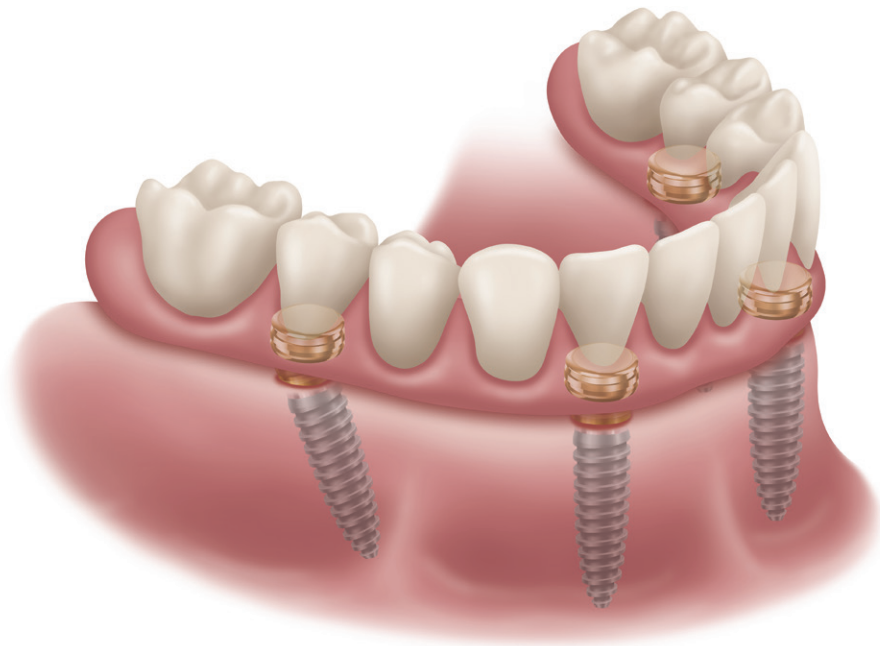


LOCATOR FIXED™



LOCATOR FIXED™ ATTACHMENT SYSTEM

TECHNIQUE MANUAL

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PLEASE NOTE: This document is designed to serve as a guide for dental clinicians using Zest Dental Solutions® Products. It is not intended to be a substitute for professional training and experience. Please refer to the Instructions For Use for further information.

CASE REQUIREMENTS AND PRE-SURGICAL AND PROSTHETIC PLANNING

LOCATOR FIXED™ ATTACHMENT SYSTEM

Zest LOCATOR FIXED is an implant-supported FIXED Attachment System for partial or full-arch restorations. It is FIXED for the patient and ONLY removable by the clinician using specialized tools provided by Zest Dental Solutions.

CASE REQUIREMENTS

- Minimum of four (4) implants with cross-arch stabilization.
- Minimum of 35Ncm or full osseointegration of all implants prior to loading.
- Angle correction up to 20° per implant in any direction.
- Prosthesis cantilevers should be no more than **1X A/P Spread**.
- Bruxers/Clenchers: No more than **0.5X A/P Spread**.

PRE-SURGICAL AND PROSTHETIC PLANNING

PROSTHETIC CLEARANCE

- The proper selection of the cuff size is imperative when pre-planning a case.
- The prosthesis should sit above the tissue.
- The choice of restorative material may require more vertical clearance.

CANTILEVERS

- Shorter cantilevers are recommended.
- NON-BRUXERS: Maximum cantilever should be no more than one molar past the most distal implant or 1X A/P Spread.
- BRUXERS/CLENCHERS: Maximum cantilever should be no more than one half molar past the most distal implant or 0.5X A/P Spread.
- Ensure the prosthesis extends at least 2mm past the most posterior Abutments to allow the Removal Loop to engage for prosthesis removal.

ALL implants must have primary stability (≥ 35 Ncm)

- Actual torque value required to achieve primary stability varies with implant systems and patient case; more than 35Ncm may be required to achieve primary stability.
- Follow soft diet protocol during the osseointegration period.
- Prosthesis removal should be avoided during osseointegration period.
- Prosthesis design should include reinforcement as needed for strength.

THE LOCATOR FIXED™ COMPONENT REFERENCE LIST

LOCATOR ABUTMENTS

IMPLANT ABUTMENTS

Implant Abutment
Multiple Implant Systems and
Tissue Cuff Heights



Multi-Unit Abutment
w/ Titanium Collar



LAB PROCESSING

Impression Coping
08505



Abutment Analog
08530 4mm
08516 5mm



Abutment
w/Delrin Collar*
08917



Block-Out Spacer
08514



White

Processing Spacer
08569



Parallel Post
08517



Denture Housing
Assembly
09508-4



LOCATOR Scan
Body
09260-4



REPLACEMENT INSERTS

FIXED INSERTS

Four Unit Fixed Insert
09501-2



Green

Anterior/Posterior
Fixed Insert
09506-2



Tan

Mid-Arch Fixed Insert
09507-2



Blue

TORQUE DRIVERS & TOOLS

LOCATOR FIXED
Seating and Removal Tool
09599-M



Torque Wrench Kit:
Torque Wrench, 15mm Square
Drive Insert and Thumb Knob
04391 20Ncm
9020 30Ncm



Square Drive Torque
Wrench Driver
08926 15mm
08927 21mm



Latch Type Torque
Wrench Driver
08913 23mm
08914 29mm



LOCATOR Systems
Enhanced Core Tool
08340-M



Angle
Measurement Guide
09530



LOCATOR® - THE GOLD STANDARD ATTACHMENT SYSTEM

THE BEST JUST GOT BETTER

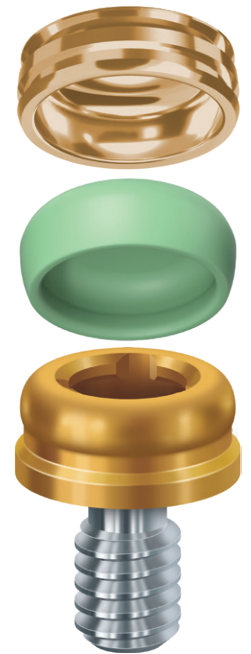
For 40 years, Zest Dental Solutions® has been a global leader in the design, development, manufacturing and distribution of dental solutions for edentulous patients. The company pioneered pivoting, self-aligning attachments that substantially reduced the damage caused by the improper seating of overdentures. Zest Dental Solutions is located in Carlsbad, California with global distribution through implant companies, distributor networks, and its own domestic retail sales operation.

Today, Zest's flagship product, LOCATOR, is recognized as an industry wide solution for implant-retained, tissue supported overdentures. Zest has continued to improve and innovate the options for edentulous patients.

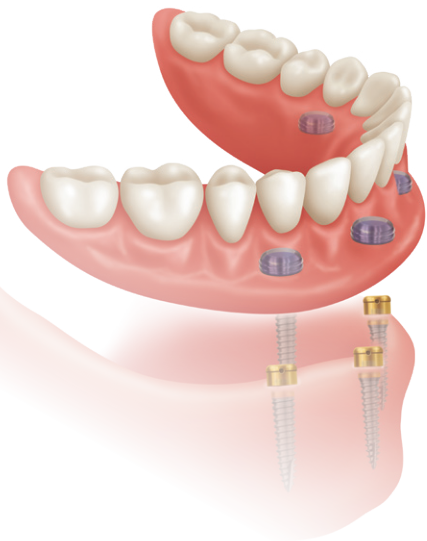
Today, the LOCATOR abutment that clinicians all around the world have come to know and trust can now be used for removable OR fixed patient solutions.

LOCATOR FIXED from Zest...

- Uses the same abutment and the same workflow, but in a FIXED solution following the same protocol for pickup method.
- When combined with LOCATOR® abutments, LOCATOR proprietary FIXED inserts can make it possible for the patient to choose between removable and FIXED without having to change abutments.
- Compatibility with nearly every implant solution is now...FIXED.
- The unrivaled FIXED offering for your patients, from the most trusted solution for edentulous patients; lower costs, shorter appointments, and less invasive procedures.



LOCATOR® - A FAMILY OF SOLUTIONS

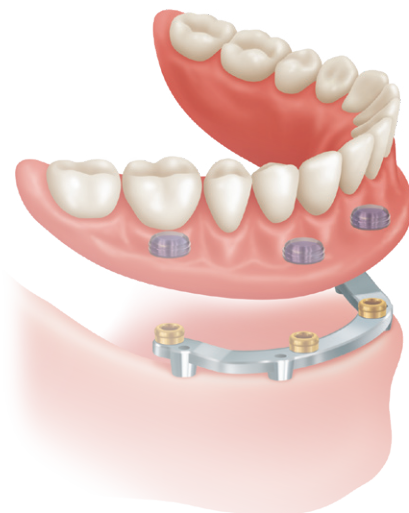


IMPLANT ATTACHMENT

The LOCATOR Implant Attachment with patented pivoting technology is the premier system for implant-retained overdentures. According to recent studies, a two implant-retained, tissue-supported overdenture restoration is considered the new minimum standard of care for edentulous patients. More than two implants may also be placed for an implant-retained overdenture.

BAR ATTACHMENT

When a case calls for an overdenture bar, the LOCATOR Bar Attachment provides the same pivoting technology, self-aligning feature, superb retention, and exceptional durability, all in a low-profile design. It also offers three options for the fabrication of a resilient attachment on an implant-supported cast alloy or milled titanium bar.

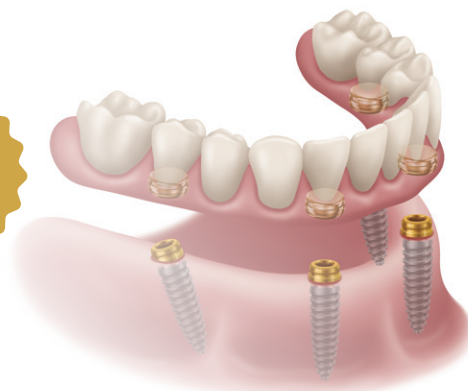


ROOT ATTACHMENT

In clinical situations where healthy tooth roots can be prepared for placement of attachments to retain an overdenture, the LOCATOR Root Attachment delivers great versatility. Its supra-radicular design gives you the choice of a straight post, 10° and 20° angles to accommodate divergent roots, as well as a special cast-to version.

LOCATOR FIXED

The first abutment that can be used for removable or fixed solutions with only the change of an insert! LOCATOR FIXED offers patients an affordable path to a fixed solution, while offering clinicians a familiar workflow and product they already know and trust.



LOCATOR FIXED™ INSERT CRITERIA AND SITE SELECTION

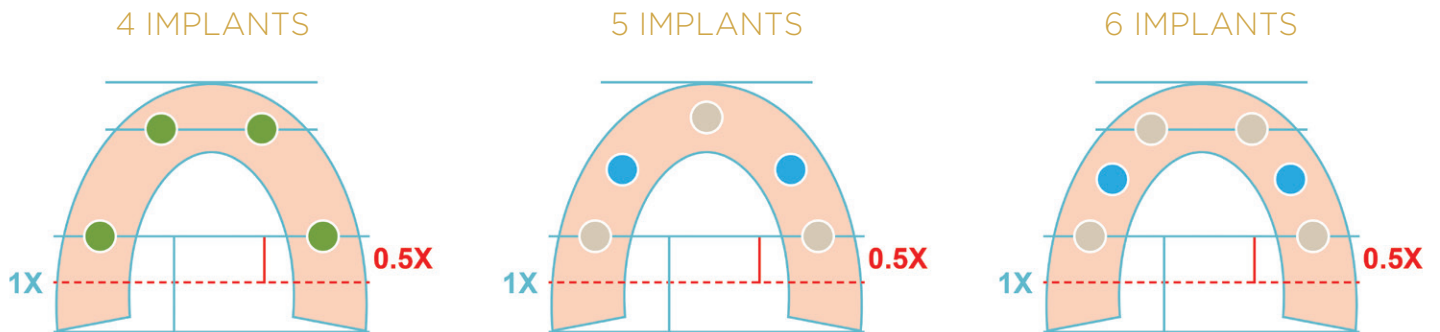
LOCATOR FIXED RETENTION INSERT SELECTION

Retention Insert Selection: INSERTS ARE FOR SINGLE USE ONLY

- Inserts are available in Green, Tan and Blue



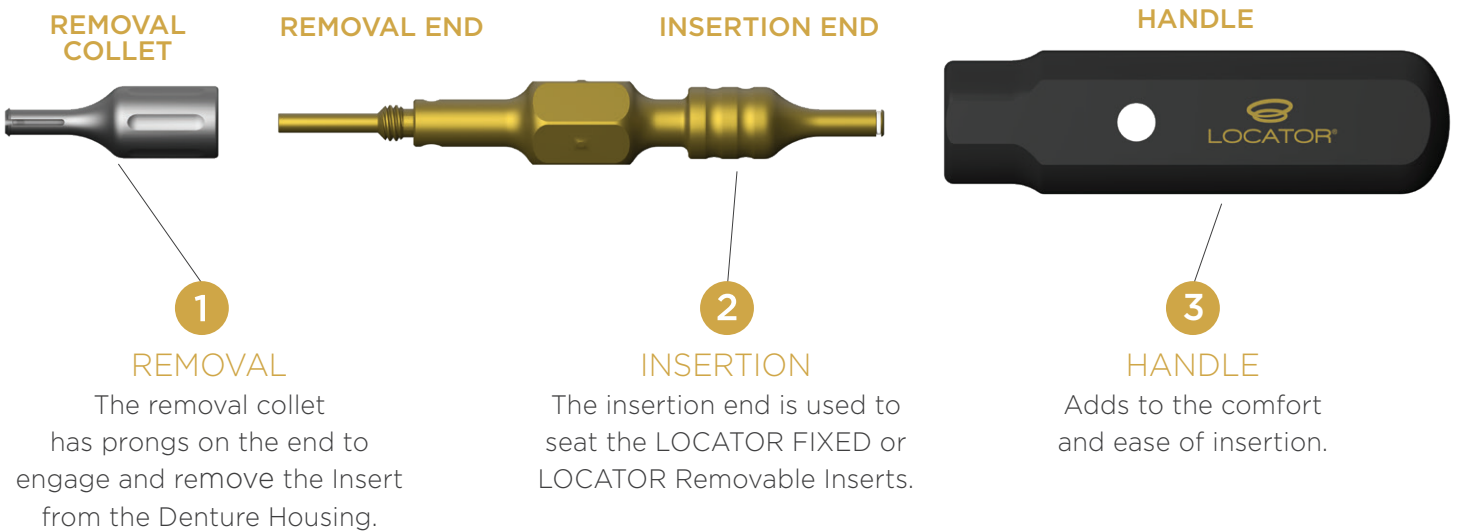
- Green: Four Unit Positions (4 Implants)
 - Tan: Anterior/Posterior Positions (5+ implants)
 - Blue: Mid Arch Positions (5+ implants)
- Inserts are SINGLE USE ONLY and require replacement after any clinical or laboratory use. Reusing Fixed Retention Inserts will result in significant loss of retention and possible dislodgement.
 - Abutment cavities should be cleaned out with a soft bristled brush and air every time the prosthesis is removed.



For more than 6 Implants: Use Tan inserts in the most anterior/posterior positions in each quadrant.
Use Blue Inserts in the mid arch positions.

LOCATOR FIXED™ INSERT PLACEMENT AND REMOVAL TOOL

This convenient tool is used for removing and seating the Inserts from/into the Denture Housing.

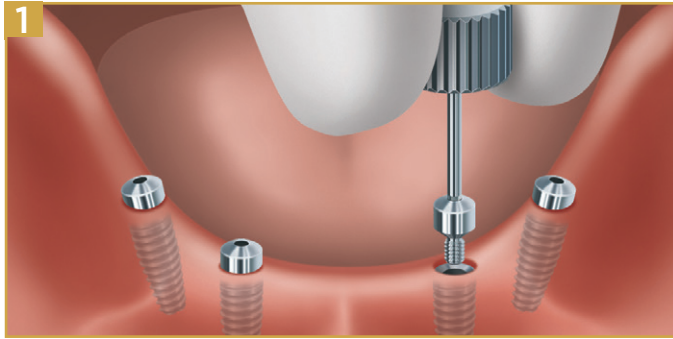


ENHANCED CORE TOOL FOR LOCATOR AND LOCATOR FIXED

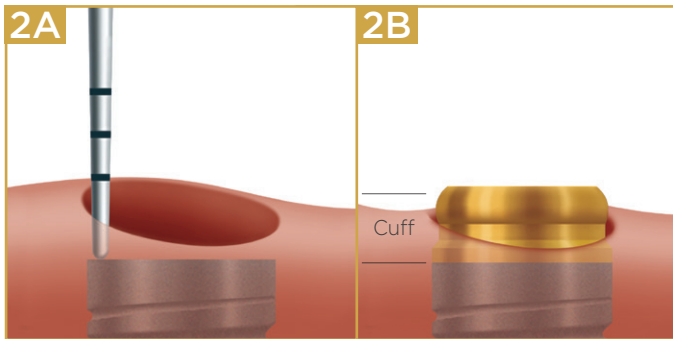
- One streamlined tool compatible with LOCATOR Removable and LOCATOR FIXED Inserts
- Two-sided instrument designed for easy insertion and removal of any LOCATOR Insert
 - **Insertion Tip:** Effortlessly pickup inserts for transfer and placement in housing
 - **Removal Tip:** Place tip with closed prongs into insert, twist collet to open prongs, tilt core tool and easily remove and LOCATOR Insert

LOCATOR FIXED™ ATTACHMENT SYSTEM

ABUTMENT SELECTION FOR FIXED RESTORATIONS

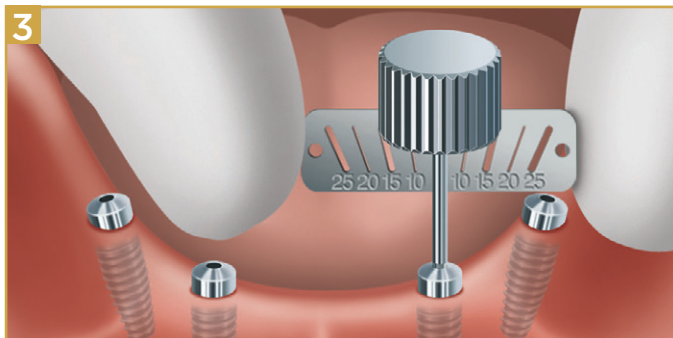


1 Identify the implant system and diameter of each implant. If present, remove the healing abutments, and replace with LOCATOR abutments.



2A-2B Using a periodontal probe, measure from the top of the implant to just below the highest point of the gingiva and select the cuff height of the LOCATOR Abutment that corresponds to that measurement. If it is 2mm, choose a 2mm cuff height. An additional 1.5mm of Abutment height will extend above the gingiva to accommodate for the Denture Housing.

NOTE: It may be necessary to choose a higher cuff height to ensure the prosthesis sits off the tissue for patient hygiene.

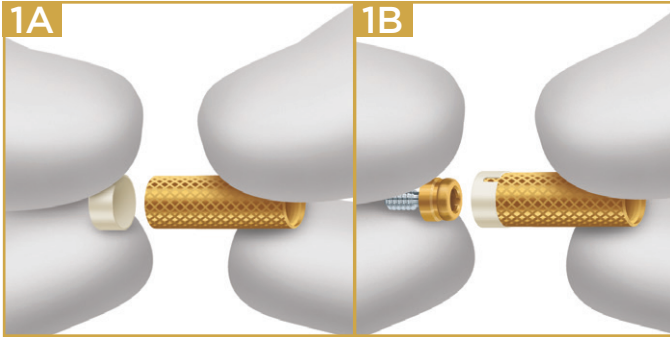


3 Use the Angle Measurement Guide to determine the angulation of each implant. The LOCATOR FIXED Inserts can accommodate for implants with up to 20° of divergence or less per implant.

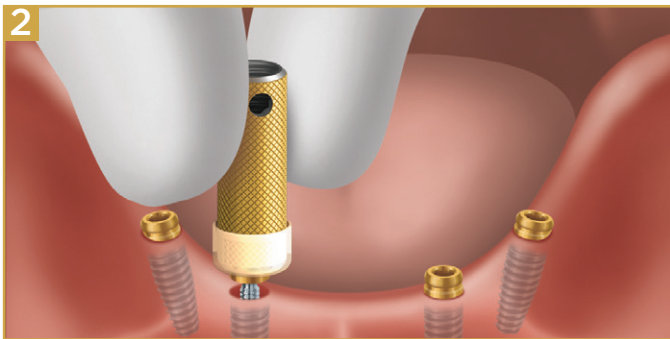
NOTE: Please refer to insert selection guidelines on page 6.

LOCATOR FIXED™ ATTACHMENT SYSTEM

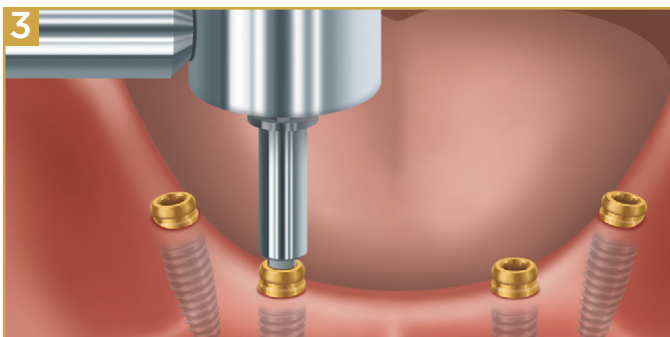
ABUTMENT SELECTION FOR FIXED RESTORATIONS (CONTINUED)



1A-1B Slide the Abutment Holder Sleeve onto the gold abutment driver (08390-SB). Place the LOCATOR Abutment selected for each implant into the Abutment Holder Sleeve.



2 Tighten the LOCATOR Abutment into the implant and hand tighten. Radiograph each interface to confirm that the Abutments are fully seated on the implants. Place the film perpendicular to the interface.



3 Using a torque device and the LOCATOR Driver Insert, torque each LOCATOR Abutment to 30Ncm or to the torque for an abutment screw recommended by the manufacturer of the implant/abutment system if that recommended torque is 35Ncm or less.

NOTE: Implants with $\leq 1.4\text{mm}$ thread require the LOCATOR Abutment be torqued to 20Ncm.

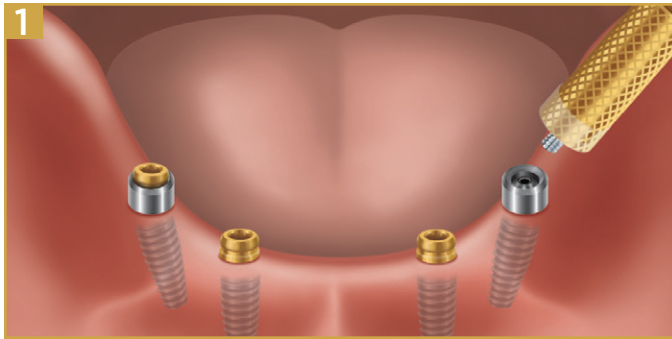
WARNING: Use of higher torque values than recommended could cause a fracture of the LOCATOR Abutment.

A direct or indirect technique may be used for processing the Denture Housing into the prosthesis. Please refer to page 12 for Direct Technique and page 15 for Indirect Technique for the LOCATOR Implant Attachment System.

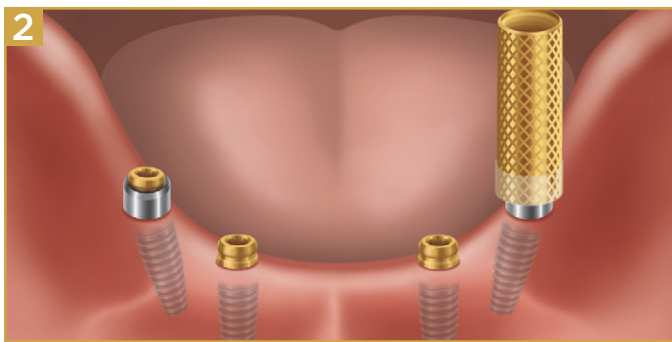
LOCATOR FIXED™ MULTI-UNIT ABUTMENTS

FREE STANDING APPLICATION

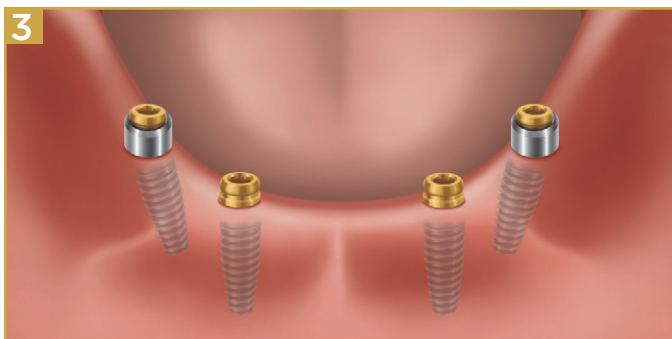
The LOCATOR Abutment for the Multi-Unit Abutment is a two piece component that consists of a Titanium Collar and a LOCATOR Abutment. The combined two pieces, used with a straight or angled Multi-Unit Abutment, is intended for Free Standing LOCATOR Attachment System applications.



1 After the Multi-Unit Abutment (with the proper tissue cuff height) has been selected and torqued into the implant, place the LOCATOR Titanium Collar onto it.



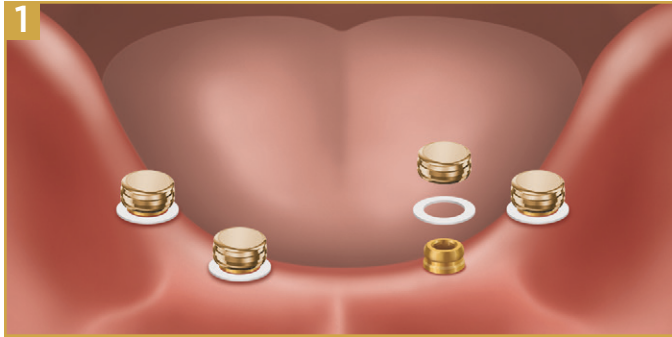
2 Hand-tighten the LOCATOR Abutments and torque to 20Ncm (identified by “ \leq M1.4” symbol on label) using a LOCATOR Torque Wrench Driver for final torque tightening to prevent screw loosening.



3 The use of higher torque values than the maximum recommended 20Ncm could cause fracture of the Multi-Unit LOCATOR Abutment. Proceed with the standard procedure of the LOCATOR Attachment System.

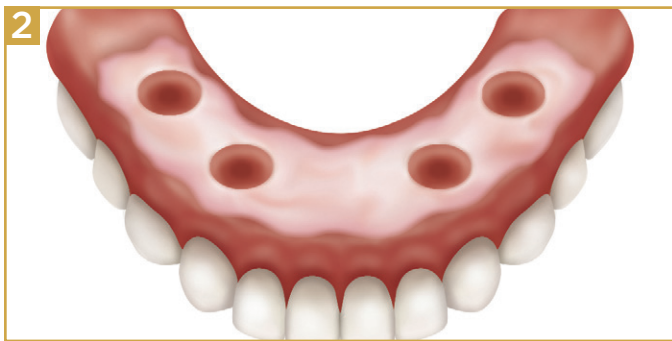
NOTE: Follow standard direct or indirect techniques for processing the inserts into the prosthesis from here.

PROCESSING LOCATOR FIXED™ INSERTS INTO THE RESTORATION, DIRECT TECHNIQUE



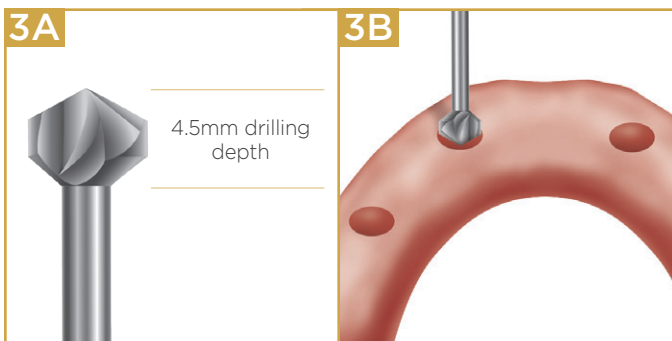
DIRECT TECHNIQUE FOR NEW PROSTHESIS OR CONVERSION FROM AN OVERDENTURE

1 Place a White Block-Out Spacer around each Abutment and press it down to the tissue. Snap a Denture Housing with a pre-loaded Black Processing Insert onto each Abutment, pressing down firmly.

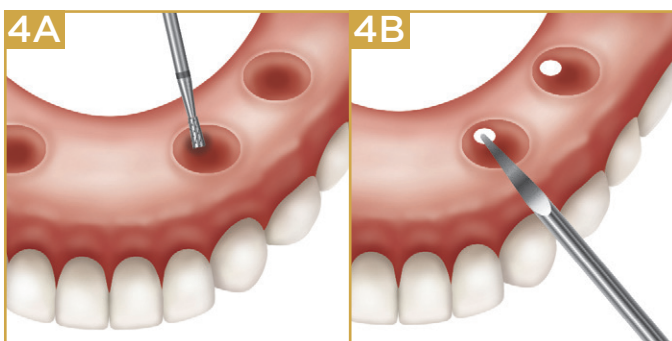


2 Apply fit check marking paste to the intaglio surface of the prosthesis. Insert it into the mouth in position over the Denture Housing. This will mark areas where the prosthesis will need to be relieved to allow space for the Caps to be picked up.

NOTE: Step 2-3 may be skipped if recesses are created digitally.

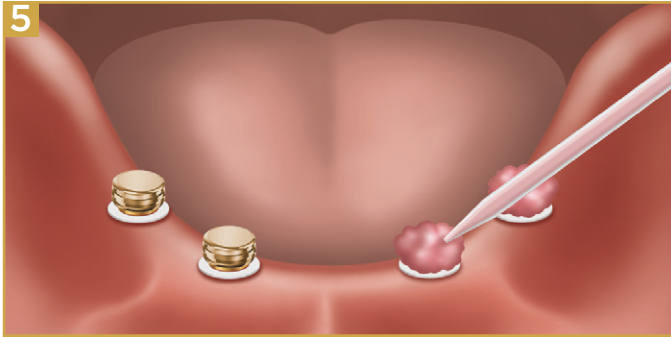


3A-3B Relieve the marked areas with the CHAIRSIDE® Recess Bur. Zest recommends using slight pressure and a small rocking motion to get the tip of the Bur started, followed by a straight downward motion to create the desired recess site. This efficient Bur has distinct depth landmarks which indicate where to stop when drilling for the Denture Housing.



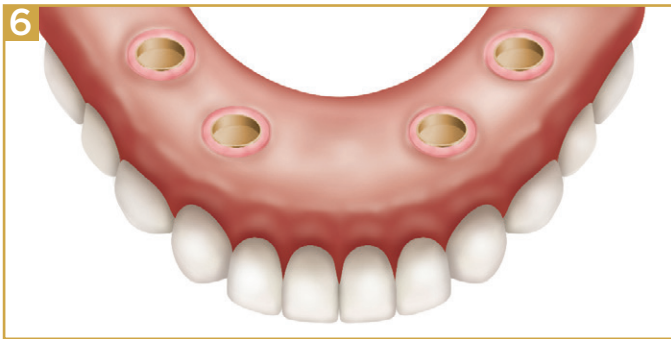
4A-4B Use the CHAIRSIDE Undercut Bur to create an undercut around the circumference of the recesses for mechanical retention. Creating a sufficient undercut is required to create the necessary mechanical retention when using CHAIRSIDE Attachment Processing Material with LOCATOR FIXED cases. Cut lingual/palatal vent windows in the overdenture with the CHAIRSIDE Vent Bur to visualize full seating and for excess material to vent.

PROCESSING LOCATOR FIXED™ INSERTS INTO THE RESTORATION, DIRECT TECHNIQUE (CONTINUED)

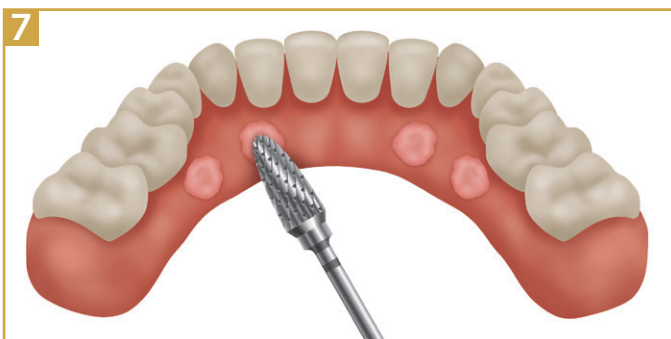


5 Dry the Denture Housings. Apply a small amount of CHAIRSIDE® Attachment Processing Material around the circumference of each Housing. Place CHAIRSIDE Material into the recesses in the overdenture and seat it over the Housings and onto the tissue. Have the patient close into light occlusion and hold while the CHAIRSIDE Material sets. Please refer to CHAIRSIDE Attachment Processing Material IFU for set times. Dental dam or other method may be used to maintain vertical space between tissue and prosthesis.

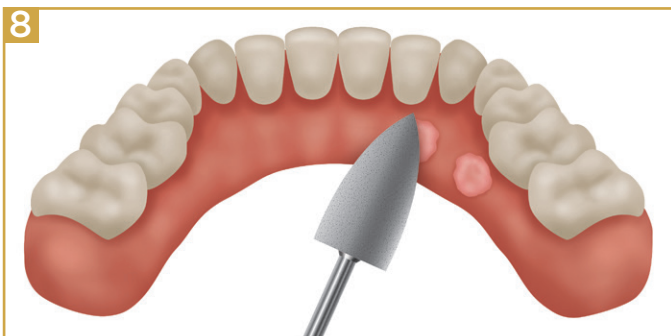
NOTE: Excessive occlusal pressure during the setting time may cause tissue recoil against the overdenture base and could contribute to dislodging and premature wear of the Insert.



6 Disengage the prosthesis from the Abutments and remove from the mouth. Verify that the Denture Housings have been securely processed into the prosthesis. Fill any voids and light cure. The material will bond to itself and will cure within 30 seconds with light application. Remove any excess material with the CHAIRSIDE Grind Bur.

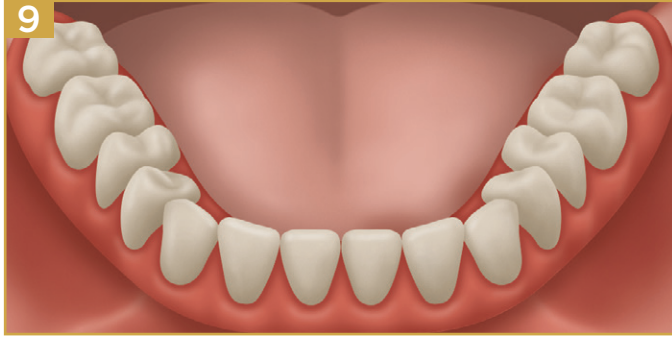


7 If needed, use the CHAIRSIDE Trim Bur to remove any excess acrylic material remaining on the prosthesis.

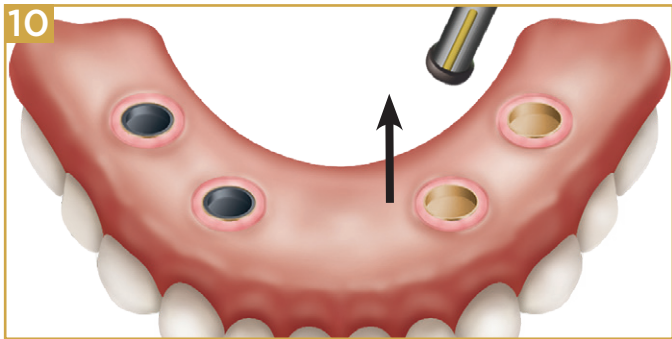


8 If needed, use the CHAIRSIDE Polish Bur to create a smooth finish of the prosthesis.

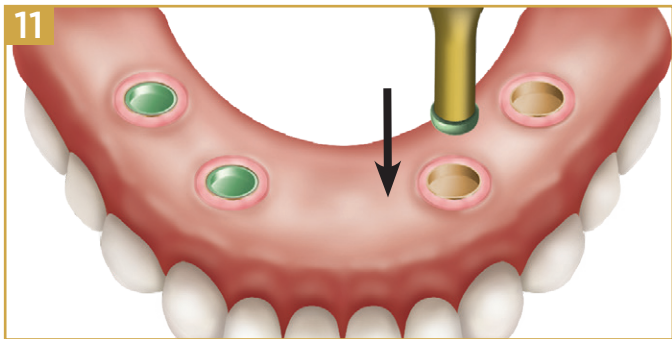
PROCESSING LOCATOR FIXED™ INSERTS INTO THE RESTORATION, DIRECT TECHNIQUE (CONTINUED)



9 Seat the restoration and press down to engage the Black Processing Insert on the LOCATOR Abutments and verify the occlusion. If occlusion is verified, select the recommended Fixed Insert from the chart in the FIXED INSERT CRITERIA AND SITE SELECTION section. Please refer to page 7 for Restoration Insertion instructions.

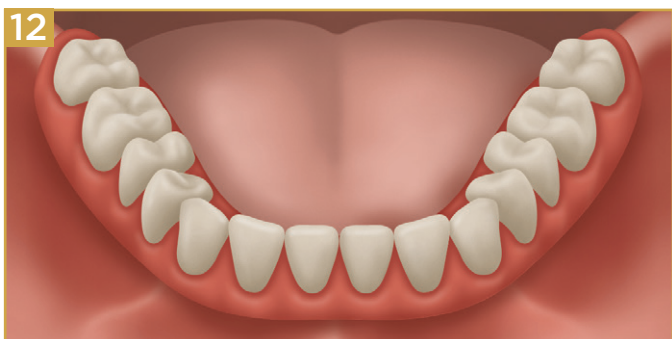


10 Remove the black processing inserts to make room for the LOCATOR FIXED Inserts.



11 Place the LOCATOR FIXED Inserts into the housings by aligning the insert with the housing and pressing down firmly with the Core Tool until the insert snaps into place.

NOTE: Considerable force is required to place FIXED inserts. Place the prosthesis onto a soft surface such as a foam square to cushion the prosthesis, then place FIXED Inserts perpendicular to the prosthesis for ease of insertion.



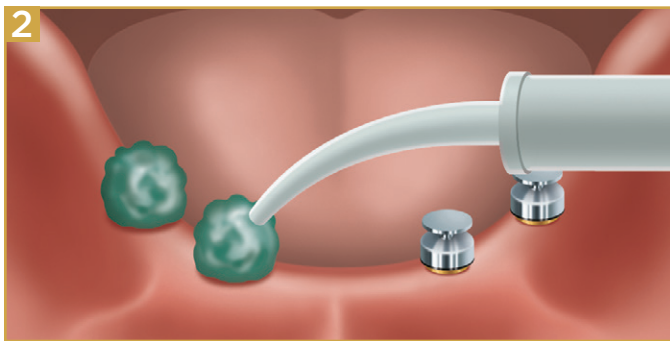
12 Seat the restoration onto the LOCATOR abutments following the seating instructions on page 21.

PROCESSING LOCATOR FIXED™ INSERTS INTO THE RESTORATION, INDIRECT TECHNIQUE

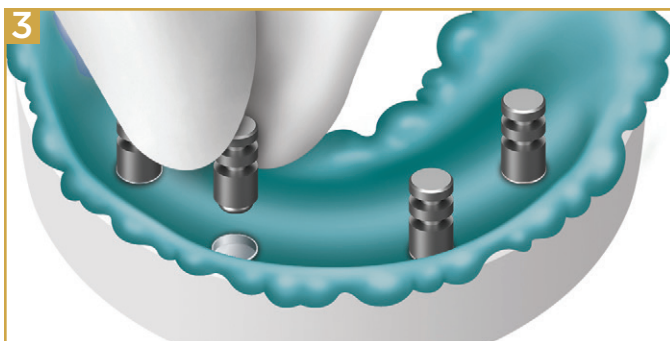


INDIRECT TECHNIQUE/LABORATORY PROCESSING

1 A stock or custom impression tray may be used. Ensure that each recess has enough space for the height of the LOCATOR Impression Copings.



2 Place a LOCATOR Impression Coping on each Abutment and press down firmly. Syringe CHAIRSIDE® Medium Body Impression Material, around the circumference of each coping. Fill the impression tray and insert it over the copings and onto the tissue. Allow the material to set and remove the Impression Tray.

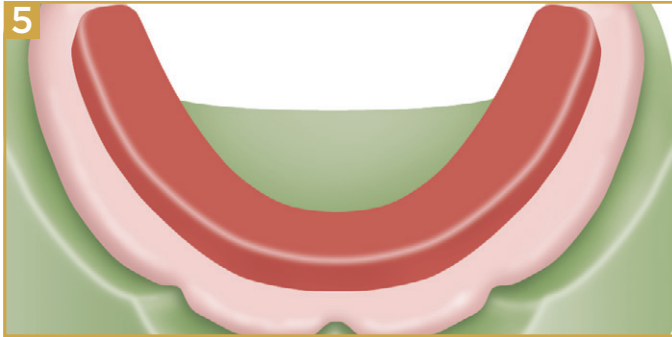


3 Seat the appropriate diameter LOCATOR Analogs into each Impression Coping and send the impression to the laboratory.

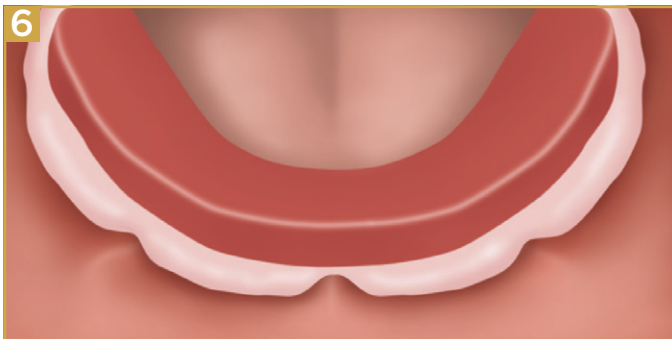


4 Verify that the Analogs are secure in the Impression Copings and pour a model.

PROCESSING LOCATOR FIXED™ INSERTS INTO THE RESTORATION, INDIRECT TECHNIQUE (CONTINUED)

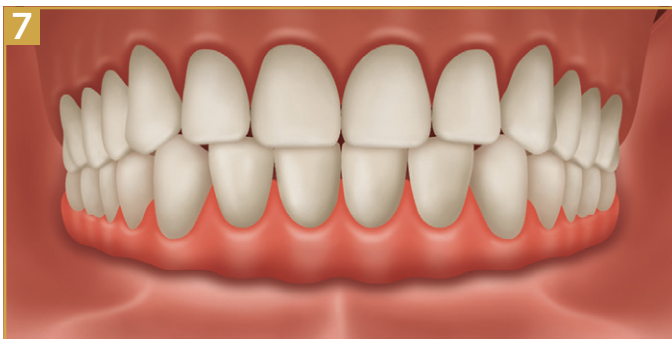


5 Fabricate the baseplate and wax rim on the cast for the bite registration. The Denture Housings with Black Processing Inserts may be processed into the baseplate to provide stabilization during record making and try-in.



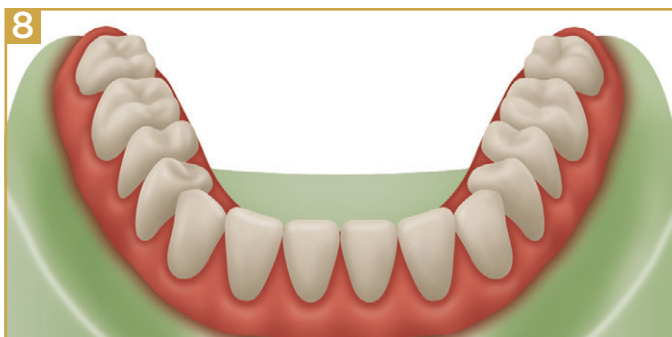
6 BITE RECORDS

Place the bite block into the mouth and record the jaw relation. Take an impression of the opposing arch and pour the cast. Select a shade for the prosthesis teeth.



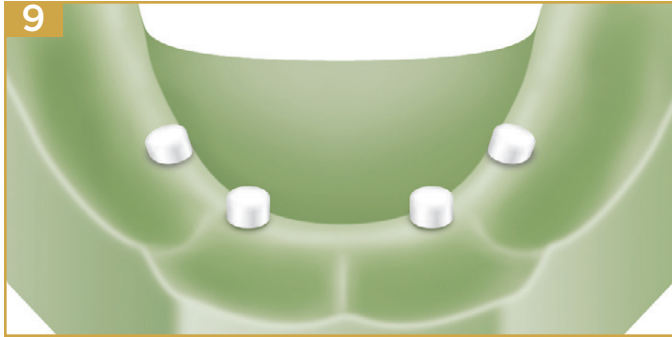
7 PROSTHESIS TRY-IN

Place the try-in prosthesis into the mouth and verify the fit, attachment engagement, esthetics, phonetics and occlusion.

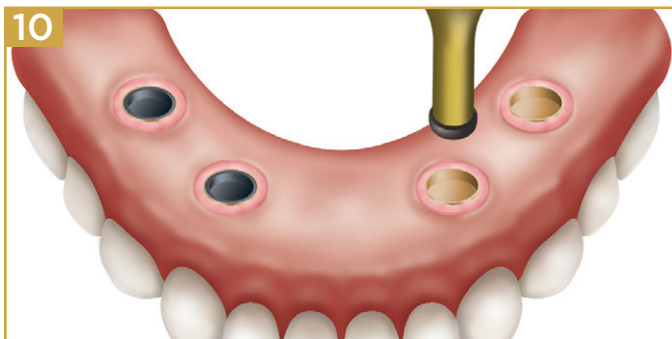


8 Finalize and flask the prosthesis for processing. Separate the flask and boil away all wax. Place the Denture Housings with Black Processing Inserts on the Analogs and press down firmly. Place the cast back into the flask and verify that there is no contact with the teeth. Close the flask and process the prosthesis. Remove the prosthesis from the flask, finish, and polish.

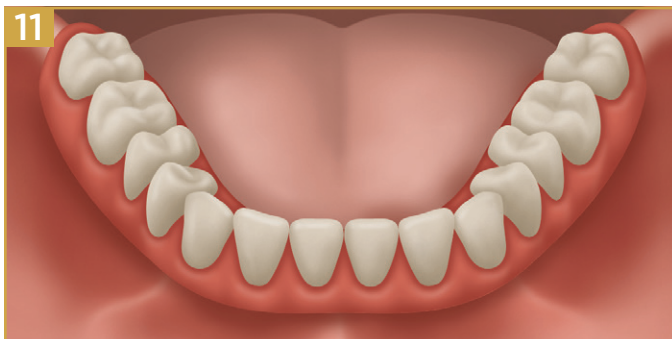
PROCESSING LOCATOR FIXED™ INSERTS INTO THE RESTORATION, INDIRECT TECHNIQUE (CONTINUED)



9 Optional Step: A Processing Spacer could be used instead of the Denture Housings during the fabrication of the prosthesis if the clinician prefers to pick up the Denture Housings chairside. The Processing Spacer creates a recess in the prosthesis to allow for the Denture Housing to be seated without any interference with the surrounding acrylic.

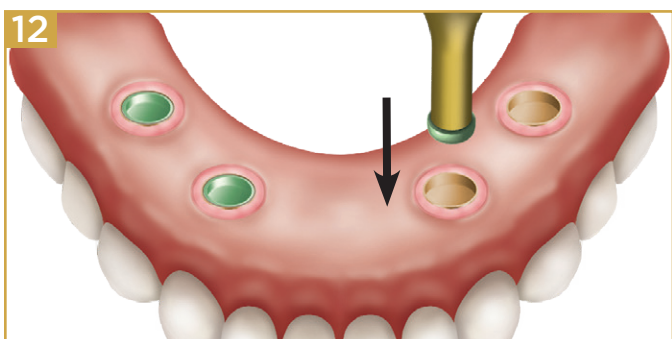


10 If not already present, place the Black Processing Inserts into each Denture Housing using the Seating Tool. Please refer to LOCATOR Enhanced Core Tool instructions on page 8 .



11 DELIVERY
Seat the restoration and press down to engage the Black Processing Inserts on the LOCATOR Abutments and verify the occlusion. If occlusion is verified, select the recommended Fixed Insert from the chart in the FIXED INSERT CRITERIA AND SITE SELECTION. Please refer to page 21 for Restoration Seating instructions.

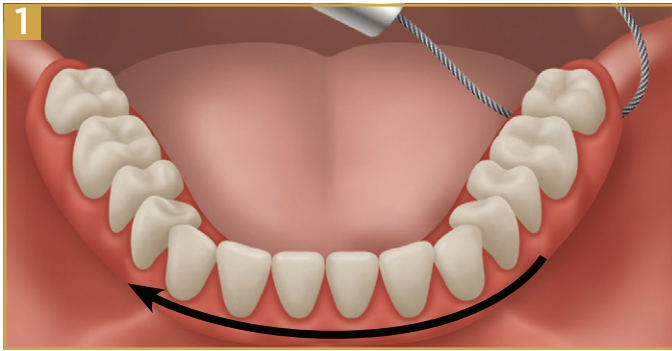
NOTE: Please refer to page 24 for instructions on proper home care maintenance and required recall visits.



12 Remove Black Processing inserts. Place the LOCATOR FIXED Inserts into the housings by aligning the insert with the housing and pressing down firmly with the Core Tool until the insert snaps into place.

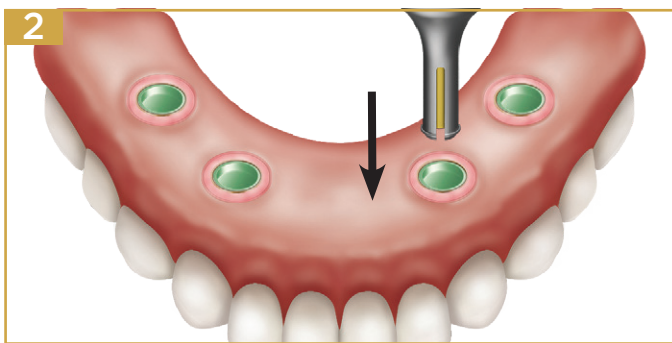
NOTE: Considerable force is required to place FIXED inserts. Place the prosthesis onto a soft surface such as a foam square to cushion the prosthesis, then place FIXED Inserts perpendicular to the prosthesis for ease of insertion.

LOCATOR FIXED™ MAINTENANCE

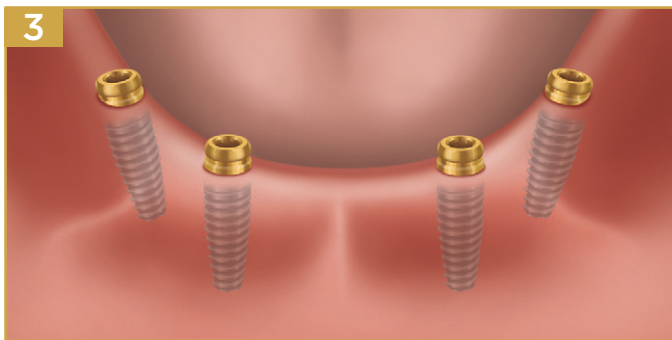


1 Remove the Prosthesis to perform hygiene and insert replacement in normal intervals. Zest recommends 2x per year in the first year and 1x per year thereafter.

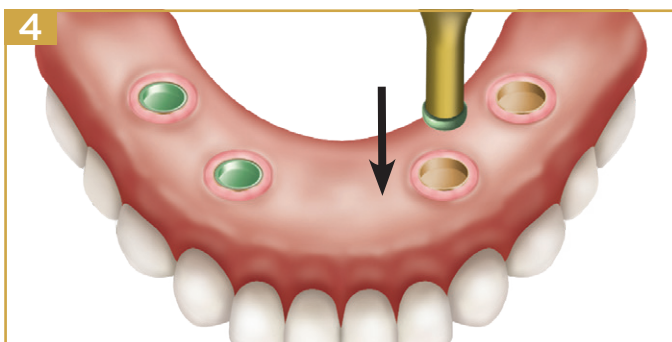
For instructions on removing the prosthesis see the SEATING AND REMOVAL Section on page 23.



2 Use the Removal end of the CORE Tool to remove the inserts in the housings. Insert collet into the insert and rotate to open prongs. Tilt instrument to side to remove insert. Inserts must be replaced each time the prosthesis is removed.



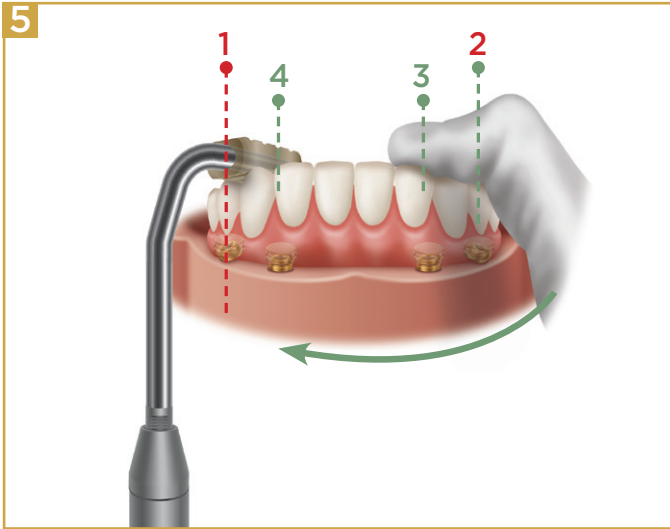
3 Perform hygiene protocol for abutments and prosthesis and remove all debris. Check the abutment and housings for wear. Replace abutment if needed.



4 Replace Inserts based on the number and position of implants. See page 7 for insert selection guidelines.

NOTE: Place the FIXED inserts perpendicular to the prosthesis for ease of insertion.

LOCATOR FIXED™ MAINTENANCE



5 Reseat the prosthesis by following the seating instructions on page 21.

SEATING AND REMOVAL OF RESTORATION WITH LOCATOR FIXED™ INSERTS

LOCATOR FIXED SEATING AND REMOVAL TOOL

The LOCATOR FIXED Seating and Removal Tool includes the Tool, Seating Tip Assembly, Tip with Hook Assembly, Removal Tip with Threaded Adapter, Wire and Lever Wrench, and a Tip Wrench. The Tool is used for seating and removing the prosthesis retained by the LOCATOR FIXED Attachment System. The Tool works by generating the required force to engage and disengage the Retention Inserts from the LOCATOR Abutments.

Seating and Removal Tool



Seating Tip Assembly



Tip with Hook Assembly



Removal Tip with Threaded Adapter



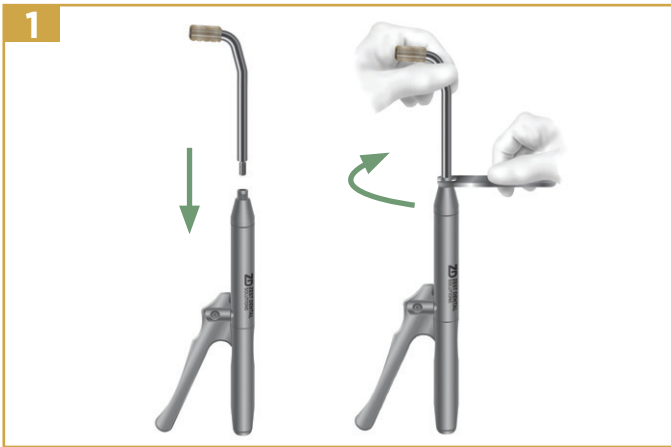
Tip Wrench



Wire and Lever Wrench

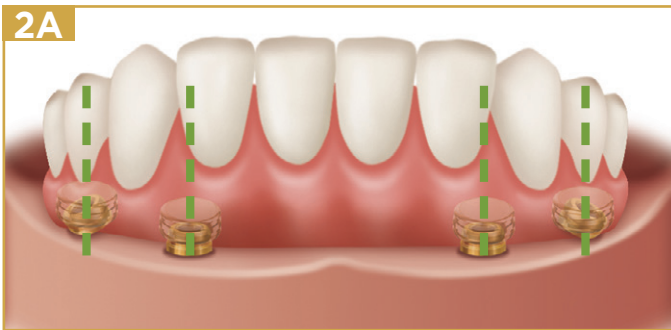


SEATING AND REMOVAL OF RESTORATION WITH LOCATOR FIXED™ INSERTS SEATING THE PROSTHESIS



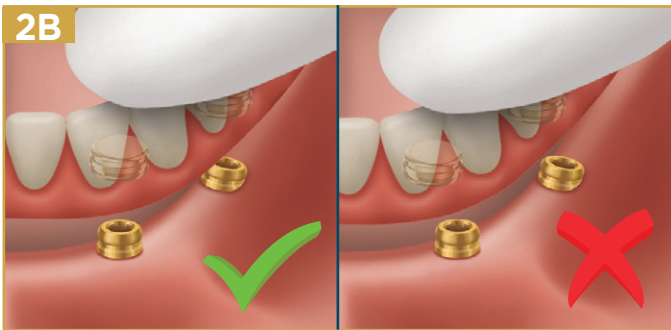
1 TOOL ASSEMBLY:

Screw and tighten the Seating Tip clockwise onto the Tool.

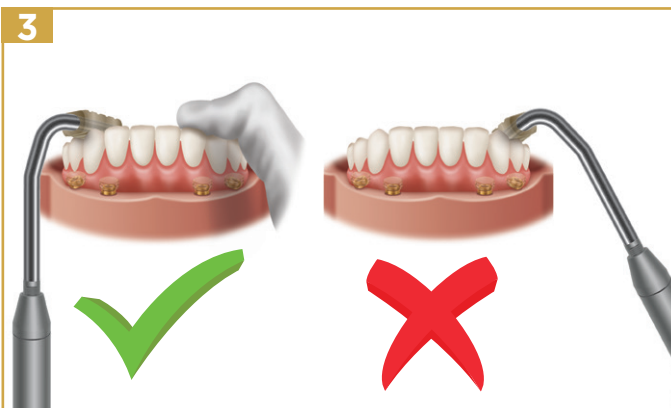


2A SEATING PROCEDURE:

Place the prosthesis with the appropriate Retention Insert over the LOCATOR FIXED Abutments.

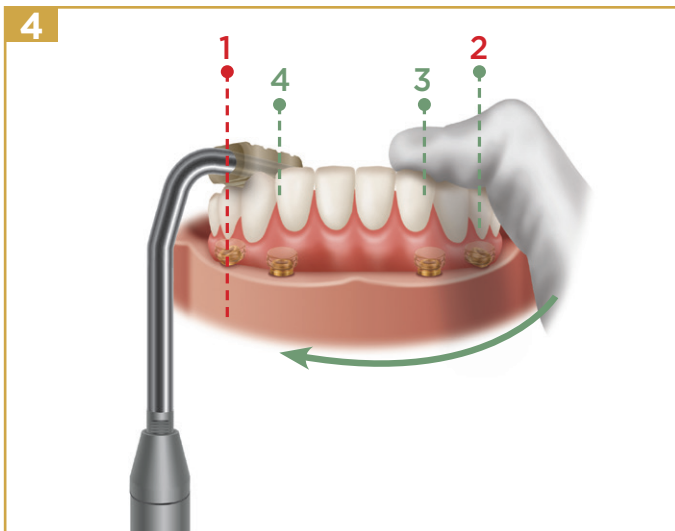


2B Failure to ensure that the Retention Inserts are aligned with the LOCATOR FIXED Abutments can result in damage to the inserts, housing or prosthesis. Press firmly around the arch to seat the prosthesis. An audible click may be heard and confirms the seat. Patient may also bite on aligner chewy to seat prosthesis.

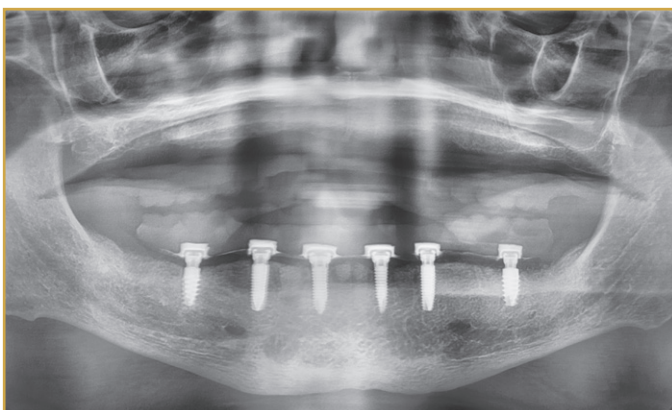
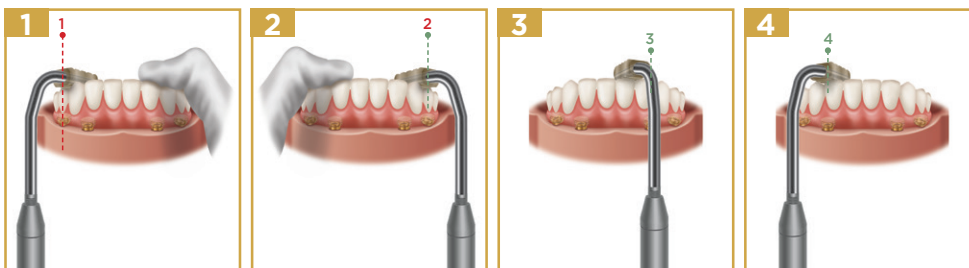


3 Hold Tool perpendicular to the occlusal plane applying pressure to the prosthesis. Holding it at an angle will not provide the needed amount of force to fully seat the Retention Inserts.

SEATING AND REMOVAL OF RESTORATION WITH LOCATOR FIXED™ INSERTS SEATING THE PROSTHESIS



- 4**
1. Start with the most posterior Abutment on one side. Hold the tool perpendicular to the occlusal plane, pull firmly on the tool to apply pressure against the prosthesis, hold the other side of the prosthesis in place then activate the tool **THREE TIMES** over the Abutment.
 2. Move to the other most posterior Abutment. Hold the tool perpendicular to the occlusal plane, pull firmly on the tool to apply pressure against the prosthesis, hold the other side of the prosthesis in place then activate the tool **THREE TIMES** over the Abutment.
 3. - 6. Continue anteriorly around the arch. Activate the tool **THREE TIMES** over each Abutment location until all Abutments have been seated.



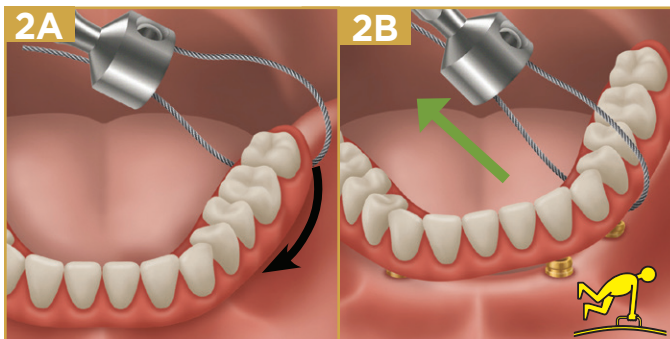
- 5 Optional Step:** A radiograph can be made to confirm inserts are fully seated. If insert is not fully seated on radiograph, repeat step 4.

SEATING AND REMOVAL OF RESTORATION WITH LOCATOR FIXED™ INSERTS



1 TOOL ASSEMBLY:

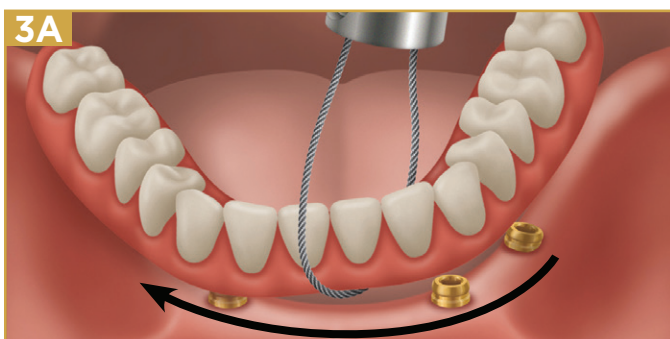
Attach the Removal Tip to the Threaded Adapter by guiding the pin into the channel and locking it into position. Screw and tighten the Removal Tip clockwise onto the Tool.



2A-2B REMOVAL PROCEDURE:

Engage the Removal Loop of the Tool around the distal extension of the prosthesis engaging the intaglio surface. Secure the Removal Loop in position and apply tension on the Tool to ensure that it has a firm grip on the prosthesis. Prior to activation, hold the Tool as perpendicular to the occlusal plane as possible.

If the removal loop does not fit under the prosthesis, then the hook assembly can be used by placing in the occlusal plane and applying pressure upward while activating the tool.

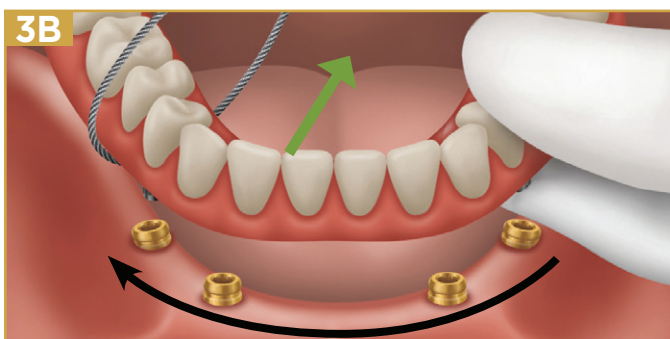


3A-3B

 Pull on the Tool so that the Removal Loop is taut and activate the Tool handle until the Retention Inserts disengage from the Abutments.

Repeat the procedure by moving anteriorly until all Retention Inserts are disengaged.

NOTE: Hold the prosthesis when disengaging the final Abutments as the prosthesis can spring off the Abutments.



RESTORATION INSERTION, REMOVAL AND CLEANING GUIDELINES FOR THE CLINICIAN AND PATIENT

To maintain the LOCATOR® Abutments and FIXED restoration, it is critical that clinicians and patients perform routine maintenance on the LOCATOR FIXED™ Insert, the Denture Housing and the LOCATOR Abutment. It is also important that patients understand the proper hygiene routines that should be performed at home.

The following are guidelines to consider:

Maintaining proper hygiene is vital to the success of a restoration, helping it last longer and function properly. Similar to natural teeth, dental plaque will also form on the surface of a restoration. If the plaque is not removed, it will continue to accumulate. The prosthesis and space between the tissue and the prosthesis must be thoroughly cleaned each day to prevent plaque build-up.

The patient should be scheduled for yearly (at the minimum) maintenance and hygiene appointments. At these appointments, the inserts should be replaced each time the prosthesis is removed. Also, check the LOCATOR abutment for wear and replace if necessary. A worn abutment may affect the retention and fit of the insert to the abutment.

ADDITIONAL NOTES OF CAUTION

Failure of the patient to follow oral hygiene protocols and appropriately care for the restoration may also result in inflamed tissue around the implant, leading to the development of peri-implantitis. Throughout time, peri-implantitis may cause the implant to become mobile and fail. Please ask patients to consider the following when caring for their restorations:

Avoid using abrasive toothpaste to clean the restoration. The coarse particles in the toothpaste may scratch the surfaces of the restoration, enhancing the potential for plaque accumulation.

Oral rinse such as Listerine® mouthwash can be used safely without any negative effect on the Abutments or Replacement Insert.

RETURN POLICY AND WARRANTY

ORDERING

Orders are accepted by internet, email, mail, fax, or phone. Regular business hours are 5:00am to 5:00pm PST (Pacific Standard Time). Domestic orders received by 1:00pm PST can be shipped by ground the same day. Orders received by 3:00pm PST can be shipped by express. Institutional orders require a purchase order number.

PRICING

Zest Dental Solutions® makes every effort to maintain a competitive pricing structure. Pricing is subject to routine review and change without prior notice. All prices listed are in U.S. dollars.

TERMS AND BILLING

A. Credit Card: Payment at the time of order with VISA, AMERICAN EXPRESS, DISCOVER or MASTERCARD is necessary for customers not approved for open account billing or special financing offers.

B. C.O.D.: Delivery can also be made by C.O.D. freight collect.

C. Open Account: An open account can be established by completing a credit application and receiving approval by Zest Dental Solutions. The terms of orders purchased under open accounts are net 30 days.

D. Export Orders: Individual orders shipped outside the U.S. require payment in advance or a letter of credit.

E. Past Due Accounts: Past due balances will be subject to a 1.5% finance charge per month, amount equal to 18% per annum.

SHIPPING CHARGES

Merchandise is shipped prepaid by Zest Dental Solutions with the cost added to the invoice, or freight collect with C.O.D. fee included in the case of C.O.D. shipments. Delivery options include Fed Ex ground, 3-day, 2-day, or overnight rush service.

LIMITED WARRANTY

Zest Dental Solutions provides a limited warranty for its products, to the original purchaser, to be free from defects in workmanship and materials under normal use and service, for a period of one year from the date of purchase, with the exception of LOCATOR and

LOCATOR R-Tx abutments which carry a 3 year limited warranty when purchased directly from Zest Dental Solutions, and a 2 year limited warranty when purchased from one of our partners.

Zest Dental Solutions will, at its option, substitute the returned product that proves defective within the warranty period, with a similar product, free of charge. Zest Dental Solutions continually strives to improve its products, and therefore, reserves the right to improve, modify, or discontinue products at any time without notice or incurring obligations. Purchaser assumes all risks and liability resulting from the use of Zest Dental Solutions Products, whether used separately or in combination with other products not of Zest Dental Solutions manufacture.

RETURN POLICY

Please Observe the Following Guidelines:

- A.** Authorization for returns must be received from Zest Dental Solutions prior to the return of any product. A Return Material Authorization (RMA) number will be provided for all returns.
- B.** Shipping charges must be prepaid by the customer to accept a return shipment.
- C.** Returned products are subject to a \$20 restocking fee for orders under \$400. For orders \$400 to \$1,000, a \$40 restocking fee will be applied. For orders exceeding \$1,000, please contact your Customer Service Representative for the restocking fee.
- D.** Returned merchandise will be accepted within 90 days of purchase if product is in saleable condition (in its original unopened package and not marred by any added writing or over-labeling).
- E.** Returns will not be accepted after 90 days of purchase.
- F.** Non-returnable items include:
 1. Merchandise retained beyond expiration date noted on the package.
 2. Packages with broken seals or missing parts
 3. Used, damaged, or obsolete products will not be accepted for return.
- G.** Order discrepancies must be reported within 30 days of invoice date.

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