



The cara warranty

Terms and conditions and scope of services.

Giving a hand to oral health.



KULZER
MITSUI CHEMICALS GROUP

The cara warranty

for dental laboratories, dental practices and patients.

The prosthetic cara solutions that offer you the greatest flexibility are also covered by the most comprehensive guarantees. In this way, you do not need to worry about selecting the optimal denture.



20 years warranty for the cara I-Bridge in CoCr and Ti



10 years warranty for the cara I-Bar

10 years warranty for the cara I-Butment in CoCr and Ti

10 years warranty for the C&B frameworks in CoCr



5 years warranty for the cara I-Bridge zirconia

5 years warranty for the cara I-Butment zirconia

5 years warranty for the cara C&B frameworks zirconia



Please note that the cara guarantees do not apply to the finished cara I-Products/ final C&B crowns and bridges, but rather only for the superstructures, primary constructions and frameworks produced by Kulzer. The relevant guarantee starts on the delivery date. Detailed information can be found in this guarantee brochure or at www.kulzer.com/cara-warranty

Security for everyone

Warranty certificates and warranty card.

The cara I-Products and cara C&B crowns and bridges are high-quality prosthetic solutions on which dental laboratories, dentists and patients alike can rely. We guarantee this in writing and include a “warranty certificate for dental laboratories”, a “warranty certificate for dental practices” and a “warranty card for patients” with every delivery.

The warranty certificates and the warranty card are valuable documents offering dental laboratories, dental practices and patients a warranty of between 5 and 20 years from the time at which the cara products manufactured by Kulzer are delivered. For patients, the warranty applies irrespectively of the dentist performing the treatment.

The dental laboratories receive all the warranty documents initially, separate the “warranty certificate for dental laboratories” for their own documentation and send the “warranty certificate for dental practices” and the “warranty card for patients” on to the dental practices.

The dental practices separate the “warranty certificate for dental practices” for their own documentation, put their practice stamp on the “warranty card for patients” and give it to the patients.

If they want to claim on their warranty, the **patients** can consult the dentist who performed the treatment or any other dentist of their choice with the warranty card.

The identity number and date of delivery are not already entered on the warranty certificates and warranty cards for cara C&B crowns and bridges. They have to be subsequently added by hand by the dental laboratory and dental practices upon delivery to patient.

General information concerning cara I-Products

The warranty only covers the substructure manufactured by Kulzer and not any other prosthetic components or the finalized implant solution made by the dental technician.

cara I-Bridge®

cara I-Bridge substructure in metal has a 20-year warranty starting from the date of delivery, on the condition that the implant bridge has not been modified beyond our minimum dimensions. cara I-Bridge in other material has a 5-year warranty. Kulzer also sends a warranty certificate with each bridge that fulfills current production requirements. This means that customers will receive a new cara I-Bridge if the bridge has any defects which can be attributed to Kulzer's production process.

If an implant manufacturer does not fulfill their guarantee obligations regarding a lost implant, if a cara I-Bridge is used, Kulzer will make replacements of a new milled bridge and the implant.

If a misfit of the cara I-Bridge is caused by a poor impression-taking or another reason that can't be linked to Kulzer's work or if the cara I-Bridge supplied was damaged by reworking, Kulzer offers a 50% discount for the corrective work. In such corrective work the model must always be returned to Kulzer.

If the customer sends us a template that deviates in some way from Kulzer's conditions for fabricating a cara I-Bridge in a given material or if the sent in template is not consistent with the cara I-Bridge order Kulzer reserves the right to respond in one of the following three ways:

- **Fabricate the bridge according to the template sent in.**

In this case, no warranty is granted for the cara I-Bridge and no warranty card will therefore be sent with the product.

- **Return the job with an explanation.**

The customer must then pay the freight/carriage for both pick up and return delivery if this was used. See Shipping Terms and Conditions.

- **Phone or e-mail the customer for a consultation and decision.**

In this case, the customer must choose at a distance to proceed with the order for the proposed modifications that were decided to be most advantageous. The production time will then be extended by one day beyond the time it takes for the customer to respond. If Kulzer receives no response by e-mail or phone within 48 hours, the job will be returned to the customer. No compensation shall be granted for this.

cara I-Bar®

cara I-Bar substructure in metal has a 10-year warranty starting from the date of delivery, on the condition that the implant bar has not been modified beyond our minimum dimensions. Kulzer also sends a warranty certificate with each bar that fulfills current production requirements. This means that customers will receive a new cara I-Bar if the bar has any defects which can be attributed to Kulzer's production process. For Kulzer's cara I-Bar, Kulzer guarantees to the patient to replace free of charge any cara I-Bar that fails within ten (10) years after delivery. Attachments (primary and secondary parts) and riders for cara I-Bars are excluded from this warranty.

cara I-Butment®

cara I-Butment substructure in metal has a 10-year warranty and in ceramic 5-years starting from the date of delivery, on the condition that the implant abutment has not been modified beyond our minimum dimensions. Kulzer also sends a warranty certificate with each abutment that fulfills current production requirements. This means that customers will receive a new cara I-Butment if the abutment has any defects which can be attributed to Kulzer's production process.

Loss of implant

Kulzer cannot be held responsible for unsuccessful osseointegration of an implant. But can offer the following compensation:

- If an osseointegrated implant comes loose after a Kulzer customized product has been placed on the implant, the customer's implant related claim must, in the first instance, be received by the implant manufacturer. However, if the implant company does not fulfill their guarantee obligation for the implant Kulzer will compensate the customer for the actual and documented purchase costs of a replacement implant, and will manufacture a new product at no extra cost. Kulzer will not compensate for any costs due to the work but only for the Kulzer products. Provided however that the customer and/or patient assigns all claims against such implant manufacturer to Kulzer and, upon request, undertakes to conduct all supportive activities towards Kulzer to claim compensation or guarantees granted by such implant manufacturer.
- Should osseointegration of an implant be unsuccessful before Kulzer's product is placed on the implant, Kulzer has under no circumstances any obligation to replace the implant. To invoke the Warranty "Customer Complaint Form" must always be completed and the defective product returned for Kulzer to carry out the required investigations of the product.

Kulzer, offers to replace a lost implant with a new implant, under the following conditions:

- The compensated implants must have at least 2-year clinical data for this specific implant based on reported data of a minimum of 10 patients published in a peer-review¹ journal and lifetime warranty on the implants. Other implants can't be claimed.

- The Dentist provides Kulzer with a copy of the warranty rejection by the manufacturer of the original implant.
- The Dentist provides a case documentation to Kulzer (including planning x-ray, post-operative x-rays, follow-up x-ray with the cara I-Product on the implant, a photograph of the implant on the day of extraction, the extracted implant and the Kulzer's cara I-Product).
- The Dentist following the standard procedures for protecting the implants, such as night- guards, information about importance of cleaning.
- A Kulzer I-Product was placed on the implant after January 1, 2014.

No compensation of implants if:

- The final bridge does not fit on the implants due to mistakes with impression or other reasons.
- Trauma patient, smoking patient, bruxism, parodontitis or other contradicting circumstance for implant treatment.

1 "A peer-reviewed journal is one that has submitted most of its published articles for review by experts who are not part of the editorial staff. The numbers and kinds of manuscripts sent for review, the number of reviewers, the reviewing procedures and the use made of the reviewers' opinions may vary, and therefore each journal should publicly disclose its policies in the Instructions to Authors for the benefit of readers and potential authors." (International Committee of Medical Journal Editors)

General information concerning cara C&B crowns and bridges

This warranty only applies to the framework produced by Kulzer and not for the final crowns and bridge solutions produced by the dental technician. A cara C&B warranty is only assured if all the corresponding instructions for use for the selected material have been complied with during the construction of the framework, for example the software setting parameters, minimum wall thickness, design guidelines, etc.

If the customer sends us a design which deviates from the material parameters for the production of a cara C&B framework or the design does not correspond to the specifications in the instructions for use for cara C&B, Kulzer reserves the right to one of the following options:

- **Production of the framework in accordance with the design provided:** In this case, no warranty is accepted for the cara framework and there is also no cara warranty provided with the product.
- **A telephone or e-mail conversation with the customer aimed at offering advice for the best way to proceed:**
In this case, the customer must make the changes that he/she deems to be most beneficial. In this case, the production period will be extended by one day plus the time that the customer requires to respond. If Kulzer does not receive a response by e-mail or telephone within 48 hours, the job is returned to the customer. No compensation is offered in this case.

cara C&B zirconia frameworks

For cara C&B zirconia frameworks we offer a 5 year warranty from the date of delivery on the proviso that the framework has not been altered beyond our specifications and minimum measurements in the instructions for use. In addition, Kulzer provides a cara warranty with every zirconia framework as proof that the production requirements have been met. That means that customers receive a new C&B zirconia framework if defects appear which can be traced back to the production process at Kulzer. Kulzer guarantees each customer a free replacement for a cara C&B zirconia framework if the product fails within 5 years of delivery.

cara C&B cobalt-chrome milled and cara C&B cobalt-chrome SLM veneered frameworks

For cara C&B cobalt-chrome milled and C&B cobalt-chrome SLM veneered frameworks we offer a 10 year warranty from the date of delivery on the proviso that the C&B framework has not been altered beyond our specifications and minimum measurements in the instructions for use for cobalt-chrome milled and cobalt-chrome SLM. In addition, Kulzer provides a cara warranty with every veneered framework as proof that the production requirements have been met. That means that customers receive a new cobalt-chrome milled or cobalt-chrome SLM framework if defects appear which can be traced back to the production process at Kulzer. Kulzer guarantees each customer a free replacement for a cobalt-chrome milled or cobalt-chrome SLM framework if the product fails within 10 years of delivery.

Complaints procedure

In the case of a complaint, the complaints form from website **www.kulzer.com/cara** must be used. The form, Customer Complaint Form and instruction “**Complaint handling for customers**”, may be downloaded and sent via the website or e-mailed to **cara-service@kulzer-dental.com**.

Modification or termination of Terms

Kulzer may modify or terminate this cara I-Products Warranty Terms and condition at any time in whole or in part, provided that warrantees granted prior to the effective date of a change remain unaffected. Changes to or the termination of the cara I-Products Warranty Terms and condition will not affect the warranty given for Kulzer's Products installed prior to the date of the change or termination.

Contact in Germany

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