




Warranty Program

Phibo CAD CAM *Laboratories*

The Phibo CAD CAM warranty program sets forth the conditions and terms under which warranty is provided for Phibo CAD-CAM S.L. Laboratories products.

1. CONDICIONES GENERALES

- Complaints will be handled exclusively through Phibo CAD-CAM S.L.
- The warranty program is located at  www.phibo.com

2. APPLICATION OF THE WARRANTY

This warranty is personal and non-transferable and applies only to the original purchaser, usually the prosthetic laboratory that has directly purchased the product through Phibo® CAD-CAM S.L.

The following are excluded from the right to benefit from this guarantee:

- Patients.
- Dental clinics.
- Any other entity or person not identified as the original purchaser.



3. WARRANTY PERIODS

- The following coverages are offered, depending on the type of CAD-CAM structure:

Material / Product	Warranty period
Titanium Cobalt-Chrome Zirconium E.max Composite	5 YEARS
Removable metal structures Metal orthodontics	1 YEAR
PMMA (temporary structures) Discharge splints Gingivectomy splint Surgical splint Models	6 MONTHS

The warranty comes into force from the **date of delivery** of the intermediate structure to the **prosthetic laboratory**.

4. REQUIREMENTS

- The warranty claim applies only to non-conforming products. A non-conforming product is considered to be one that:
 - It has manufacturing or material defects.
 - Does not comply with the specifications communicated and approved by the prosthetist through official tools (Lab Center, Phibo® Inbox).

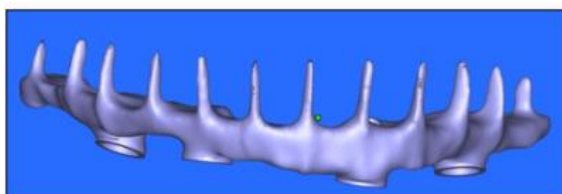


Cases excluded from warranty:

- KO Cases Accepted by the customer for not meeting specifications.
- Incorrect design performed by the prosthetic laboratory.
- Improper use or improper maintenance of the product
- Connection manipulation, such as sandblasting, milling, cutting, or welding.
- Production of structures despite the fact that the design has been reported to be out of specification (e.g., non-compliance with the minimum thickness) and the laboratory decides to proceed.
- Lack of fit of the prosthesis detected only in the mouth test. Only mismatches previously identified in the model are accepted, in which case it will be analysed whether the origin is in the manufacturing process.
- Use of screws other than those recommended implies the loss of warranty in case of misalignment.
- Do not use original analogues or compatible analogues manufactured by Phibo.
- All customized discharge ferrules must meet the minimum design parameter of 1mm wall thickness.
- Multiple bolt-on structures with more than one anti-rotation connection, which prevent a correct fit.
- Any prosthesis designed with angulated channels, other than Phibo Axis® (Phibo solution for angulations).
- Bars in Cobalt Chrome, instead of titanium, due to possible deformations during the manufacturing process.
- To ensure the fit of the Blender-type structures, both the bar (titanium) and the supra (zirconia, composite) must be manufactured by Phibo. Fit is not guaranteed if Phibo manufactures only one of the parts. In addition, the order must be placed in the same case and by checking the adjustment check box and will be collected for verification in the event of receiving the non-conforming product.
- Cases in which compatible components of significantly different measurements are used and that put the fit and passivity at risk.



- Design with very fine retentions, although they do not exceed 3mm in length. It is not possible to guarantee the manufacture of these well-defined retainers. Graphic example:



- Designs with "Y" type retentions or retentions of more than 3 mm in length, which can alter the final result with respect to the original design. Graphic example:



- Cases in which components are used that are not compatible with the order ordered and manufactured. Example: Design and manufacture IPD-specific IPD-TPA library for angled connections (which are developed for your IPD TPA screw), but use Phibo Axis screw, specific to Phibo Axis' own library for angulations, and specific for Phibo Axis connection.
- The functionality of accessories from other brands that are not replicas of the original is not guaranteed, except for Phibo accessories.
- Lack of proper scanner calibration or insufficient scanning (e.g., not using high definition on bridges of more than 3 units).
- Not checking the alignment of posts after scanning (best fit without check cut).



- Non-compliance with specific design parameters according to the type of zirconium used. The warranty will not be valid if the structures do not respect the following minimum dimensions:

Type of Zirconium	Wall thickness	Connection area (up to 3 pieces)	Connection area (4 or more pieces)
DentalDirekt Circonio Monocolor	Single parts: ≥ 0.5 mm Up to 3 pieces: ≥ 0.5 mm 4 or more pieces: ≥ 0.7 mm	Previous: $> 7 \text{ mm}^2$ Rear: $> 9 \text{ mm}^2$	Previous: $> 9 \text{ mm}^2$ Rear: $> 12 \text{ mm}^2$
DentalDirekt Zirconia multicapa	Single parts: ≥ 0.5 mm Up to 3 pieces: ≥ 0.8 mm	Previous: $> 10 \text{ mm}^2$ Rear: $> 13 \text{ mm}^2$	Not recommended
Ivoclar Prime LT	Single parts: ≥ 0.5 mm Up to 3 pieces: ≥ 0.8 mm	Previous: $> 10 \text{ mm}^2$ Rear: $> 13 \text{ mm}^2$	Not recommended
Ivoclar Prime MT Multicapa			
Aidita Aizir			
Originally, 3D Pro ML Multicapa			

- **Zirconio Aidite 3D PRO**



- Restricted to 2 consecutive pontics around the pillars.
- Do not make restorations less than 8mm.
- Do not perform cantilever.
- Preparations without retention in the cavity



- The design must meet the minimum thickness requirements and conform to the parameters established for the bridge

Type of restoration	Previous		Posterior	
	Thickness	Bridge cross-sectional area	Thickness	Bridge cross-sectional area
Unity Crown	0.6 mm	N/A	0.8 mm	N/A
Bridge with less than 3 units	0.8 mm	9 mm ²	1.9 mm	12 mm ²
Large bridges (>4 pcs)	1.2 mm	12 mm ²	1.2 mm	12 mm ²

- **Zirconio Phibidia**


- Cemented and bolted Multilayer Zirconium restorations are limited to structures of up to 4 units in the posterior sector, with a maximum of one pontic between stumps or pillars.
- In previous sectors with Zirconium Multilayer, rehabilitations of up to 6 units are allowed, without pontics.
- Renovations in Monocolor Zirconium have no limit of units, as long as there are not more than two pontics between stumps or pillars.
- Zirconium designs with free extensions that have caused excessive stresses or fatigue fractures will not be covered, provided that the fracture has occurred in these areas



5. WARRANTY REQUEST

To report a warranty case, follow these steps:


1. Log in to the portal:

Go to  <http://customercenter.phibo.com>, in the "Claims" section and generate your warranty case and download the corresponding form. Print it out for shipping.

Also by email :  garantiacalidad@phibo.com

2. Prepare the product:

If requested by Phibo CAD-CAM, send the product properly sterilized, in case it has been used on a patient.

 Shipping Address:

P.I. Mas d'en Cisa, Gato Pérez 3-9, 08181, Sentmenat, Barcelona, Spain

3. Pick-up service:

For any questions or if you need to request a pick-up, please contact Customer Service:

 **+34 936 268 422**

 atencionclientes@phibo.com

4. Data protection and return:

In compliance with GDPR regulations, Phibo CAD-CAM S.L. will not retain personal patient data. Claims will be identified only by a code assigned by Phibo. Claimed products **will not be returned** to the customer.

5. Deadlines for requesting a warranty:

The request must be made within a maximum period of **30 days from the detection of the defect**, provided that such detection occurs within the warranty period established for each product (see section 3. Warranty periods).



6. Case analysis:

Phibo will analyse the complaint within a maximum of **30 working days**, provided that all the necessary information has been received.

7. Lack of information:

If sufficient information is not available, the case will be automatically closed after 30 working days. However, it may be reopened if the customer provides additional data later.

8. Resolution:

If the case meets the warranty conditions, Phibo will proceed with the **refund or replacement of the non-conforming product**, as appropriate.

6. GENERAL LIMITATIONS OF THIS WARRANTY

- The use and application of the CAD-CAM intermediate structure system is beyond the control of the manufacturer.
- Any damage arising from the use of the product is the sole responsibility of the user.
- The company is exempt from liability for damages caused by handling or incorrect use.
- Neither the Company nor its affiliates shall be liable for loss of profits, loss of profits, special, indirect, incidental or consequential damages, however caused.
- Except as expressly stated in this warranty program, no other warranties, either express or implied, are given.
- The warranty only ensures that the products will be free from defects in materials and workmanship.



7. MODIFICATION OR TERMINATION OF WARRANTY PROGRAM

- Phibo CAD-CAM S.L. reserves the right to modify the warranty periods, at any time, in whole or in part.
- Modification of this Warranty Policy will not affect products prior to modification of this Warranty Policy.
- Phibo CAD-CAM S.L. may terminate access to this guarantee program to any beneficiary with 60 days' notice, at its sole discretion. This decision will not affect the benefits already obtained by the participant before the effective end date, provided that the guarantee conditions are met.
- By participating in this warranty program and purchasing Phibo® products, the treatment professional agrees to the terms and conditions set forth in this warranty program.
- For more information, please contact your Phibo® representative.