

Warranty Terms for Ivoclar Devices, incl. Warranty Extension (Bluephase and Programat)

1. Scope of Application

These warranty terms apply to Ivoclar devices in the Bluephase and Programat product lines (hereinafter referred to as “device”). They apply to:

- the standard manufacturer’s warranty
- as well as to a paid warranty extension

2. Scope of Warranty

Ivoclar warrants that, within the respective warranty period, the device is free from defects in materials and workmanship. In the event of a warranty claim, Ivoclar will, at its sole discretion:

- repair the device
- replace defective components
- or replacement with an equivalent device

3. Important note regarding the Warranty Extension

The warranty extension solely constitutes an extension of the duration of the existing manufacturer’s warranty. This means:

- The scope of the warranty remains unchanged
- No additional services or extended warranty coverage are provided
- This is not a service contract or an extension based on additional services

4. Warranty Period

4.1 Standard Warranty

The duration and scope of the standard warranty are product-specific and are specified in:

- the respective user manual
- the warranty certificate
- and the product-specific documentation

A current overview of the standard warranty periods for each device is available on request. In case of doubt, the product-specific documentation shall prevail.

4.2 Warranty Extension

The warranty extension:

- extends the existing manufacturer’s warranty by the purchased period
- begins immediately after the standard warranty expires
- is device-specific and applies exclusively to the device listed on the invoice (including serial number)

5. Requirements and Proof

To claim the warranty, you must provide:

- a valid proof of purchase
- identification of the device via its serial number
- compliance with the instructions in the user manual

Proof of warranty: The invoice for the extended warranty is valid in conjunction with:

- these warranty terms and conditions
- the respective user manual
- and, if applicable, the warranty certificate

as complete proof of warranty.

6. Warranty Exclusions

The following are specifically excluded from the warranty:

- Damage resulting from improper or unintended use
- Damage resulting from failure to follow the operating instructions
- Interventions, repairs, or modifications performed by unauthorized persons
- Normal wear and tear, as well as wear-and-tear parts
- Damage caused by external factors (e.g., transport, impacts, environmental influences)

In addition, the warranty exclusions defined in the warranty certificate and in the respective operating instructions apply.

7. Procedure in the event of a Warranty Claim

In the event of a warranty claim, please contact:

- Your authorized Ivoclar sales partner or
- Ivoclar Customer Care

The device must be made available for inspection or repair in accordance with the relevant instructions.

8. Supplementary Documents

These warranty terms are supplemented by:

- the applicable operating instructions/ user manual
- the warranty certificate
- as well as product-specific documentation

In the event of any discrepancies, the more specific provisions of these documents apply.

9. Final Provisions

These warranty terms apply internationally, unless mandatory local legal provisions require otherwise.

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