

HuCare

Ortho Instrument Care Program



 **HuFriedyGroup**
The Best In Practice

What services are included?

- Sharpening
- Re-serrating
- Joint Realignment
- Carbide Insert Replacement (up to three replacements)

What instruments are included?

Ortho:

- Cutters
- Pliers
- Hand Instruments

HuFriedyGroup has an on-site group of skilled technicians prepared to handle your instrument repairs & regular maintenance. This group possesses 50+ years of combined specialized instrument knowledge and can manage a wide range of repairs and refurbishing needs.

Through our **Warranty Program for Ortho Instruments**,
HuFriedyGroup is pleased to offer free servicing for the life of the
instrument.¹

When you purchase the highest quality products, it is important to
keep them in optimal working condition.

Sign up to:

- **Protect your investments** through regular, free service
- **Free up valuable time** to focus on providing positive clinical
outcomes for your patients
- **Ensure accurate servicing** by the same HuFriedyGroup artisans
that manufactured your instruments

678-500

678-101

678-703

678-201



¹) Covered for the life expectancy of product, not life of doctor or practice.

How do I get started?



Repair & Return

HuFriedyGroup artisans will complete the service and ship back within an average of 2 weeks.



Ship Sterilized Instruments

Each time you want to send in instruments, call Customer Care at 1-800-HuFriedyGroup (1-800-483-7433) and request a return number. Send sterilized instruments to HuFriedyGroup via a traceable method along with your HuCare Program Request Form, return number and printed service label.



Contact HuFriedyGroup

Visit [HuFriedyGroup.com/HuCare-Ortho/SignUp](https://www.hufriedygroup.com/HuCare-Ortho/SignUp) or call **1-800-HuFriedyGroup (1-800-483-7433)** and inform the Customer Care Representative you want to sign up for the free HuCare Program for Ortho Instruments.



• **Best in Practice Fact**

- **While the working ends of these instruments are extremely important, joints, if not properly maintained, may become loose or stiff making it difficult to use the instrument.**

Frequently Asked Questions

Q: Who can participate in this program?

A: Clinicians in the United States who purchase HuFriedyGroup Ortho Instruments.²

Q: Are there any costs associated with the program?

A: The only associated cost for the clinician is sending the instruments into HuFriedyGroup. HuFriedyGroup will pay for the instruments to be shipped back to the clinician.

Q: How long will it take to get my instruments back?

A: On average, you can expect to have your instruments back 2 weeks after arrival at HuFriedyGroup.

Q: How often can I send in my instruments?

A: There are no restrictions on the number of times you can send in your instruments.

Q: How frequently should I sharpen my ortho cutters?

A: Depending on frequency of use, wire size and type, etc., Hu-Friedy recommends every 6-9 months or at the first noticeable dulling of the blade.

Q: Can I send competitor brands in for servicing?

A: No, the program is limited to HuFriedyGroup branded Ortho products only.

Q: What happens when my Ortho instruments have exceeded their life expectancy and can no longer be serviced?

A: At your request, HuFriedyGroup can return the instrument(s) back to your office or you can choose to participate in HuFriedyGroup's Envirodent™ Recycling Program.

For more information, including additional Frequently Asked Questions, visit [HuFriedyGroup.com/HuCare-Ortho](https://www.HuFriedyGroup.com/HuCare-Ortho)



678-330



678-102



678-501



678-103

Invest and Save With The Best

50 cutters: The average number of cutters an Orthodontist will purchase over 5 years, which should require servicing at least once per year.

At least \$8,000 saved on instrument servicing over a 5-year³ span when servicing every 6 to 9 months.

**The
Best In
Practice**

For more information visit [HuFriedyGroup.com/HuCare-Ortho](https://www.HuFriedyGroup.com/HuCare-Ortho)

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3) Based on approximate sharpening cost of \$32 per cutter, per year

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