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PriorityPlus+



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PriorityPlus⁺

PriorityPlus Service for your practice

Our Priority Plus service program is our premium dental equipment service option. The program is designed to help you reduce costs while making the most of your equipment, through a comprehensive preventative maintenance service. This will reduce the business impact of equipment failures by minimising their occurrence. It will also reduce the loss of revenue that can be a result of equipment failure and downtime. Our support and technical staff respond to unforeseen issues or emergency breakdowns with a preferential allocation of labour.

Simplify Your Equipment Maintenance

Our Priority Plus service program allows you to have all of your equipment servicing managed solely by Dental Concepts regardless of the manufacturer or warranty status. This allows you to have a single service contact for all of the key equipment in your practice. Equipment managed under our Priority Plus service agreement will only be serviced or repaired by service technicians authorised by the manufacturer and only genuine manufacturer's replacement parts will be used.

True Priority

Our professionally trained service technicians put our customers first, making ourselves available to offer our detailed advice and support when you need us most. We quickly diagnose problems and promptly complete all repairs and servicing to factory standards to reduce downtime and increase productivity. Our service and workmanship is second to none; this is our commitment to you as a valued member of the Priority Plus program.

Dramatic reduction in the number of emergency incidents

The "break-fix" equipment servicing cycle has a negative impact and affects the success and productivity of your business. We break this cycle with preventative equipment maintenance, prioritised response times, replacement equipment solutions and equipment life cycle, warranty and service history reporting.

Cost Savings

We monitor your equipment's service history allowing us to determine quickly the root cause of any equipment faults, thereby reducing the timely task of fault diagnosis from hours to minutes – resulting in substantial cost savings. At the same time, the preventative maintenance performed will help to remove a substantial amount of issues experienced, which can be an unneeded service expense.

Higher Levels of Employee Productivity

By performing preventative maintenance, the business impact of any equipment failure is reduced by shortening the mean time to incident resolution, thus resulting in increased customer productivity levels.



THE PRIORITYPLUS SERVICE AGREEMENT INCLUDES:

Priority Service

Preferential allocation of Dental Concepts labour

Dedicated Point of Contact

Our exclusive Priority Plus 1300 telephone number gives you 24 hour support

Purchase Discounts

Discounts for all purchases including capital equipment and consumables

Rental Equipment Free of Charge

Including: Autoclaves, Suction Systems, Dental Compressors, Digital Intra-oral x-ray systems, Surgical Motors, Portable Scaler Systems and Portable Electric Motor Systems

Preventative Maintenance

Manufacturers recommended annual maintenance inclusive of parts

Compliance Testing

Legally required compliance and quality assurance testing of Autoclaves and x-ray units

Performance Reporting

Customised reports, equipment health checks, annual review meetings and strategic planning for future equipment needs.

No Labour or Call-Out Charges

No charges for service technician labour or on-site call-outs for work carried out during business hours

Warranty Support

We manage the warranty status and claims of your equipment

After Hours Support

Telephone support is provided at no cost 24 hours a day, excluding public holidays.

After hours technician labour is available exclusively to Priority Plus clients for an hourly rate.

To arrange for a Priority Plus Service Agreement proposal for your practice, contact Dental Concepts Priority Plus on 1300 882 824, or email priorityplus@dentalconcepts.com.au



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PriorityPlus Service Centre
1300 882 824



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