Ramvac Warranty

Ramvac Product Support Services

DENTALEZ and its employees are proud of the products we provide to the dental community. We stand behind these products with a warranty against defects in material and workmanship as provided below and have our own in-house repair facility to service our products. In the event that you experience difficulty with the application or operation of any of our products, please contact our customer service department at our expense at (866)DTE-INFO.

If we cannot resolve the issue by telephone, we will arrange for a representative to contact you or suggest that the product be returned to our factory for inspection.

If product return or repair is required, we will provide you with a Return Authorization number and shipping instructions to return the product to the proper facility. If the product is under warranty, we will ask you to provide proof of purchase such as a copy of your invoice. Please be sure to include the Return Authorization number on the package you are returning. Products returned without a return authorization number cannot be repaired.

Freight costs for product returns are the responsibility of the customer. Products under warranty will be repaired or replaced, at our sole discretion, and returned at our expense. Products outside the warranty limits will be repaired and returned with costs invoiced to the customer. We are not responsible for shipping damages. We will, however, help you file a claim with the freight carrier. Written repair estimates are available.

DENTALEZ warrants all equipment and parts to be free of defects in material and workmanship, under normal usage, under the following terms:

Ramvac	Limited Warranty Period*
Ramvac Compressors	5 Years from date of installation
Ramvac Dry Vacuums	5 years from date of installation / 10 years for pump only
Badger LF Vacuum	2 years from date of installation / 5 years for pump only
Wet Vacuum Systems	5 Years from date of installation
Master Water Control	2 Years from date of installation
NXT Hg5 Amalgam Separator	Warranty from Solmetex, 2 years

Please note the following additional terms of our warranty and return policy:

- This warranty covers manufacturing defects only and does not cover defects resulting from abuse, accidents, misuse, improper handling, cleaning, care or maintenance. Damage resulting from the use of chemicals, cleaners, disinfectants or sterilization is not covered under this warranty nor is normal wear and tear. Failure to follow or observe our operating/use, maintenance and/or installation instructions voids this warranty as does the use of non-authorized parts and repairs made by an unauthorized repair facility.
- Liability is limited to repair or replacement of the defective part(s) or products at our sole discretion. All other liabilities, in particular liability for damages, including, without limitation, special, exemplary, consequential or incidental damages are excluded.
- THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NO EMPLOYEE, REPRESENTATIVE OR DEALER IS AUTHORIZED TO CHANGE THIS WARRANTY IN ANY WAY OR TO GRANT ANY OTHER WARRANTY.

Warranty Repairs:
Parts repaired or replaced on a product that is in warranty will be warranted for the duration of that product's original warranty.

Product Returns:
Opened products or product returns more than a year old cannot be returned for credit. There will be a 15% ($25.00 minimum) restocking charge on all items authorized for return.

NOTES:
*Provided conditions defined in instruction manual are met. DENTALEZ is a registered trademark of DENTALEZ, Inc. Ramvac, Bison, Bulldog, FLOWCHECK, InfiniTank, Ramclean and VACHECK are registered trademarks and Badger, Barracuda, Osprey, and SlugBuster are trademarks of Ramvac Dental Products, Inc.
PowerScrub is a trademark of Solmetex, LLC.