

# 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 Zimmer Biomet Dental 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| Outdated BellaTek Encode Impression System Work Order Form  | Case placed on hold  | Yes              | Customer will be contacted and asked to complete the new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   | Case placed on hold  | Yes              | Customer will be contacted for permission to repair or if case is not repairable their case will be 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  |
| <b>Inadequate Case Preparation</b>  |  |                  |   |
| Incorrect or no Adesso plate<br>or Casts attached to articulators                                 | Automatically mounted/remounted, fee charged               | Yes              | Customer will receive notice of the mounting/remounting fee with picture of model before remounting and indication of reason for adjustment   |
| 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  |

Contact us at 1-800-342-5454 or visit [zimmerbiometdental.com](http://zimmerbiometdental.com)

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