

HuCare

Surgical Instrument Care Program



What services are included?

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- Sharpening
- Re-serrating
- Joint Realignment
- Carbide Insert Replacement
(up to three replacements)
- Aspirator Tip Repair and Refurbishment

What instruments are included?

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- Surgical:
- Aspirators
 - Elevators
 - Forceps
 - Knives
 - Needle Holders
 - Nippers
 - Periosteals
 - Periotomes
 - Rongeurs
 - Root Tip Picks
 - Scissors
 - Surgical Chisels
 - Surgical Curettes
 - Surgical Periodontal Chisels

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 Surgical 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



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

How do I get started?

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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-Surgical/SignUp](https://www.hufriedygroup.com/HuCare-Surgical/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 Surgical 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

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Q: Who can participate in this program?

A: Clinicians in the United States who purchase HuFriedyGroup Surgical 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: Can I send competitor brands in for servicing?

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

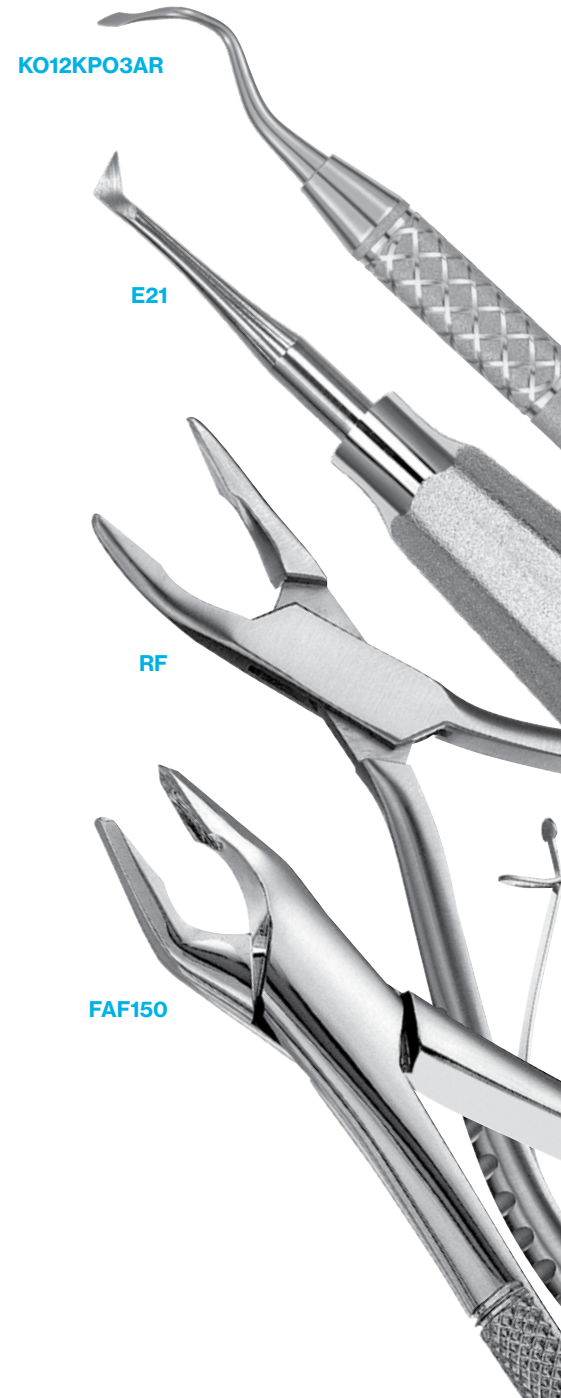
Q: What happens when my Surgical instruments have exceeded their life expectancy and can no longer be serviced?

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

Q: Can my Black Line Instruments be sharpened or recoated?

A: Black Line instruments cannot be sharpened without removing the coating however we can realign hinges on Black Line instruments as needed (IE: Black Line Scissors). We are not able to recoat Black Line instruments.

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



Invest and Save With The Best

30 scissors: The average number of standard scissors for an Oral Surgeon, which on average, require sharpening twice a year.

At least \$5,700 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-Surgical

HuFriedyGroup Mfg. Co., LLC • 2501 Sanders Rd., Northbrook, IL 60062 • U.S.A.
Telephone: **1-800-HuFriedyGroup** (1-800-483-7433)

3) Based on approximate sharpening cost of \$19 per scissor, per year

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