HENRY SCHEIN®

Where Prevention Meets Peace of Mind

Protect Your Equipment Investment with Preventative Maintenance



Extend
Equipment Lifespan

Reduce
Emergency Repairs

Protect
Warranty Policies

Maintain
Peak Functionality

Why is Annual Servicing Essential?

Annual servicing isn't just a recommendation — it's a critical requirement to support operational safety, warranty policies, legal compliance, and long-term reliability.



Without Regular Maintenance, You Risk:

- × Unexpected and costly breakdowns
- × Disruptions to your practice
- × Voided warranty coverage
- × Premature wear and reduced equipment lifespan

Ensure your preventative maintenance is completed by certified technicians using genuine parts. Relying on non-certified technicians or non-genuine parts may void your factory warranty.

What's Included in Preventative Maintenance?

Our certified technicians will carry out a comprehensive maintenance check, including:

- Replacement of serviceable components
- Fine-tuning: adjustments and calibrations
- Firmware and software updates
- Inspection of safety mechanisms
- Cleaning collection tanks
- Retention checks on console arms
- Lubrication of all moving parts
- Full system testing and functionality checks

Post-Service: Labour Warranty, Support & Training

- √ Full functional test after every service to ensure optimal performance
- √ Tailored care advice and hands-on staff training to keep equipment running smoothly
- √ Clinics with a Preventative Maintenance Contract receive an exclusive 12-month extended labour warranty, giving you confidence and peace of mind.

Schedule for Success: Peace of Mind, Tailored to Your Practice

We offer flexible, pre-scheduled maintenance appointments tailored to your practice, minimising disruptions and keeping daily operations running smoothly.

Preventative Maintenance Packages & Benefits

- √ 1, 3 & 5 year package options exclusively available for brand-new dental chairs, plant room equipment, OPG, CBCT, PSP and treatment units
- √ No hidden costs
- √ Financing available with your equipment purchase
- √ All labour and factory service kit parts are covered throughout the term of your plan
- √ Factory-certified technicians and genuine parts, ensuring full compliance with warranty conditions

Protect Your Equipment - Peace of Mind, Built In

- Treatment Units & Chairs
- Imaging Systems
- Plant Room Equipment

Save 15% When You Sign Up For Our 5-Year PM Program

Backed by Australia's Largest In-House Technical & Digital Support Team



At Henry Schein, we support your practice throughout the life of your technology with tailored maintenance programs, a dedicated helpdesk, and over 100 years of combined factory-trained expertise — delivering reliability, confidence, and peace of mind.

Explore Our Preventative Maintenance Packages

Scan the QR Code to Request a Quote Today

Contact Equipment Service Hotline

1300 360 328 | Service.NSW@HenrySchein.com.au

Digital Support

1300 368 338 | disupport@HenrySchein.com.au

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Preventative Maintenance User Guide

Daily Maintenance

Operatories	Special Instructions
☐ At the beginning of the day, flush water lines and/or add cleaning tablets	Follow your office's infection control procedures
☐ Clean dental chair, unit, and stool	Use manufacturer's recommended cleaner
☐ Clean, lubricate, and sterilize handpieces	Between patients
☐ Clean, lubricate, and sterilize prophy/contra angles or replace disposables	Between patients
☐ Clean nitrous system rubber goods and/or replace disposables	Between patients
☐ Clean light reflector	Between patients
☐ At the end of each day, remove/clean suction filters on unit	Replace if damaged
☐ At the end of each day, run cleaning solution through suction hoses and spittoon	Following manufacturer's recommendations
☐ At the end of each day, sanitize spittoon and remove/clean bowl filter	Rinse and clean as needed
Plant Room	
☐ Check and clean suction motor filter	Remove and clean filter assembly, wipe clean and lubricate O-ring if applicable. Using a quality suction cleaning solution is essential to clean & maintain your suction motor internally.
☐ At the end of each day turn off all electrical switches for the air compressor, suction units, master water control valve, nitrous oxide sedation system, and any other manual valves	

Weekly Maintenance

Operatories	
☐ Apply upholstery conditioner on dental chair upholstery	Follow manufacturer's recommendations
☐ Lubricate coupling, e-type slow speed and syringe O-rings	Follow manufacturer's recommendations
☐ Clean dental stool caster wheels	
Plant Room	
☐ Lubricate O-ring	
☐ Condensate bottle	Empty water out down the drain
☐ Check compressor dryness indicator colour (Blue is good)	If indicator colour is pink, call for service
☐ Check compressor for any air leaks	If any are found, call for service
☐ Check and clean filter and lines on suction motor	Follow manufacturer's recommendations
☐ Open the drain valve on compressor to bleed and ensure that no water is present	

Monthly Maintenance

Operatories	Special Instructions
☐ Test dental unit water CFU level and treat waterlines as needed	
☐ Lubricate HVE, saliva ejector, solids trap O-rings, and water bottle O-rings	
Plant Room	
☐ Inspect master water control/filter for leaks	
☐ Check compressor and vacuum pumps for leaks	If any are found, call for service
☐ Check amalgam separator	If full, replace cartridge

Annual Maintenance

Operatories	
☐ Check dental chair annual maintenance is up to date	As per manufacturer recommendations and warranty conditions
Plant Room	
☐ Replace amalgam separator cartridge	If full, replace cartridge
☐ Replace compressor intake filters and/or dryer filters	Call for service

Need Technical Support?

Scan the QR code to request technical service, digital support or preventative maintenance online.

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Required Repairs & Maintenance

Use this form to keep track of your service needs

Date	Room #	Office Employee Contact Name	Description of Issue

Date of Next Preventative Maintenance: _____