

THE BEARING PRESS

Official Publication of the National Dental Handpiece Repair Association

Volume 1 – Issue 5

Extreme Handpiece Makeover – Part 5

In the last issue we reviewed the various options available to a dental practice when it comes to getting a handpiece repaired. In this issue we will focus solely on the parts used to manufacture and repair dental handpieces.

“Original Parts”? Cut the Crap!

Many claims are made in the dental handpiece industry regarding “original” parts. Handpiece manufacturers claim that independent repair shops do not use “original” parts, some repair shops claim to use “original parts”, while others use misleading words like; “high quality parts”, etc. How is a dental team member able to sort through all the claims and know what is really true?

As an independent handpiece repair technician writing this article, you might expect me to have a certain bias. However, I was a sales rep for a major handpiece company for 8 years, which brings a very unique perspective to my own repair service. I have a very definite bias towards using original manufacturers parts at all times! There is no substitute for using parts as specified by the original handpiece maker. This ideology

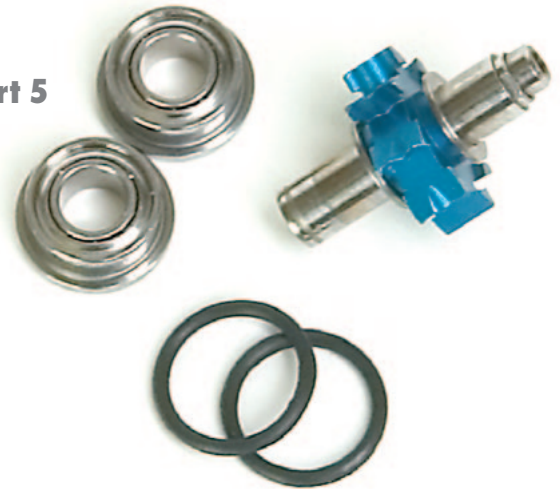
separates Handpiece Express from most other independent repair services in the field.

I also believe an educated customer makes the best customer, and my unique experience from both sides of the workbench enables me to present ONLY facts; so that you, the dental professional, can make the best and most informed decisions, when it comes to choosing the quality of the handpiece repair that you want.

A Hard Look At The Facts

If handpiece manufacturers only sell high speed turbines as complete assemblies and individual component parts are not available separately, how can Handpiece Express claim that we do use “original” parts to rebuild your high speed turbine?

Fact: Handpiece manufacturers do not make bearings. There are few companies able to produce the highly specialized miniature precision bearings used in dental handpieces. Handpiece manufacturers purchase bearings, and other components, from a limited number of these original part suppliers.



Fact: Original specification bearings are available for purchase on the open market. Independent repair services can buy identical specification bearings, and other component parts like O rings, from the same exact suppliers as the handpiece manufacturers.

Fact: The vast majority of all high speed handpiece repairs are simply replacing worn and broken turbine bearings with new ones. The previous issue covered the specifics of high speed turbine repair. Handpiece Express and other NDHRA sanctioned repair services exclusively use the “original” bearings from the same suppliers in our repairs that the handpiece manufacturers install on new turbines. If original bearings are not available for a specific handpiece model, our customers will be informed.

Parts is Parts? NO!

Quality ratings for bearings are established by the Annular Bearing Engineering

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- Handpiece Express Visits Bearing Manufacturer
- Handpiece Repair Price List

Our Mission

To improve our client's ability to deliver patient care by maintaining their powered instruments with exceptional service and integrity.

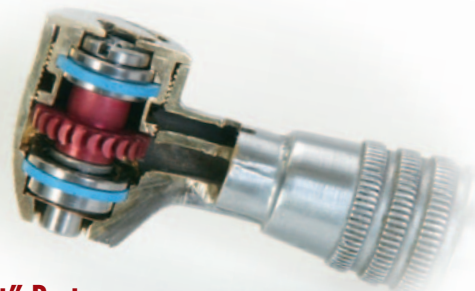
Handpiece Makeover...

Continued from front page

Committee (ABEC). Bearing quality is rated on the ABEC scale from 1 to 10. The dental industry standard begins at ABEC 7. However, there are a plethora of bearing designs and quality levels available for all handpiece repairs.

Sadly, some independent repair services may use incorrect, or inferior bearings out of ignorance based on their lack of training or experience. Other repair shops use cheap, foreign, or second quality bearings on purpose to maximize profits. Either way—using cheap or incorrect bearings is one reason why repair quality can vary so much from shop to shop.

If your technician is not installing the bearings originally specified by the manufacturer when repairing your handpieces, clinical performance and longevity will decrease. Every NDHRA member repair shop knows the correct bearings specified by the handpiece manufacturer for each model, and will be using only these bearings as replacements regardless of cost.



“Aftermarket” Parts

“Aftermarket”, or “generic” parts are parts produced by anyone other than the specified original component manufacturer. There are many companies distributing a wide range of aftermarket replacement parts which do not adhere to the high quality standards of the original handpiece component manufacturer. Incorrect, or inferior parts will lead to poorly performing handpieces, that will not hold up to repeated use.

The main reason for inferior parts is production cost. It is expensive to build the manufacturing infrastructure needed to produce high quality parts in volume. Some aftermarket parts suppliers do not make anything, instead they reverse engineer an original part, then send the piece out to a machine shop for bid. They buy the parts from the cheapest bidder and sell them to repair shops who

don't know the difference, or don't care. You need a repair service that understands the correct parts to use, and has access to them. The best shops are going to be more concerned about using the right parts than trying to reduce their costs to increase profits like an HMO.

Your Bottom Line

Handpieces represent a significant investment, and play a vital role in the operator. It is worth taking the time to select a handpiece repair service that offers dependable service, and uses the right replacement parts. In the next issue we will explore some of the criteria to look for when choosing a handpiece repair service for your practice.

Customer Art

This is the second published entry to our newsletter by Chieko Redmer, from Dr. Lisa Grosso's office in Concord, California. Nothing like a custom written poem to make us feel appreciated!

Thank you!



Handpiece Express Visits Bearing Manufacturer

New Hampshire Ball Bearing (NHBB) is the premier manufacturer of miniature precision high speed dental bearings in the United States. NHBB has been a pioneer in the development of sophisticated miniature instrument bearing applications for over 50 years, setting industry standards for autoclavable materials and precision manufacturing. NHBB bearings have been

specified in more FDA-approved applications than any other bearing company, and are used by almost all dental handpiece manufacturers.

As part of our ongoing commitment to the highest industry standards, the National Dental Handpiece Repair Association

(NDHRA) works closely with NHBB engineers through ongoing training and new product evaluation. The NDHRA was invited to tour NHBB's recently renovated manufacturing facility in Chatsworth, California featuring a Class 1000 clean room. Members received training on high speed bearing applications and manufacturing techniques while observing the latest procedures in bearing production. NDHRA participants also toured NHBB's state of the art research and development laboratory to learn about new materials and testing methods. If you use an NDHRA member for your handpiece repairs, rest assured that your technician is one of the most capable and well educated in the industry. NDHRA members work closely with vendors to stay informed on the latest materials and techniques to provide the best possible repair for your handpiece.



John Malone and Glenn Williams of Handpiece Express kneel in front of the sign. National Dental Handpiece Repair Association members visit the advanced New Hampshire Ball Bearing manufacturing facility in Chatsworth, California.

Dental bearings so advanced they even make your business run smoother.



Running a successful business is hard work. Finding the best bearings is not. Our dedication to exacting standards and extensive commitment to research and development makes NHBB a leader in the industry and the supplier of choice for the largest handpiece manufacturers in the world. Each bearing has been designed and tested for longer life, consistent performance, and quiet running. We also offer patented silver-plated polymer retainers, which extend bearing life by up to 60%. Since NHBB bearings are readily available from our Authorized Dental Handpiece Bearing Distributors, there's no reason to make things rougher for yourself.

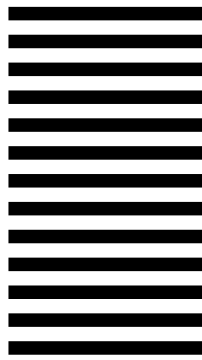
This is why we use NHBB ball bearings.

NHBB
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Handpiece Repair

If you have a handpiece you need us to repair, simply cut out this convenient postage paid label. Tape the label securely to the outside of any box, enclose your handpiece with a business card, and give it to your mail carrier. We will receive your handpiece the next day and call you with an estimate.

Questions? Call 800-895-7111

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We only do one thing... and we do it right!

Handpiece Express repairs almost any type of air-driven handpiece. We save you money by fixing your turbine when the bearings go out instead of you purchasing a new turbine every time. On highsPEEDS we carefully remove the old bearings and replace them with brand new bearings that meet all manufacturer specifications. We replace all O rings and any other components that are too worn for proper performance. If your turbine is too worn to repair, we may recommend replacing it. We stock new turbines for major brands. We provide full factory service for Star, Midwest and Kavo.

Complete Lowspeed Service One Year Warranty

Motor Overhauls	\$159	
Star Titan, Midwest Tru Torc, Shorty, Rhino, RDH, Little Guy, Micromite, NSK, Lares		
Lynx Motors	\$129	Six Month Warranty
Kavo 2300 Series Motors	\$249	Six Month Warranty
Motor Rethreads	\$85	Lifetime Warranty

Attachments Six Month Warranty

Straight Attachments	\$95
Star Angle Adaptor	\$75
Midwest Contra Sheath	\$79

Angles Three Month Warranty

Latch Angle Rebuild	\$75/129
PB Latch Angle Rebuild	\$85/129
Kavo Angle Rebuild	\$149
New Ball Bearing Angle	\$95
New Doriot Angle	\$30

Star Titan Scaler Service

Star Titan S/SW Rebuild	\$149
Shaft Repair	\$90
Rotor Replacement	\$50

Warranty

Each handpiece is inspected, repaired and tested in accordance with manufacturer's standards and specifications. We guarantee all material and workmanship for the full period. During the life of the warranty, we will repair or replace without charge, any defective parts we installed.



High Speed Turbine Overhaul/Rebuild Six Month Warranty

Midwest Quiet Air, Lever	\$89.95
Tradition, Tradition L, XGT	\$89.95
Midwest Stylus	\$129.95
Star 430 SWL (lubricated)	\$99.95
Star 430 LUBE FREE*	\$170.00
Kavo 630, 640, 642, Mira Lux	\$99.95
Kavo 6000	\$99.95
Adec, W&H	\$99.95
Lares	\$99.95
NSK, Kinetics	\$89.95
Impact Air 45	\$99.95
LTL (maintenance free)	\$109.95
Push Button Canister	\$89.95
Standard Canister	\$79.95

*One Year Warranty

Three Month Warranty

Additional High Speed Handpiece Services

Autochuck Repair/Replacement	\$80
Star, Midwest Fiber Optic Replacement	\$179
Kavo Cellular Optic Replacement	\$249
Star Body Shell Service	\$75
Laser Welding	\$95
Air/Water Line Clearing, Minor Service	\$45
Air/Water Line Replacement	\$95

Electric Handpieces Six Month Warranty

Kavo, Star, NSK, Bein Air By Estimate

Lab Handpieces Six Month Warranty

All Models \$159 and up

Surgical Drills, Handpieces

Stryker, Hall, Zimmer, 3M By Estimate

Handpiece Express
1020 Railroad Avenue, A-1
Novato, CA 94945

Please forward to the person responsible for handpiece maintenance.

If you have missed previous issues of the *Bearing Press*, please call 800-895-7111 to receive back issues at no charge.

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