

THE BEARING PRESS

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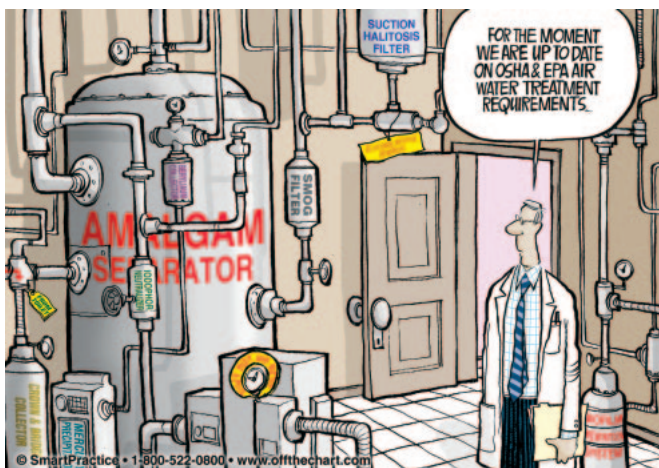
Extreme Handpiece Makeover – Part 4

In the previous issue we covered the inner workings of the highspeed handpiece turbine. In this issue we will explore various repair options in greater detail when your handpiece stops working.

Manufacturer Turbine Replacement

Historically, the most conventional method of restoring a handpiece to service was replacing the old turbine with a new one. Before routine sterilization, standard procedure was simply to order a new turbine from the handpiece manufacturer when necessary. With replacement intervals measured in years, cost was no great concern. Staff could replace some models in the office, or return the handpiece to the company for turbine replacement.

One advantage of purchasing a new original turbine is the warranty. Handpiece manufacturers offer warranties on new turbines ranging from six months to one year. Some companies will extend the warranty further if certain conditions are met. Be aware that most manufacturers charge a labor fee for installing a new turbine.



Prior to routine sterilization, purchasing a few new turbines each year was never considered a major expense. Today, with the recurring breakdown caused by autoclaving, purchasing new original turbines on a regular basis can significantly increase your overhead. If a dentist owns six handpieces and replaces each turbine only once a year, annual costs could reach as high as \$1,890 depending on model. Turnaround times measured in weeks can be another disadvantage of returning handpieces to the manufacturer for service.

Rejuvenate or Replace?

As handpiece maintenance costs skyrocketed with routine autoclaving, dentists have increasingly turned to independent repair services to extend handpiece life by rebuilding; instead of replacing, turbines. Rebuilding services have earned greater acceptance within the dental industry in recent years. According to a December 2003 survey of “workhorse systems” by Dental Products Report, 59% of dentists employ a dedicated handpiece repair shop to maintain their



The turbine on the left shows the effects of repeated sterilization. After a complete rebuild, the turbine (right) is restored to optimal working condition.

handpieces. Even some handpiece manufacturers have adopted this option.

Independent studies confirm that it is usually always the bearings that fail on a turbine. As long as the remaining components are still serviceable, total replacement is unnecessary and expensive. Rebuilding a turbine consists of removing the broken bearings without damaging the rest of the assembly, and replacing them with new ones. The critical suspension O rings are replaced as well.

The price for rebuilding a turbine has remained near \$90 for a decade. At 25% to 40% of the cost of a new turbine, rebuilt turbines represent an excellent value alternative for the practice. Warranties offered on rebuilt turbines range from three months to one year, depending on handpiece models and the experience of the technician. Most repair services offer fast turnaround, minimizing down time, and eliminating the need to own extra handpieces.

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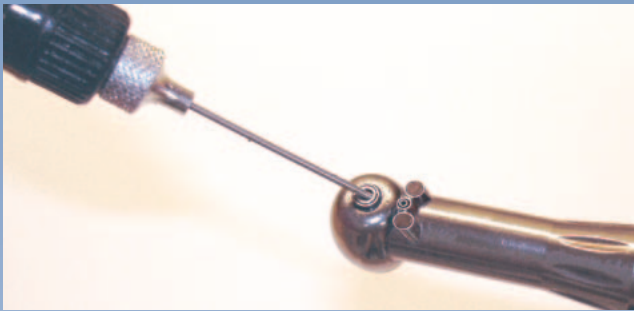
Our Mission

To improve our client's ability to deliver patient care by maintaining their powered instruments with exceptional service and integrity.

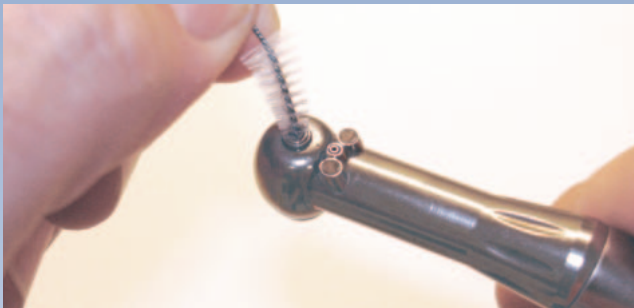
TIPS FROM YOUR TECH

Star Dental recommends weekly cleaning of all autochuck handpieces. Following these simple steps will help to extend the life of your autochuck saving the high cost of replacement.

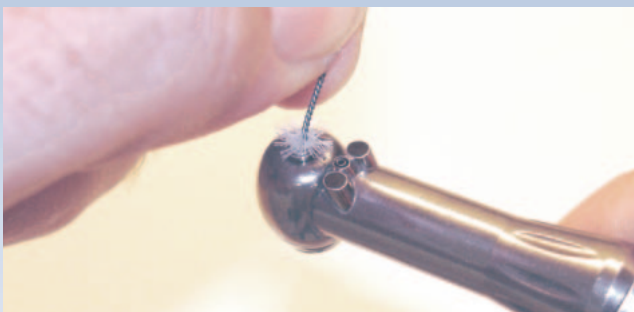
1. Once a week, place a few drops of lubricant in the chuck opening.



2. Insert a clean prophylaxis brush into the chuck opening.



3. Fully slide the brush in and out several times to remove any accumulated buildup.



Cleaning accumulated debris out of the gripping mechanism inside the chuck once per week will ensure proper retention of the cutting bur during handpiece operation.

Handpiece Makeover...

Continued from front page

The major disadvantage of independent repair services is that much depends on the individual skills and experience of the technician. Unfortunately, quality of work can vary widely between services. Reasons for poor quality include lack of training, incorrect repair parts, and lack of specialty tooling. There are no uniform standards of practice, and no certifying body exists within the industry. Standardization, or certification, of some type would improve the industry to better serve the dental community.

“Generic Turbines”

A third option available to clinicians is to install “aftermarket” replacement turbines. A number of companies sell these generic substitutes at substantially reduced prices. There is a tremendous range of quality and consistency between suppliers. Performance and longevity are often compromised with non-original turbine replacement. Typically these turbines are made with inferior components and lack the same performance characteristics as an original turbine. They are subject to more frequent breakdown, and are often so poorly made that they cannot be rebuilt properly and must be replaced every time, thereby increasing handpiece maintenance costs over the long term.

One thing to watch out for are repair services that misrepresent what they are actually putting into your valuable handpiece. If you have invested in a high quality handpiece for your practice, then installing a generic turbine is like putting a Yugo engine in a BMW! Be sure of exactly what you are getting when dealing with a company you are not familiar with.

“Do It Yourself”

Some dentists are content to rebuild their own turbines using a commercially available do-it-yourself process. This “one size fits all” approach may be acceptable for simpler designs, but risks damaging more sophisticated turbine assemblies. Quality of available parts may also be a concern.

Three components—bearings, o-rings, and the spindle/impeller—are assembled to form the complete turbine.





Midwest Dental partners with Handpiece Express!



John Malone and Glenn Williams (far left) from Handpiece Express join other members of the NDHRA in front of the Midwest factory in Chicago.

We are very proud to announce our new repair partnership with Midwest Dental. Earlier this year we toured the Midwest factory and repair facility in Chicago, Illinois as a step in the process of becoming an Authorized Midwest Repair Partner. This means if there is something wrong with any Midwest handpiece we can't fix, we can send it to Midwest for authorized factory service.

For an independent handpiece repair service to be recognized and approved by a handpiece manufacturer is a rare distinction. We are always working hard to earn your business by providing the best possible service in the field!

Thank you for your business.

—Glenn & Lori

DENTAL FACTS

- Children in the US have about 5 million teeth a year knocked out while playing sports.
- People who pierce their lower lip and place a stud through the hole are at risk for developing receding gums.
- 15% of dog owners in the US get their pets veterinary dental care...per the American Pet Products Manufacturing Association.
- Police in Italy have initiated Operation Clean Teeth 2, which is investigating fake dental degrees. A fake dental degree may be obtained for around \$350,000.

—Courtesy of The Anaheim Group

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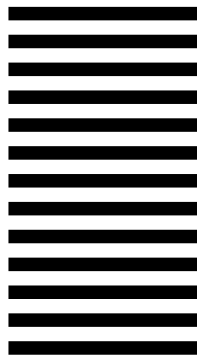
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Handpiece Repair

If you have a handpiece you need us to repair, simply cut out this convenient postage paid label. Tape the label securely to the outside of any box, enclose your handpiece with a business card, and give it to your mail carrier. We will receive your handpiece the next day and call you with an estimate.

Questions? Call 800-895-7111

We only do one thing... and we do it right!

Handpiece Express repairs almost any type of air-driven handpiece. We save you money by fixing your turbine when the bearings go out instead of you purchasing a new turbine every time. On highsPEEDS we carefully remove the old bearings and replace them with brand new bearings that meet all manufacturer specifications. We replace all O rings and any other components that are too worn for proper performance. If your turbine is too worn to repair, we may recommend replacing it. We stock new turbines for major brands. We provide full factory service for Star, Midwest and Kavo.

Complete Lowspeed Service One Year Warranty

Motor Overhauls	\$159	
Star Titan, Midwest Tru Torc, Shorty, Rhino, RDH, Little Guy, Micromite, NSK, Lares		
Lynx Motors	\$129	Six Month Warranty
Kavo 2300 Series Motors	\$249	Six Month Warranty
Motor Rethreads	\$85	Lifetime Warranty

Attachments Six Month Warranty

Straight Attachments	\$95
Star Angle Adaptor	\$75
Midwest Contra Sheath	\$79

Angles Three Month Warranty

Latch Angle Rebuild	\$75/129
PB Latch Angle Rebuild	\$85/129
Kavo Angle Rebuild	\$149
New Ball Bearing Angle	\$95
New Doriot Angle	\$30

Star Titan Scaler Service

Star Titan S/SW Rebuild	\$149
Shaft Repair	\$90
Rotor Replacement	\$50

Warranty

Each handpiece is inspected, repaired and tested in accordance with manufacturer's standards and specifications. We guarantee all material and workmanship for the full period. During the life of the warranty, we will repair or replace without charge, any defective parts we installed.



High Speed Turbine Overhaul/Rebuild Six Month Warranty

Midwest Quiet Air, Lever	\$89.95
Tradition, Tradition L, XGT	\$89.95
Midwest Stylus	\$129.95
Star 430 SWL (lubricated)	\$99.95
Star 430 LUBE FREE*	\$170.00
Kavo 630, 640, 642, Mira Lux	\$99.95
Kavo 6000	\$99.95
Adec, W&H	\$99.95
Lares	\$99.95
NSK, Kinetics	\$89.95
Impact Air 45	\$99.95
LTL (maintenance free)	\$109.95
Push Button Canister	\$89.95
Standard Canister	\$79.95

*One Year Warranty

Three Month Warranty

Additional High Speed Handpiece Services

Autochuck Repair/Replacement	\$80
Star, Midwest Fiber Optic Replacement	\$179
Kavo Cellular Optic Replacement	\$249
Star Body Shell Service	\$75
Laser Welding	\$95
Air/Water Line Clearing, Minor Service	\$45
Air/Water Line Replacement	\$95

Electric Handpieces Six Month Warranty

Kavo, Star, NSK, Bein Air By Estimate

Lab Handpieces Six Month Warranty

All Models \$159 and up

Surgical Drills, Handpieces

Stryker, Hall, Zimmer, 3M By Estimate

Handpiece Express
1020 Railroad Avenue, A-1
Novato, CA 94945

Please forward to the person responsible for handpiece maintenance.

If you have missed previous issues of the *Bearing Press*, please call 800-895-7111 to receive back issues at no charge.

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