As part of our ongoing service to customers the following process is being implemented 1st November 2012 to ensure prompt claims and clear instructions of the warranty process. If you would like any further clarification of the claim process, please do not hesitate to contact 3M ESPE.

There are 2 warranties offered from 3M ESPE to Dental Laboratories for Lava Precision Solutions.

1. **15 Year Lava Zirconia Framework Replacement Warranty**
2. **5 Year Lava Crown & Bridge Lava Ceram/ Zirconia Framework Replacement Warranty** (for warranty cards dated prior to 1st August 2011 only).

### Process to Claim

Due to the urgency of replacement of Lava Crowns and Bridges, Authorised Lava Milling centres are to provide replacement milled and sintered framework to Dental Laboratories at full cost. Dental Laboratories then claim the milled and sintered framework replacement under Warranty directly from 3M ESPE using 3M ESPE Lava Warranty Claim Form (with the Warranty Card, invoice and defective case if possible) within 1 week to receive one Lava electronic voucher for each case being claimed. The Lava voucher can be redeemed at the Authorised Lava Milling Centre for the next case (up to the value of the replacement coping of the original claim) within 12 months.

To claim please follow these simple steps:

1. Complete the 3M ESPE Lava Warranty Claim Form on the 3M ESPE website.
2. Send the 3M ESPE Lava Warranty Claim Form, copy of Warranty Card, case if available and Invoice of replacement coping to
   
   **Attn: 3M ESPE ANZ Lava Specialist**
   
   3M New Zealand Limited
   
   94 Apollo Drive
   
   Rosedale
   
   Auckland 0632

3. 3M ESPE will provide one Lava electronic voucher per unit (via email) within 6 weeks of receiving a valid claim.
Replacement Warranty for Dental Laboratories

15 YEAR LAVA ZIRCONIA FRAMEWORK REPLACEMENT WARRANTY
Effective from 1st August 2011

3M ESPE warrants for 15 years from the date of placement that copings and substructures made out of Lava Frame Zirconium Oxide will not break if fabricated by an Authorised Lava Milling Centre on Lava Equipment and in strict compliance with approved indications. Approved indications are limited to: single units, splinted crowns up to 4 units and 5+ bridges (up to 48mm), (with a max of 2 pontics next to one another in the posterior area and a maximum of 4 pontics next to one another in the anterior area), Implant Abutments refer to recommended dimensions from the 3M Handling Guide for Cementation and Sterilisation, Primary /Telescopis, Inlay and Onlay Bridge (Inlay and Onlay Bridges are not approved for patients with bruxism), Maryland bridge, Cantilever bridges with a maximum of 1 pontic at the position of a premolar or incisor (Maryland and Cantilever bridges are not approved for use in patients with bruxism)

In the event that your copings or substructures are defective, 3M ESPE will replace the milled and sintered framework.

5 YEAR LAVA CROWN & BRIDGE LAVA CERAM/FRAMEWORK REPLACEMENT WARRANTY*

*For warranty cards dated prior to 1st August 2011 only.

This warranty applies to genuine Lava Crowns and Bridges (using Lava Framework and Lava Ceram Overlay) that have been fabricated by an Accredited Lava Dental Laboratory. 3M ESPE warrants for 5 years from the date of placement of Lava Crowns & Bridges with approved indications, and instructions for use, on any breakage or fracture for any Lava Crowns & Bridge found to be at fault. Approved indications are limited to: single units, splinted crowns up to 4 units and 5+ bridges (up to 48mm), (with a maximum of 2 pontics next to one another in the posterior area and a maximum of 4 pontics next to one another in the anterior area). Examples of indications that are excluded: Implant Abutments, Primary /Telescopis, Inlay and Onlay bridges, Maryland bridges, Cantilever bridges. 3M ESPE will cover under this warranty the cost of a direct replacement of a new Lava Crown & Bridge.

EXCEPT AS STATED ABOVE, AND TO THE EXTENT PERMITTED BY LAW, 3M ESPE MAKES NO OTHER WARRANTIES INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANT ABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Exclusions: The above warranties do not cover breakage resulting from accident or misuse, nor any additional costs such as but not limited to the cost of preparation and veneering.

Limitation of Liability: To the extent permitted by law, 3M ESPE will not, under any circumstances, be liable for special, indirect or consequential damages (including, but not limited to, loss of profits) regardless of whether such damages are sought based on breach of warranty, breach of contract, negligence, strict liability in tort, or any other legal theory.

For each case 3M ESPE reserves the right to conduct compliance testing to verify the claim. 3M ESPE must be notified of a warranty claim within 7 days of the patient presenting. To be directed to your local 3M ESPE Lava Specialist please call 0800 200 781.