



The Dental Arts Building
Telephone 1(800) 367-3322

409 Mandeville Street
(315) 797-4022

Utica, NY 13502
FAX (315) 797-6165

Dear laser owner,

As Laboratory owners and managers, equipment failure and breakdowns requiring emergency service can be both frustrating and Expensive! Biogenic Technical Instruction has developed an agreement to provide **Critical Preventive Maintenance** on your laser welding asset. The laser welder is one of the more expensive investments dental laboratories have incorporated into their business. Poor performance due to the lack of maintenance, laboratory employee turnover, and standard operating procedures that are not followed, can be avoided with annual checks and preventative maintenance. Without professional maintenance, most laser welders are not operating to specifications, which lead to increased welding parameters to compensate for decreased performance.

By providing scheduled annual professional services in your laboratory, BTI can actually reduce the cost of business by eliminating possible loss of production due to equipment failure. We can also provide some simple suggestions to laboratory personnel and management regarding welding techniques.

Since annual maintenance is provided by region with several labs participating, travel expenses are shared and divided by the number of labs serviced. We only bill actual expenses. By signing a maintenance agreement, we can more easily schedule maintenance on an “automatic” basis, in which perpetual performance can be maintained. We will only collect fees when maintenance is provided.

Maintenance procedures include, but may not be limited to:

- Safely disconnect power before servicing equipment
- Discuss any anomalies with operators.
- Remove and clean outer covers.
- Remove and clean fans/motors.
- Clean all electronics & PC control boards
- Clean power supply.
- Check flash lamp and replace if needed.
- Clean evacuation system and replace filters as needed.
- Professionally clean all optics; Microscope, LCD or mechanical shutter, light bending mirror, objective lens, lens protector glass, beam expander clean front & rear mirror and end of laser crystal.
- Drain DI water reservoir, clean and install new DI filter and new distilled water.
- Check and clean resonator cavity.
- Align laser & adjust laser mirrors.
- Check laser for proper operation.

Affiliates

Biogenic Dental Corporation

Dental Engineering Corporation of America • Biogenic Dental Laboratories, Inc.



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These are the rough dates we will be in your area:

- **Florida** January
- **Chicago, IL & WI** February
- **South East GA, AL, MS, LA, SC** March
- **Lower Mid West IN, OH, KY, WV** April
- **Upper Ohio and Michigan** May
- **Pacific North West** June
OR, WA, AB, BC
- **North East & Eastern Canada** July
MA, CT, RI, NH, ON
- **NE Tri-State,** August
Local NY PA, NJ, NYC
- **Mid Atlantic & California** September
VA, NC, DC, DE, MD
- **Central Mid West** October
MN, ND, SK
- **Rocky Mountain Region** November
CO, MO, AR, IA, KS, OK, SD

Our maintenance fee is outlined as follows:

Annual maintenance with no contract	Call for pricing (Price is subject to change from year to year)
1 year annual maintenance contract	Call for pricing (Price is secured for length of contract)
2 year annual maintenance contract	Call for pricing (Price is secured for length of contract)
3 year annual maintenance contract	Call for pricing (Price is secured for length of contract)

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Laser inspection services

BTI also offers laser inspections.

During an inspection:

- The technician will go over the laser, clean, and check all of the critical areas for any malfunction or necessary maintenance.
- Once the inspection is complete, the technician will make recommendations on what maintenance should be done. At that time, the laboratory owner can decide whether they would like the technician to perform any of the maintenance suggestions.
- Parts and labor are billed separate from the inspection charge.

Our inspection fee is outlined as follows:

1-year annual inspection with no contract

Call for pricing
(Price is subject to change from year to year)

1-3 year annual maintenance with contract

Call for pricing
(Price is secured for length of contract)

***BTI charges a labor rate of \$100 per hour for any time spent over and above the initial inspection.*

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Please fill out the enclosed form and indicate your preference.

BTI Maintenance Agreement sign up form

Laboratory Name _____ Contact person: _____
Address 1 _____
Address 2 _____
City, State, Zip Code _____
Telephone _____
Fax _____
E-mail _____

Laser make/model _____

Please sign me up for:

Complete maintenance Services: _____ **Inspection only:** _____

One Year Yes__ No__
Two years Yes__ No__
Three years Yes__ No__

I want to be contacted for one year complete maintenance with no contract. Yes__ No__

I want to be contacted for one year inspection with no contract. Yes__ No__

Signature _____

Print Name _____

Date _____

Thank you,

Chad Rosato
Laser Service Coordinator
BTI Laser

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