

Sirona Dental Systems GmbH • 64625 Bensheim

Customer name/address

2022-03-15

Important Customer Information: Teneo Treatment Centers

Dear customer,

The safety and satisfaction of dentists, their team and their patients are top priorities for Dentsply Sirona. To ensure the continued safety and functionality of its products, Dentsply Sirona is carrying out a market action that involves replacing a component of your Teneo treatment center.

The reason behind this is a potential assembly problem, which in very rare cases, can lead to the loosening of a component (bearing pin) and in even rarer cases the component, which is needed to position the seat carrier of the Teneo treatment center can move out of its bearing and the seat might move into a lying position.

The issue has been identified in the course of our worldwide market monitoring. Only Teneo treatment centers within the below mentioned serial number range are affected:

Production 2009-2012

Type REF. 6202860 and REF. 6364157

Given the fact that millions of movements with Teneo treatment centers take place every year, and the very limited number of cases in which the abovementioned issue has occurred, we consider the probability of a health hazard, indirectly caused by the loosening of that component, to be extremely low. As safety is a priority for Dentsply Sirona, we nevertheless decided to carry out a market action.

In case your Teneo treatment center is affected your dealer's technical service representative will contact you shortly in order to check the functionality and safety of your treatment center and to replace the affected component if needed. The replacement and inspection are completely free of charge for you. Please feel free to contact us directly if you have any further questions:

Customer Service questions:

Phone: +49 (0) 62 51 16 – 16 80 or Fax: +49 (0) 62 51 16 – 17 27

Email: TeneoAustausch2022@dentsplysirona.com

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,