpiece.

- | | |
|------------------------------------------------------------|----------------------------------------------------------------------|
| 3A. Repair 6-month warranty Starting at \$149 | 3B. Complete Overhaul 1-year warranty Starting at \$269 |
|------------------------------------------------------------|----------------------------------------------------------------------|

Nose cones/Attachments/Contra angles/Scalers
Prices and warranties vary. Call for details.

4 Electric Handpiece Repair Services

Electric handpiece repair services are performed by technicians who have been manufacturer-trained to restore the handpiece to its original specifications.

- | | |
|-----------------------------------------------------------------------------------------------|-------------------------------------------------------|
| 4A. Safety Inspection & Certification Service - \$59 For high-speed attachments | 4B. Electric Highspeed Rebuild Service - \$249 |
|-----------------------------------------------------------------------------------------------|-------------------------------------------------------|

4C. Electric Highspeed Factory Overhaul
1-year warranty starting at \$399

5 Lab Handpiece Repair Services

ProRepair services handpieces and control boxes for most of the lab handpieces in the market, including:

| | | | | | | |
|---------|---------|--------------------|--------------|---------------|-----------------|------|
| Bantam | Bulley | Bell International | Bien Air | Buffalo | Dentamerica | Faro |
| Foredom | Handler | Healthco | Henry Schein | KaVo | Ney | NSK |
| Osada | Pfingst | Ram | Shofu | U-Power Wells | Zahn and others | |



*most models †Recommended for lube free models . NOTE: Pricing is subject to change without notice.

Ultrasonic Insert Replacement

Why buy when you can replace your worn out and damaged ultrasonic inserts from any manufacturer with an equivalent, new Henry Schein Acclean insert for up to 55% less than manufacturer prices.

Service Highlights

- Price
Acclean PRO: \$64.99 ea
Acclean ERGO: \$74.99 ea
Acclean X-Thin: \$74.99 - \$79.99
Acclean Classic: \$69.99
- Same-day pickup service available
- 24-hour turnaround
- 120-Day warranty*

ProRepair provides a choice of 25k and 30k tips.

We accept all magnetostrictive units including: DENTSPLY Professional, Parkell, Sonatron, Southeast, Tony Riso Company, and many others.

Call ProRepair to request a free mailer kit for the inserts you are replacing. Each mailer kit includes a UPS Next Day ARS label to ensure faster service.

* Mishandled inserts are not eligible for warranty.
Note: Pricing subject to change without notice.



Instrument Sharpening

Don't replace your instruments. Sharpen them. Save money by having ProRepair professionally sharpen your high-quality instruments.

Service Highlights

- Same-day pickup service available
- 24-hour turnaround
- No estimates

Brands Serviced

Miltex, Hu-Friedy, Henry Schein, Star, Nordent, Thompson, American Eagle, Hartzell, Premiere, Suter, and more.

If you do not see your brand, please contact us for information.

Services Performed

Sharpen/hone
Debur
Align/adjust
Remove rust & pitting
Ultrasonic cleaned
Buff/polish and lubricate

Why sharpen and not retip?

Altering the integrity of the original manufacturer's handle and tip assembly often leads to premature structural failure resulting in serious risk.



Autoclave/Sterilizer Repair Services

Healthcare practitioners and veterinarians can't work without an autoclave to sterilize all the critical instruments used regularly in the operatory. ProRepair services all makes and models of sterilizers, regardless of age and condition, and offers rentals to keep your office running without interruption.

Service Highlights

- 5–7 day repair turnaround*
- Rentals available†
- Computer-tested documentation on all units
- Trade-in program

Estimated Repair (Basic Service)

- \$75 estimate fee waived upon estimate approval
- 90–day warranty on parts and labor

Full Restoration

- All worn parts are replaced, external casing is repainted, and chamber trays cleaned.
- Manufacturer operating manual is supplied.
- 6-month to 1-year warranty on parts replaced and labor (depends on age of equipment).
- Becomes eligible for extended warranty program once original warranty expires.



Extended Warranty

Offered after original warranty has expired for \$525.

Trade-in & Save

Looking to replace your current sterilizer? ProRepair offers a number of trade-in deals on sterilizers from all major manufacturers. Call us for a trade-in quote.

Sterilizers Serviced

| | | | | |
|----------------|---------------|----------|-----------|-----------|
| Pelton & Crane | Porter | Cox | SciCan | Dentronix |
| Tuttnauer | MDT/Barnstead | DriClave | SS White | Castle |
| Midmark | Ritter | KaVo | Vernitron | and more |

If you do not see your brand, please contact us for additional information.

* After estimate approval. Not valid for repairs sent to the manufacturer. †From local Henry Schein Centers. Pricing subject to change without notice.

Endoscope Repair Services

Service Highlights

- FREE Repair Mailer Kit
- Rapid Repair Turnaround
- Competitive Pricing
- 120–Day Warranty on Parts & Labor
- Rentals Available
- Trade-In & Upgrade Programs
- Reconditioned Equipment Available
- Preventive Maintenance Programs

ProRepair can service the following Endoscopes:

Rigid Scopes - Laparoscopes, Arthroscopes, Cystoscopes

Flexible Endoscopes - Gastrosopes, Bronchoscopes, Colonoscopes

Endoscope Processors & Light Sources

Small Equipment Repair Services

At ProRepair we understand how important it is that your small equipment always runs properly and efficiently. Because we are manufacturer-trained and certified, our technicians provide only the highest quality repair services and use manufacturer original parts.

Service Highlights

- Labor \$57.50 per 1/2 hour, \$99.50 per hour*
- Same-day pickup service available
- 48–hour turnaround upon estimate approval
- Original manufacturer parts
- Complete parts and labor warranty
- Trade-in programs
- Equipment rental available starting at \$50 per week.

Trade-in & Save

ProRepair offers attractive trade-in deals for various small equipment products. Contact us to trade-in your old unit for a new one from:

 HENRY SCHEIN® BRAND

 SybronEndo
A DIVISION OF SYBRON DENTAL SPECIALTIES

 coltene
whaledent

 DENTSPLY
FIRST IN DENTISTRY

 I&R
ULTRASONICS

 SDI

Shipping Information

Shipping materials

Contact us and our ProRepair Customer Service Representatives will gladly send you the appropriate packaging materials. Fees may apply.

Helpful tips

- Request a Small Equipment mailer kit. It contains a ProRepair Work Order, a UPS ARS (prepaid) label, and detailed shipping instructions.
- Completely fill out the Work Order form, including your customer number, phone number, and problem experienced.
- Include your email address on the Work Order to receive confirmation of receipt of your equipment.



* Pricing subject to change without notice.

Small Equipment Serviced In-House at ProRepair

Air Abrasion

Danville
Microetcher Std, Microetcher II
Microetcher IIA, Microetcher E
Microetcher ERC
Prep Start
Henry Schein
Clinical Sand Blaster
North Star
Air Blaster

Air Water Syringe

DCI
Henry Schein

Amalgamator

Demetron
Optimix
Denstply
Promix
Henry Schein
HS1
Touch Pad

Automatrix

Dentsply Caulk
Automate Tightening Device

Curing Light

Acteon
Mini L.E.D.
Mini L.E.D. AutoFocus

Demetron
LC
Optilux 180 - Trade in only
Optilux 250 - Trade in only
Optilux 300 - Trade in only
Optilux 360 - Trade in only
Optilux 380 - Trade in only
Optilux 400 - Trade in only
Optilux 401 - Trade in only
Optilux 500- Trade in only
Optilux 501
VCL 300 - Trade in only

Dentamerica

Litex 660, Litex 680
Litex 682, Litex 692

Dentlight
Fusion
Denstply Caulk
SmartLight iQ2 LED

Efos
35
First Medica
COE Lunar TA
Hilux 200, Hilux 250
Hilux 600, Hilux 601

LED 3
Henry Schein
CU-75, CU-80
CU-1000
Maxima 250 - Trade in only
Maxima 300 - Trade in only
Maxima 480 - Trade in only
Maxima Pure Power
Maxima LED
Heraeus Kulzer
Translux Powerblue LED

Jovident
CU-100RLC
Patterson
TLC 490
SDI
Radii Plus
Vivadent
Astralis 5, Astralis 7
Astralis 10, Heliolux I
Heliolux II, Heliolux DLX
Silamat Plus
Silamat S5, Vivalux II
Whaledent
Coltolux 3, Coltolux 4
Coltolux 75, Coltolux Colortalk

Dispensing System

Dentsply
Dual Select

Dust Collector

Danville
DC-2, MicroCab

Henry Schein

2000

Film Processor

Air Techniques
Peri-Pro , Peri-Pro II, Peri-Pro III

Piezon Scaler
Acteon
P5 Newtron, P5 Newtron XS
Suprasson P5 Booster
DBI America
Amdent US 30 Scaler
Deldent
Delsonic 2000
EMS
Air Flow S 2, Master 400
Mini Master, Mini Piezon
Piezon Master 600
MiniMaster LED
Henry Schein
Vet-Base I, Vet-Base II

Vet-Base Silent Surge
Vet-Base 5
Vet-Base Ultima 250
Sybron Endo
MiniEndo II
Portable Light
Welch Allyn
Denlight Chairside - Trade in only
Denlight Portable - Trade in only

Prophy Polisher
Deldent
Jet Polisher-All models
Jet Stream
Dentsply
Prophy Jet, Prophy Jet 30
EMS
Air Flow S 1-All Models
Air Flow Handy 2+/ All Models

Henry Schein
Polisher, Micromotor Polisher
Minipolisher, Minipolisher II
Northstar
Jet Polisher

Ultrasonic Cleaner
Darby
Superdent Z - 7
Healthsonics
T3.3C, T4.4C
T10.4C, T13.7C
Henry Schein
Ultrasonic Cleaner w/Timer
Ultrasonic Cleaner w/TimerTouch Pad
Maxi-Sweep S3100
Maxi-Sweep S3100R

L&R
140, 210, 280, 310, 310R
360, 650, 650R
Sweepzone 140,
Sweepzone 200
Sweepzone 310
Sweepzone 310R

Patterson
Quala 5002, PA4
Whaledent
UC 95, UC 100, UC 100XD,
UC 110, UC 125, UC 300

Ultrasonic Scaler
Dentamerica
Scalex 800, Scalex 830
Scalex 880
Dentsply

Bobcat, Bobcat Pro, 2002,
3000, Cavitron SPS,
Cavitron Plus, Select,
Select SPS, Select w/Pump
Select SPS w/Pump
Cavitron Jet, Cavitron Jet Plus
Cavitron Jet 30, Cavi-Jet
Cavi-Jet 30, Cavitron Jet w/SPS
Henry Schein
Acclean - Trade in only
Acclean Pro 25K
Acclean Pro 30K
Ultrasonic Scaler
Ultrasonic Scaler & Polisher
Whaledent
US 100

Defibrillators

Thermometers

Hyfracators

ExamLights

Scopes

Flexible and Rigid Endoscopes

Pulse Oximeters

Centrifuges

Blood Pressure Units

Electrocardiographs

Page Writers

Diagnostic and Instruments Sets

Power Supplies

Vital Signs Monitors

Whirlpools

Aspirators

Nebulizers

Fetal Dopplers

If you do not see your item listed, please contact us.

High-Tech Repair Services

Because of continual advancements in the dental industry and to address the repair needs of the modern dental office, ProRepair's dedicated, High-Tech professional technicians are manufacturer-trained to service the latest equipment on the market.

Service Highlights

- Same-day pickup services available
- Free packaging materials
- 48-hour turnaround upon estimate approval
- Original manufacturer parts
- Equipment rentals available
- Trade-in programs
- Complete parts and labor warranty

High-Tech Equipment Serviced In-House

Cameras

AcuCam
Acclaim
DEXIS
DigitalDoc
VistaCam
EasyCam
ImageCAM
ImageCAM HD
TeliCam
ViperCam
OralView
Sopro

Printers

Hitachi
JVC
Mitsubishi
Panasonic
Sharp
Sony

Laser Caries Detection

KaVo – DIAGNOdent Classic and Pen

X-ray Digital Processors

Air Techniques – ScanX
Gendex – DenOptix
Soredex – OpTime

Plasma Arc Curing Lights

Lokki – Easy Cure 2 and 3
Air Techniques – Arc Light I and II
DMD – Apollo 95E
New Wave Dental - Wavelight LT

Endodontic Equipment

J. Morita – Root ZX I , ZX II, Rotary Master
SybronEndo – Various Models

Digital X-ray Sensors

Dentrix ImageRAYi
Gendex eHD

LED Curing Lights

Maxima LED with Ramp-Up
Maxima LED High Output
Monitex LED
Kerr Demi LED



Shipping Information

Shipping materials

Contact us and our ProRepair Customer Service Representatives will gladly send you the appropriate packaging materials.

Helpful tips

- Request a High-Tech mailer kit. It contains a ProRepair Work Order, a UPS ARS (prepaid) label, and detailed shipping instructions.
- Completely fill out the Work Order form, including your customer number, phone number, and problem experienced.
- Include your email address on the Work Order to receive confirmation of receipt of your equipment.