



# Premium Care

With W&H it's not just **lip service**



## Why Choose a Genuine W&H Service?

Welcome to the world of W&H Technical Premium Service, where you will receive the best, state-of-the-art service in the market: extensive support and know-how, passion, competence and reliability.

Although we know that the quality of our products is second to none, we realise that occasionally, for whatever reason, components do fail. That is why we appreciate that the quality of our after sales service is just as important as the quality of our products.

In order to maintain the standard of service to which W&H customers are accustomed, our technicians /engineers are factory trained to the highest level and offer quick efficient service using genuine W&H components and the correct W&H tooling for the job. All Service processes are monitored on a regular basis to ensure you receive a premium technical service.

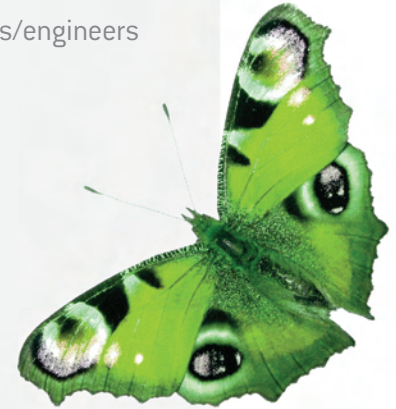
W&H products are highly valued for their high precision and extraordinary reliability over many years of use, which can only be maintained with correct, professional service and repair.

W&H have developed Premium Care and Premium Care<sup>plus</sup> Service Plans to enhance your service, repair and decontamination support in line with relevant guidelines. They ensure peace of mind and offer you the confidence of knowing that your equipment is working to its peak performance.

***Regular servicing of your equipment helps to maintain optimum performance and limits breakdown costs.***

## Advantage of W&H Service

- Work carried out by skilled qualified technicians/engineers
- Competitive pricing
- 24 hour turnaround handpiece repair service
- Genuine W&H spare parts
- Guaranteed service life
- Peace of mind
- Direct technician and engineer contact
- Total customer focus



## Flexible Service Options from W&H

### Handpiece Repair and Maintenance

- Economical Premium Care handpiece repair vouchers
- Xtra Membership – exclusive service discount and sales promotions
- Loan Service\*\*
- Free – hand-i-pack return system
- Free – while you wait handpiece service
- Free – instrument inspection
- Free – clearing of water blockages
- Free – no obligation repair estimates

### Repair and Maintenance of Surgical Units

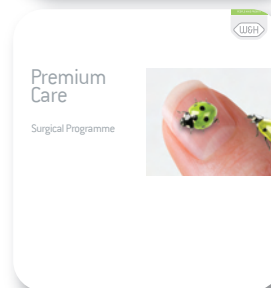
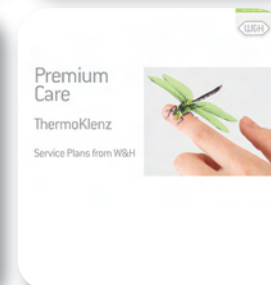
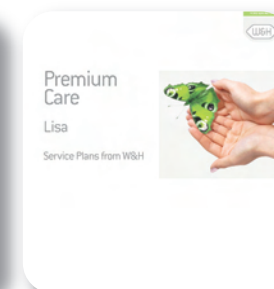
- Premium Care Surgical Service Plan from W&H
- Collection and Delivery Service\*
- Loan Service \*\*
- Xtra Membership – exclusive service discount and sales promotions

### Servicing your Decontamination Equipment

- Premium Care Service Plans from W&H
- Premium Care<sup>plus</sup> Service Plans from W&H
- Validation – in line with current national guidelines
- PVI Certification – in line with current national guidelines
- 24seven – free 24 hour online technical support at [wh247support.co.uk](http://wh247support.co.uk)
- Free – decontamination guidance and advice
- Free – installation and on site operator training

\* Available on request

\*\* Available on request and subject to availability



## Offering Peace of Mind

For more information call **W&H** on 01727 874990  
or contact [technical.uk@wh.com](mailto:technical.uk@wh.com)



## We Offer our Customers National Coverage



For more information call **W&H** on 01727 874990  
or contact [technical.uk@wh.com](mailto:technical.uk@wh.com)

Terms and conditions apply. E. & O.E.

### This is what some of our Team have to say:



#### Amar Mandalia

Being a service engineer for W&H has been a challenging yet rewarding role. The company is always more than willing to provide support and offer on the job as well as external training courses. This I believe is invaluable and has made my time and experience at W&H enjoyable as well as productive.



#### Mitch Burgess

Working for W&H has given me a multitude of opportunities to gain and develop my personal skills. W&H has taught me to provide a very customer focused service and the advantages of working within a strong team. W&H has lived up to its reputation; whether you are a customer or a member of staff, people really do have priority.



#### Sonuch Sterrett

11 years ago I joined W&H as a Technical Service Assistant in the Service Department and achieved the job satisfaction which most people strive towards all their working lives & many never achieve. My role allows me to combine the manual skills acquired during my journey through a model making degree with the understanding of diagnosis observed whilst working chair-side as a Dental Surgery Assistant. The triumph of assisting a customer with their queries and returning their vital equipment in clean, working order allows me the satisfaction of knowing that I've played my part in the W&H Team ensuring absolute customer service and after sales care.



#### Rob Taylor

For more than a decade, W&H has guided and trained me into my role as Field Specialist Support Engineer. W&H is fully committed to developing its staff, its relationship with its customers and the quality of its products. Quality products deserve quality service so armed with the correct training, professional qualifications and stock of spare parts we offer swift and effective support, re-affirming our mission statement; our service is our success.



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W&H (UK) Ltd is BSI registered and accredited to the standard ISO 9001:2008.

The company is also a long standing member of the British Dental Trade Association (BDTA), the Dental Laboratories Association (DLA) and the British Dental Health Foundation (BDHF). It is a W&H Technical Premium Service Partner, accredited for the service and repair of all W&H products.