



## WARRANTY POLICY

ProSomnus Sleep Devices carry a service warranty of 3 years from the date of manufacture of the initial device. The warranty period for any related repairs, remakes, relines or replacement arches is 3 years from the date of manufacture (shipping date) of the initial device. Additional advancement arches including unlimited service arches [UA], are available for 3 years from the date of manufacture (shipping date) of the initial device.

Our Service Warranty covers the device in use, against defects in workmanship and materials. If unsatisfactory material performance is experienced within the service warranty period, the repair or replacement of the device, excluding clinical costs, is covered. The replacement device and/or arch warranty period will expire 3 years from the manufacturing date of the initial device.

ProSomnus does not warranty for device fit with distorted patient records. A digital overlay of the first and second impressions or scans will be performed to illustrate the areas of concern. ProSomnus will contact the prescribing doctor with any questions.

ProSomnus Sleep Devices are Class II Medical Devices regulated by the FDA, therefore all claimed defective parts must be returned to the ProSomnus manufacturing facility before or after replacement. Contact ProSomnus to facilitate a Return Material Authorization (RMA) number.

### **ProSomnus [PH]\* Herbst-style Sleep Devices**

After structural review of the case, all Herbst-style parts should be replaced by the prescribing Dentist. Please return any defective parts (i.e. Herbst-style arms) to ProSomnus for investigation and warranty replacement.

*\*ProSomnus [PH] carries a best-in-class service warranty of 3 + 2 years for Medicare patients. Please contact ProSomnus to arrange verification of patient's Medicare coverage.*

### **Global clearance must be equal to or greater than 3.0mm**

- ProSomnus will allow one isolated point whose vertical is below 3.0mm. However, the thickness of this point must be greater than 1.5mm to offer full device warranty.
- If this spot's thickness is less than 1.5mm, no device warranty is offered.

### **If the vertical clearance is less than 3.0mm and...**

- The minimum clearance is smaller than 3.0mm because of 2nd or 3rd molar,
  - ProSomnus will reduce posterior coverage to increase overall device thickness.
  - 3rd molar and 1/2 distal of second molar can be excluded from ProSomnus devices without consultation.
  - Any additional tooth exclusion, ProSomnus will contact the office.
- If doctor instructs ProSomnus to adjust the bite to meet vertical clearance requirement,



- Warranty coverage will be limited to device breakage only. Any bite related issues with the device will not be covered. Any device remakes (except for breakage) will be full charge.
- With doctor approval, ProSomnus will open the vertical dimension to the minimum required for design.
- If doctor instructs ProSomnus to move forward with an inadequate bite,
  - ProSomnus will proceed with the bite provided without any warranty.
- Unless noted on the Rx, ProSomnus will contact the office for any midline deviation greater than 3.0mm from centric position to protrusive position.

**Warranty will be voided if any structural damage or alterations were made to the device in the office. George Gauge Kits and bite forks cannot be returned if the package seal has been removed.**

#### **Compliance Sensors**

- The Theramon® Microsensor carries a service warranty of 15 months from the date of manufacture of the initial device.
- The DentiTrac® Micro-Recorder (sensor) by Braebon Medical Corporation, carries a service warranty of 24 months from the date of manufacturer of the initial device.
- ProSomnus does not support Theramon or DentiTrac sensor or reader concerns after distribution. ProSomnus is a distributor only. All sensor and/or reader concerns should be addressed with the sensor manufacturer directly.

#### **Case Cancellation**

- If for any reason the prescribing doctor cancels a case after submission, cancellation fees may be incurred. Contact ProSomnus for additional information.

#### **PRODUCTION TURNAROUND POLICY**

Standard production turnaround time is 7 business days + shipping. Standard turnaround time for **analog** cases from the day it leaves your office to the day it arrives back is 14 business days total, which includes inbound and outbound shipping. Standard turnaround time for **digital** cases from the day the scan leaves your office to the day it arrives back is 12 business days total, which includes outbound shipping.

Standard production turnaround time is dependent upon receiving adequate impressions and protrusive bites as well as a completed prescription. Failure to complete any of the necessary steps may result in a manufacturing delay.



**PROSOMNUS**  
SLEEP TECHNOLOGIES

**Standard Production Turnaround Schedule**

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1 FedEx Pick-Up	2 Ship Day 1	3
4	5 Ship Day 2 Rcv'd PM	6 Production Day 1	7 Production Day 2	8 Production Day 3	9 Production Day 4	10
11	12 Production Day 5	13 Production Day 6	14 Production Day 7	15 FedEx Pick-Up	16 Ship Day 1	17
18	19 Ship Day 2	20 Ship Day 3 Rcv'd in Office	21	22	23	24
25	26	27	28	29	30	31

If you have a case requiring a special rush, we have a few rush options and fees depending upon your needs. Please feel free to contact ProSomnus at 1.844.537.5337 to schedule a future rush.

**Questions? Call 1.844.537.5337**