



smartIPR Warranty Policy

smartIPR HANDPIECE PRO Warranty

EverSmile provides an 18-month limited warranty on the smartIPR HANDPIECE PRO against defects in materials and workmanship under normal use.

All warranty evaluations and determinations will be performed by Bien-Air, the manufacturer of the handpiece. Bien-Air will determine whether a reported issue is covered under warranty.

If a product is determined to be outside of warranty coverage, Bien-Air will provide EverSmile with a repair quotation for customer approval prior to any repair work being performed.

The warranty does not cover:

- Normal wear and tear
- Damage resulting from misuse, abuse, neglect, or improper maintenance
- Damage caused by unauthorized repairs or modifications
- Damage resulting from failure to follow the product's instructions for use

smartIPR AIR MOTOR 25K Warranty

EverSmile provides a 12-month limited warranty on the smartIPR AIR MOTOR 25K against operating faults and defects in materials or workmanship. The warranty period begins on the date of invoicing.

All warranty evaluations and determinations will be performed by Bien-Air, the manufacturer of the air motor. Bien-Air will determine whether a reported issue is covered under warranty. If a claim is determined to be covered, the air motor will be repaired or replaced at no charge.

The warranty does not cover damage or injury, or the consequences thereof, resulting from:

- Excessive wear and tear
- Infrequent or improper use
- Failure to follow servicing, assembly, or maintenance instructions
- Damage caused by unusual chemical, electrical, or electrolytic influences
- Faulty air or water connections



smartDISK Warranty

smartDISKS are covered against manufacturing defects.

EverSmile will replace smartDISKS at no charge if:

- The defect is determined to be manufacturing-related;
- The product is unused or only lightly used; and
- The claim is submitted within 30 days of the original purchase date.

Claims involving excessive wear, misuse, or damage resulting from improper handling are not covered.

Warranty, Repair, and RMA Administration

EverSmile will serve as the primary point of contact for all smartIPR warranty claims, repair requests, and RMAs.

EverSmile will coordinate directly with the customer and Bien-Air to facilitate evaluation, repair, replacement, and warranty processing as needed.

Warranty Claim Submission

All warranty claims, repair requests, and RMA requests should be submitted through the following portal:

 <https://smartipr.eversmilewhite.com/warranty>