



## **Henry Schein Medit Support**

Phone: (855) 232-9486

Email: [imaging.support@henryschein.com](mailto:imaging.support@henryschein.com)

- Monday - Friday (closed US holidays)
- 5 a.m. - 5 p.m. PT / 8 a.m. - 8 p.m. ET
- US support only
- Language: English speaking only

Medit Support includes support for TDSC customers on TDSC purchases only.

Support covers

- Medit intraoral scanners
- Medit software
- Setup, troubleshooting, and how-to questions for Medit only

Items not covered

- Medit products purchased outside of TDSC
- Non-Medit Dental devices, software, and mills
- Medit desktop scanners for Labs
- IT environment including servers, desktops, networking devices, etc.

Phone support is covered during the life of the scanner's warranty.

- One year of warranty and support included with the scanner.
- Two additional years of warranty and support available at time of initial purchase for a total of three years of coverage.
- Out of warranty support is billable.
- Onsite services are billable.
- Henry Schein's Medit Support will take all first line calls, and escalate to Medit's manufacturer support if needed.
- TDSC offers no repairs for Medit products. Only replacement of scanner is offered through either warranty or customer purchase.