

Sirona Dental Systems GmbH • 64625 Bensheim

To all users of the
Intego / Intego Pro (without Ergomotion)

2021-02-01

Important Customer Information: Intego/Intego Pro Treatment Centers

Dear customer,

Your safety and the safety of your patients are of utmost importance to Dentsply Sirona. As a dentist, you must be able to rely on the full functionality of your treatment center to achieve optimum treatment results and ultimately have satisfied patients.

To ensure the continued safety and functionality of our products, we are carrying out a market action that involves replacing a component of your Intego/Intego Pro treatment center.

This affects all Intego/Intego Pro treatment centers without the ErgoMotion function.

The reason behind this replacement action is age-related weakening and in very rare cases breaking of the seat carrier adapter, a retaining element of the patient seat. If a break occurs, in almost all cases the patient chair remains in the exit position. The probability that the chair moves to the lying position is very low.

Given the fact that more than 100 million movements with Intego/Intego Pro treatment centers take place every year, and the number of breakages that have occurred, we consider the probability of the component breaking, or any health hazard indirectly caused by this, to be extremely low.

As part of this market action, your dealer's technical service representative will contact you shortly to make an appointment to replace the affected component and check the functionality and safety of your treatment center. The replacement and inspection are completely free of charge for you.

If you have any questions, please contact your dealer's technical service directly.

We apologize for any inconvenience caused by this measure and thank you for understanding that, as part of our quality promise, we feel it is important to be proactive about ensuring a safe and reliable working environment for you.

Kind regards,