

THE BEARING PRESS

Official Publication of the National Dental Handpiece Repair Association

Volume 1 – Issue 6

Extreme Handpiece Makeover – Part 6

In the last issue we took a closer look at the parts used to repair handpieces, and some of the misleading claims that are made. In the next two issues we will explore in depth some decision points to consider when evaluating a handpiece repair service for your practice.

5 Things to Look For When Choosing a Handpiece Repair Service

Deciding who to turn to when your handpieces need repair can be challenging. You depend on your handpieces to provide the highest possible level of patient care, but you also seek the best value for your money. You may see various and conflicting claims, services, prices, and warranties. The following items should provide some guidance in making the best selection:

1. Adequate Training

One unfortunate consequence of the tremendous growth of independent repair has been the alarming number of companies entering the repair business without proper training. Make sure your service provider has made a significant investment in training and equipment and utilizes opportunities for continuing education to remain

current on new products and techniques. Simply attending a weekend seminar or watching a training video is not enough. Without adequate hands-on training, even a well-meaning person will produce poor results.

2. Repairs Performed In House

Some repair services are nothing more than marketing machines that simply act as middlemen for a remote facility somewhere else. Some people in the repair business have never even seen the facility they send *your* handpieces to for repair. *Many large franchises, or chains employ these methods to increase volume.* You may never know or speak to the person who is doing the actual work, and there is much less control over quality and service. It is nice to know the person you are trusting your handpieces to, and even better if they are available to

answer your telephone calls, or visit your office to solve problems.

3. Genuine Manufacturer Turbines

Some “repair services” always replace your original turbine with an inferior generic turbine no matter what the problem is. This is ok if your are told up front and you agree. The problem occurs when

you assume you are getting a quality repair, but are never informed of the substitution. *If you have invested in high quality handpieces to provide patient care, you may not want a cheap aftermarket turbine ruining your investment.* This is like putting a Yugo engine in a BMW! A handpiece is a sophisticated device, easily compromised by bad techniques and inferior parts. Watch out for nebulous claims such as, “same as manufacturer specifications,” or “manufacturer-quality parts.” There should be no room for interpretation; either original manufacturer’s components are installed, or not. If a repair shop claims to supply original turbines, then original packaging and instructions should accompany your returned handpiece.

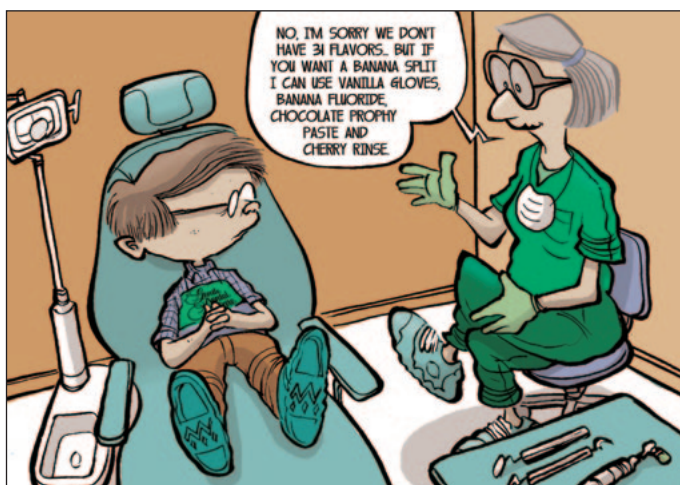
4. Credibility Matters

You trust your service provider with *your* very expensive hardware every time you give them a handpiece to repair. Some indicators that demonstrate credibility

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WHAT'S INSIDE...

- NDHRA Code of Ethics
- Tips from your tech
- Dental facts
- Cavitron® repair price list



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National Dental Handpiece Repair Association

Our Mission

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

NDHRA Code of Ethics

NDHRA members are dedicated to advancing the reputation and integrity of our industry as a beneficial and respected trade by adhering to a Code of Ethics. We strive for excellence within our association by continually developing our knowledge and skills, and fostering the advancement of our fellow members.

NDHRA Members shall...

- ...act and advise with the best interests of our customer foremost, with regard to the safety and well being of the patient in relation to contact with handpieces.
- ...disclose immediately and fully, any potentially unsafe condition discovered during the course of a repair.
- ...be fair and non-deceptive in all statements and communication with our customers, and provide meaningful repair options when indicated or requested.
- ...provide service only within our area of competence, being honest and forthright about any limitations in skill or training.
- ...strive for the highest quality repair, with reasonable cost, and fastest possible return, ensuring that any compromise in performance is communicated clearly.
- ...establish and maintain a mutually beneficial, long term, business relationship with each client, building a foundation for continued trust and confidence.
- ...courteously and promptly adjust any cause for dissatisfaction until the customer is completely satisfied.

DENTAL FACTS

- Physicians, dentists, and nurses are the three most trusted professions among Americans, according to a recent Harris Poll. Real estate agents, insurance agents and stockbrokers were the three least trusted.
- Researchers at UCLA have discovered that a compound in the plant root used to make licorice inhibits *Strep mutans* growth, the cause of caries.
- 18 million people in the US suffer from sleep apnea...per the national Heart, Lung & Blood Institute.

TIPS FROM YOUR TECH

One of the biggest problem areas we see is the use of chemical disinfectants on handpieces prior to sterilization. Chemical disinfectants are intended for use on items that will not go through a heat sterilization process. Using chemical disinfectants on handpieces before sterilizing will cause an adverse chemical reaction from the high temperatures in the sterilizer. If you are going to sterilize a handpiece, do not wipe it down with a chemical agent. All handpiece manufacturers clearly recommend an exterior cleaning with water only prior to sterilization. If you have any questions about this process please give us a call to discuss.



Handpiece Makeover...

Continued from front page

might be: affiliations with handpiece manufacturers to provide factory parts and service; membership in trade associations; Better Business Bureau membership; liability insurance; ongoing continuing education and training to stay current; or affiliations with educational institutions; published ethics or dispute resolution policy; choose a company that makes an effort to support your dental society by exhibiting at dental meetings.

5. Fair Pricing

Avoid "one price fixes all" strategies, a clear sign of a shop that just throws in generic turbines no matter what the problem is. Look for a varied pricing structure for different services. *Published prices indicate fair and open policies—avoid companies that say, "call for prices..."*. Until a high-speed handpiece bearing actually fails, there is nothing other than routine staff maintenance that can prolong its life. Some companies offer "clean and lube" services at prices up to \$45. This is a rip-off. Also beware of repair contracts offering to maintain handpieces for a fixed fee like capitation. These programs offer a piecemeal approach to maximize their profit, never optimizing your handpieces' true performance for clinical use.

Do you have a drawer full of broken inserts?

Handpiece Express® has partnered with the Tony Riso Company® to offer a complete array of ultrasonic scaler services. We offer an ultrasonic insert rebuilding service, and we sell new Tony Riso inserts compatible with any ultrasonic scaler. The Tony Riso Company enjoys an excellent reputation with years of experience rebuilding inserts to exacting quality standards. If you have a drawer full of broken Cavitron® inserts just sitting there, why not give our rebuilding service a try? For about half the cost of new we will completely refurbish your old inserts to “like new”. The rebuilt insert is warranted for 30 days, and if you are not completely we will refund your money completely!

We repair ultrasonic scalers too!



We repair all makes and models of ultrasonic scalers including the complete Dentsply Cavitron® line. All scaler repairs are by estimate following a complete diagnostic evaluation. There is no charge for declined estimates, only the actual shipping charges incurred. All repairs are guaranteed for a full six months.

Remember—if it spins, rotates, or vibrates: Handpiece Express® can fix it!

We fix 'em!

Cavitron® Insert Rebuilds — with trade-in

Model	Three Month Warranty	Rebuilt
P-Style External Water Flow		\$80
IF-Style Internal Water Flow/Plastic Grip		\$85
TIS (titanium implant scaler)		\$110
Prophy Jet® Nozzle		\$100

New Tony Riso® Ultrasonic Inserts

Model	Three Month Warranty	New
P-Style External Water Flow		\$125
IF-Style Internal Water Flow/Plastic Grip		\$100
TIS (titanium implant scaler)		\$160

New Tony Riso® M25/30 Scaler

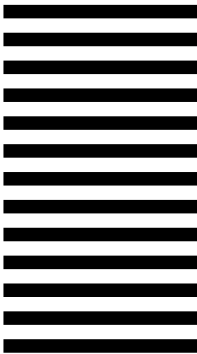
Model	New
Scaler Unit 25 & 30 hz	\$680
Scaler With 2 Standard Inserts	\$880

Proudly Made in the USA • Two Year Full Warranty

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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



Rapid Handpiece Repair

HANDPIECE EXPRESS

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- Eight Years with Star Dental
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- Founding Member; National Dental Handpiece Repair Association
- Speaker; *Richards Report*® Interview Series and *Kavo*®
- Longest Repair Warranties in the Business
- Committed to Ongoing Continuing Education and Training



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FREE Guide to Handpiece Repair



15 questions to ask when choosing a handpiece repair service.

Call 800-895-7111

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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