



Lifetime implant guarantee

combining the successful features in implantology



your comfort is our goal!



Dyna Dental Engineering B.V. guarantee

1. Guarantee scope

This guarantee applies to the products listed in table 1 and is in favour of the attending physician/dentist only (hereinafter referred as “User”). Third parties, particularly patients or intermediate suppliers, may not derive any rights from this Guarantee. This Guarantee covers the replacement of products of the Dyna Helix® ART Octalock® dental implant system, including the Dyna Octalock® abutments and accessories, including CAD/CAM mesostructures, manufactured by Dyna Dental Engineering B.V. (hereinafter referred to as “DYNA”) as defined table 1. This Guarantee only covers the replacement of Products manufactured by Dyna and not any associated costs, including but not limited to chair time, lab fees and any other associated treatment.

This DYNA DENTAL ENGINEERING B.V. GUARANTEE is valid as of Jan 01, 2021 and upon publication of this guarantee all previous versions are no longer valid.

5 Year Guarantee	
Dyna Abutments attached to an implant	Replacement with equivalent abutment(*)
Dyna CAD/CAM mesostructures (also on other implantsystems)	Replacement with equivalent CAD/CAM mesostructures based on original scan(*)(**)
Dyna accessories, including tooling and attachments.	Replacement with equivalent product
Lifetime Guarantee	
Dyna Helix® Implants	Replacement with equivalent implant and equivalent abutment, if finalized.
(*) Excluding retentive products such as ball anchors, CAD/CAM constructions and LOCATOR® which have natural wear. (LOCATOR® is a trademark of Zest Anchor LLC) (**) For CAD/CAM mesostructures produced by Dyna on other implantsystems of other manufacturers, Dyna will also replace a failed implant with a new Dyna Helix Implant within a period of 5 years, on condition that the failure falls within the original guarantee of that manufacturer.	

Table 1: Products covered by the Dyna Dental Engineering B.V. guarantee

2. Guarantee conditions

Dyna hereby guarantees that, if any Dyna Product is defective as a result of a failure of the material strength and stability or faults in fabrication by Dyna during the guarantee periods set out in table 1, Dyna will replace the Dyna Product with the same or substantially equivalent product as set forth in table 1. The guarantee periods above commence at the time of treatment with a Dyna Product by the User. Provided however that the following guarantee conditions are individually and collectively met and documented:



General conditions:

- 2.1 Every claimed product must be sent to Dyna headquarters as stated at the end of this document or its appointed dealer (a list of dealers can be sent upon request or found at www.dynadental.com);
- 2.2 Dyna Products have been used exclusively and not in combination with any other manufacturer's products;
- 2.3 Return of the Dyna Products in sterilized condition (or disinfected if delivered as such) and clearly marked as such;
- 2.4 Compliance with and application of instructions (in the instructions for use, and manual among others) valid at the time of treatment as well as recognized dental procedures, during and after the treatment;
- 2.4 Compliance with the storage conditions by the user;
- 2.5 Good oral hygiene of the patient as monitored by the User;
- 2.6 Filing of a completed and signed guarantee form (FRM821-03) not later than 30 days after a guarantee case arises;
- 2.7 A copy of the original invoice is accompanied;
- 2.8 No guarantee case resulting from an accident, a trauma or any other damage caused by the patient or a third party;

Specific additional conditions for CAD/CAM mesostructures:

- 2.9 The User is responsible for the accuracy of the supplied model, used materials, supplied scan or supplied design;
- 2.10 The User is at all times responsible for the final design, regardless if the design is made by Dyna;
- 2.11 Dyna is not obligated to inform the user about any risks regarding a design by de user;
- 2.12 Dyna is not responsible for failures due to an inadequate design;
- 2.13 Dyna is not responsible for the final fit in the patient;
- 2.14 In case a product has been replaced or repaired during warranty, the new products warranty falls within the original warranty period;

3. Limits and limitations

This Dyna Guarantee is the only guarantee provided by Dyna and shall apply in addition to the warranty rights conferred under the sales conditions. Dyna makes no warranty, express or implied, except that its products shall be free from defects in material and/or workmanship and Dyna hereby excludes any liability for lost earnings and direct or indirect damages as well as collateral and consequential, directly or indirectly related to the products, services or information provided by Dyna. Dyna cannot be held responsible for any other use or application than indicated by Dyna neither from the user nor the consumer. Such misuse will void any rights for claims under this guarantee. The physician/dentist assumes all risks and liability resulting from the use of products produced by Dyna, whether used separately or in combination with other products not manufactured by Dyna.

Dyna strongly recommends completion of postgraduate dental implant education and strict adherence to the procedures for use instructions contained in related manuals and those accompanying our products.



4. Guarantee territory

This Dyna Guarantee applies worldwide to Dyna Products sold by a Dyna, a Dyna affiliated company or an official distributor of Dyna. All claims against the manufacturer for failure due to malfunction or any other reason will be brought before the competent court located within the jurisdiction of our registered office, in accordance with the Dyna sales conditions.

5. Modification or termination

Dyna continually strives to improve its products and therefore reserves the right to improve, modify or discontinue products at any time, or to change specifications without notice and without incurring obligations. Dyna may modify or terminate this Dyna Guarantee at any time in whole or in part. Changes to or the termination of the Dyna Guarantee will not affect the guarantee given for Dyna Products installed prior to the date of the change or termination.

Contact

Should you have any questions please contact:
Your local Dyna affiliated company, an official distributor or Dyna (sales@dynadental.com) or Dyna Regulatory Affairs (kwaliteit@dynadental.com).

Dyna Dental Engineering B.V.

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