

BellaTek® Service Policy On Non-conforming Cases

This policy details the handling procedure for cases that do not follow the processes and requirements outlined in the BellaTek® procedure manuals, brochures and posters. Customer conformance to the established case requirements allows BIOMET 3i to improve its ability to consistently meet or exceed published turnaround times while continuing to provide high quality products and services.

Non-Conformance	Steps Taken	Customer Contact	Description
Incomplete or illegible BellaTek Encode® Impression System Work Order Form	Case placed on hold	Yes	Customer will be contacted in order to obtain the necessary information to process the case
Outdated BellaTek Encode Impression System Work Order Form	Automatically processed	Yes	Customer will be contacted and made aware of the new electronic BellaTek Encode Impression System Work Order Form
Teeth interfering with robot drilling space	Automatically remove teeth interfering with drilling space	No	The parts of the adjacent teeth interfering with the robot drilling space will be removed from the cast
Damaged models that affect production	Automatically returned	Yes	Customer will be notified that their case has been shipped back to the laboratory via Next Day Delivery (free of charge) as we were unable to process it
Bar and framework cases outside of the BellaTek Bars and Frameworks Interface Compatibility Chart	Automatically returned	Yes	Customer will be notified that their case has been shipped back to the laboratory via Next Day Delivery (free of charge) as we were unable to process it
Inadequate Case Preparation			
Incorrect or no Adesso® plate or Casts attached to articulators	Automatically remounted	Yes	Customer will be notified of the automatic remounting
Unclear impression of BellaTek Encode Healing Abutment codes or Sectioned or pinned models	Automatically returned	Yes	Customer will be notified that their case has been shipped back to the laboratory via Next Day Delivery (free of charge) as we were unable to process it



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Cases with non-conforming issues mentioned in this policy will likely experience longer turnaround times.

BIOMET 3i reserves the right to amend or update this policy at any time.

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