

Instrument Warranties and Cleaning Information

Triumph Instruments

Triumph Orthodontic Instruments provide warranty against material defects and craftsmanship for the life of the product. Cutters are guaranteed for seven (7) years, benders and utility pliers for ten (10) years, and Mathieu Pliers are guaranteed for one (1) year. This covers corrosion, joint failure, and breakage under normal use. Proper cleaning and maintenance is required to maintain the warranty. This warranty may be void if instruments are not properly cared for, including cleaning and lubrication. *Ortho Organizers, Inc.* reserves the right to decide whether an instrument is to be repaired or replaced. Sharpening cutters and repairing minor tip damage is not covered by warranty as it is considered routine maintenance for normal use.

TRIUMPH INSTRUMENTS WARRANTY	CUTTERS	BENDERS	UTILITY	MATHEIUS
Rust / corrosion	7 years	10 years	10 years	1 year
Forging / handle breakage	7 years	10 years	10 years	1 year
Tip breakage / chipping	7 years	10 years	10 years	1 year
Joint failure / loose / wobbly	7 years	10 years	10 years	1 year
General wear due to normal use	7 years	10 years	10 years	1 year

Ortho Series Pliers & Choice Instruments

Ortho Organizers, Inc. warrants its Ortho Series Pliers and Choice Instruments to be free from material defects and craftsmanship for the life of the product. Cutters, benders, and utility pliers are guaranteed for three (3) years, and ninety (90) days for Instruments and Mathieus, from the date of purchase. This covers corrosion, joint failure, and breakage under normal use. Proper cleaning and maintenance is required to maintain the warranty. This warranty may be void if instruments are not properly cared for, including cleaning and lubrication. *Ortho Organizers, Inc.* reserves the right to decide whether an instrument is to be repaired or replaced. Sharpening cutters and repairing minor tip damage is not covered by warranty as it is considered routine maintenance for normal use.

MASEL ORTHO SERIES PLIERS AND CHOICE INSTRUMENTS WARRANTY	3 YEARS	UNLIMITED/LIFETIME
Rust / corrosion	•	
Forging / handle breakage		•
Tip breakage / chipping	•	
Joint failure / loose / wobbly	•	
General wear due to normal use	•	

Cleaning

Clean and remove any bulk debris immediately after use. Use an enzymatic cleaning solution in an ultrasonic cleaner to clean instruments. Your ultrasonic solution should be changed daily. Hinged instruments should be cleaned and sterilized in the open position. Discoloration and oxidation may occur if instruments are improperly cleaned. To increase the life of your instruments, clean them well. Use detergents and disinfectants suitable for use with medical and/or dental instruments. Follow manufacturers' instructions related to concentration and length of exposure.

For all *Ortho Organizers, Inc.* Instruments, all recommended care, cleaning, and sterilization procedures, as described in the Instructions for Use, must be fully adhered to. Failure to follow the recommended procedures will void the warranty.

Lubrication

To increase the life of your instruments, routine lubrication is recommended. Lubricate instruments after sterilization. This should be done at least weekly. Use only lubricants designed for precision hinged instruments. If using a dry heat sterilizer, be sure to use a lubricant that is compatible with the operating temperatures of your dry heat unit.

Sharpening

Regular sharpening of your cutter will increase its service life, and its ability cut more effectively. Frequency of sharpening depends on: the frequency of use, as well as, the types and diameters of archwires on which the cutter is being used. Check cutters frequently to assess if sharpening is needed. Sharpening cutters and repairing minor tip damage is not covered by warranty as it is considered routine maintenance for normal use.

Sterilizing

Instruments should be in the open position when sterilized. *Triumph* Orthodontic Instruments and Ortho Series Pliers are actually designed for use with steam autoclave. Steam autoclaves will not dull cutters. Other types of sterilizing methods include chemical vapor or dry heat. Using cold sterilants is not recommended. If used, they can chemically attack your instruments. All sterilizing units must be clean and operating properly.

For *Ortho Organizers, Inc.* Numbered Series Pliers, dry heat sterilization is the recommended sterilization method. **DO NOT AUTOCLAVE Numbered Series Instruments!** This method ensures long life for insert-tipped instruments because there is no moisture, pressure, or chemicals involved. Many quick-cycle dry heat units do not cause metallurgical damage because they operate within reasonable temperature levels. Heat sterilization instruments should be dried while hot to prevent corrosion. **Important:** Wipe clean pliers and instruments thoroughly before sterilizing.

Corrosion

All *Ortho Organizers, Inc.* instruments are very resistant to corrosion. You can prevent corrosion problems by properly following all manufacturers' recommendations. Discoloration may appear that may not be corrosion. Organic materials that remain can give the appearance of corrosion and be mistaken for rust. Never mix a corroded instrument with new instruments as oxidation may be spread to new instruments. It is recommended that a corroded instrument be discarded and replaced.

We recommend the use of cleaning products that contain a rust inhibitor that has been proven safe for carbon steel. **Never immerse pliers in:** Glutaraldehydes with phenols, iodophor surface disinfectants; Chorinedioside, sodium hypochlorite compounds or water.

Stainless steel should not be exposed to the following chemicals: Sodium Hypochlorite (household bleach), Tartaric Acid (stain and tartar remover), Aluminum Chloride, Barium Chloride, Bichloride of Mercury, Calcium Chloride, Carbolic Acid, Chlorinated Lime, Citric Acid, Dakin's Solutions, Ferrous Chloride, Lysol, Mercuric Chloride, Mercury Salts, Phenol, Potassium Permanganate, Potassium Thiocyanate or Stannous Chloride. Also, **NEVER** use Aqua Regia, Ferric Chloride, Sulfuric Acid or Iodine with stainless steel.

Immersion of pliers for the shortest time (within manufacturer's guidelines), will minimize chemical exposure and still retain effectiveness. Avoid metal-to-metal contact of pliers' tips when loading trays. Lubricate hinge joints each week with a quality, pure silicone lubricant.

Except as expressly provided above, there are no other warranties on *Ortho Organizers, Inc.* Instruments, expressed or implied, with regards to description, quality, merchantability, or fitness for a particular purpose. The liability for any warranty claim shall not exceed the purchase price of the instrument that is the basis of such claim.

Warranties

Ortho Organizers, Inc.'s sole obligation and the customer's sole remedy in the event of any claimed defect shall be limited to replacement of merchandise, or at *Ortho Organizers'* option, refund of the purchase price. ALL IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE OR USE ARE DISCLAIMED. *Ortho Organizers* must be contacted for a Return Material Authorization (RMA) Number and a written notice of claimed defect must be sent to *Ortho Organizers*, Attn: Returns, 1822 Aston Avenue, Carlsbad, CA 92008-7306, U.S.A., within a reasonable time after discovery not to exceed one (1) year from the date of delivery.

Band and Brackets

All bands and brackets are warranted for Single Patient Use Only. We cannot warranty, under any circumstances, bands or brackets which have been recycled.

Warranty Returns for all Orthodontic Instruments

Pliers which are defective under the terms of the warranty policy, and have not been misused or tampered with, may be returned to *Ortho Organizers* for repair or replacement at *Ortho Organizers'* option. Contact *Ortho Organizers* and obtain a Return Material Authorization (RMA) number prior to returning the pliers by calling Customer Service at 1 800 547 2000. Once an RMA Number is assigned, ship the product with this RMA Number visible on the outer shipping package, along with the original invoice or packing slip, to *Ortho Organizers, Inc.*, 1822 Aston Avenue, Carlsbad, CA 92008-7306, U.S.A. Please note that an RMA Number is mandatory, and any product received by *Ortho Organizers* without an RMA Number visible on the packaging will not be accepted. Routine Maintenance and Non-Warranty Repairs: Do not send Series Instruments or *Triumph* Instruments to *Ortho Organizers* for routine maintenance, sharpening, or re-conditioning six (6) months after purchase or later. Normal maintenance, including re-sharpening and reconditioning, may be obtained at:

HENRY SCHEIN PRO REPAIR
1666 East Touhy Avenue
Des Plaines, IL 60018
Phone: 800.367.3674
Web: www.prorepair.com
Email: prorepair@henryschein.com

Alternative maintenance providers may also be used. *Ortho Organizers* does not warrant actions by any maintenance service providers, and assumes no responsibility for the results of any maintenance services performed.

NON-WARRANTY REPAIRS

For non-warranty repairs and sharpening, please contact *Henry Schein Pro Repair*.

Warning

Many of *Ortho Organizers'* products are made of stainless steel and/or nickel titanium. Stainless steel contains nickel and chromium. Nickel titanium contains nickel. Also cobalt-chromium contains chromium and a trace of nickel. A small percentage of the population is known to be allergic to these metals. If an allergic reaction occurs, advise patient to consult a physician.

Order Terms and Conditions

Orders are accepted on basis of payment within thirty (30) days after shipment from factory, subject to credit approval. A packing slip is enclosed with each shipment and a separate invoice is sent by First Class Mail. Any outstanding balance not paid within thirty (30) days will be subject to a finance charge of 1.5% per month, an amount equal to 18% per year or the maximum amount permitted by applicable law. Payment may be made by check, credit card (VISA, MasterCard, American Express, or Discover Card), or wire (ABA Routing #043000261, Swift: MELNUS3P, Bank Name/Address: Bank of New York Mellon Corporation, 500 Ross Street, Pittsburgh, PA 15262, U.S.A.

All payments are made to our U.S.A. headquarters and must be in U.S. funds.

Shipping and Handling

All prices are F.O.B. shipping point. Shipping and handling charges and sales tax (if applicable) will be added to invoices.

Product Improvements, Price, and Technique Changes

Our commitment is to continually advance and improve our products. Therefore, we reserve the right to upgrade the design and quality of the products we produce and sell. We also reserve the right to change prices and/or design, or discontinue products without prior notice.

Changes in technique, archwire size, brackets or band preferences will be accepted for exchange only if product is new, in sellable condition, and in the original unopened packaging, a non-custom product, and returned from the original purchaser within one (1) year of shipping date. Note: your dollar cost of every order of new but similar products will be reduced by 50% on minimum orders of \$500.00 (reflecting the value of your exchanged products), until the full amount of your exchanged product has been exhausted against orders. A 15% service charge will be assessed to cover the cost of inspection, re-stocking or re-packaging.

Conditions of Sale

Products may be returned for credit within sixty (60) days of shipping only under the following conditions:

1. Product must be new, in sellable condition, and in the original unopened packaging.
2. **Custom product such as bands and bonding bases with welded or brazed combinations, Doctor's specials, and refrigerated products may not be returned for exchange or credit at any time.**
3. Product will be accepted only from the original purchaser and only when delivered to our Carlsbad, California, U.S.A. Headquarters.
4. Returned merchandise must be shipped pre-paid and insured for the full value. Never return merchandise in an envelope.
5. Returned merchandise must be accompanied with a Return Material Authorization (RMA) Number and note explaining the reason for the return.
6. Products returned for credit will be subject to a minimum 15% handling and restocking charge. Items returned after sixty (60) days of shipping will be accepted at the discretion of *Ortho Organizers*. No product will be accepted for return if shipping date is beyond one (1) year.
7. *Ortho Organizers'* representatives are not authorized to approve or pick up return merchandise. Please contact *Ortho Organizers* to get a RMA Number by calling Customer Service at 1 800 574 2000. Once you have your RMA Number, please return your product with your RMA Number referenced on the packaging to:

Ortho Organizers, Attn: Returns
1822 Aston Avenue
Carlsbad, CA 92008-7306
U.S.A.

Patent and Trademark information

PATENTS: *LBB* patent #7,404,404.

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