

SECURE YOUR PEACE OF MIND

Enjoy carefree working with vhf milling machines thanks to our new programs:

EXTENDED LIMITED WARRANTY



PREDICTABLE COSTS

The Extended Limited Warranty **prevents unexpected repair costs and loss of income** for an extra period from one to three years once the manufacturer warranty expires – with minimal downtime of your machine.

Once your reseller has reported the issue to vhf's technical support, vhf will provide a prompt resolution.

LOANER PROGRAM

FREE



WE HAVE YOUR BACK

Benefit from our free Loaner Program for all machines under warranty!

Should your mill require repair, a **loaner machine from vhf's EASE CLASS** will be provided free of charge.

Your production will remain consistent and predictable – without backlogs.

CUSTOMER-FRIENDLY PROCESSING

vhf will provide along with the loaner machine hard-shell cases to be used for the return of your equipment to our repair center.

These programs are available for all new vhf milling machines purchased after **March 1, 2024**, in the United States. See inside for more details.

EXTENDED LIMITED WARRANTY

YEARS
3-5

vhf offers an extended limited warranty in one-year and 1,000-hour increments which can be purchased by the end-customer at any time while the manufacturer limited warranty* or the extended limited warranty are in effect. This program can be purchased for all vhf milling machines in the United States sold through a vhf authorized reseller after **March 1, 2024**. The coverage is non-transferable, non-refundable and includes:

- Prompt resolution: if the issue is not resolved within 3 hours of interactive troubleshooting with access to the customer during vhf's hours of operation, vhf will either schedule a service technician for on-site repair or will conduct repair at vhf's service center, all free of charge.
- Free loaner machine for the duration of the repair if the product has to be sent to vhf's service center. All freight costs of the loaner are covered by vhf (see LOANER PROGRAM for more information).
- Custom hard-shell cases provided by vhf for the return shipment of your equipment to our repair center.

Total coverage options

1-year extended warranty

→ Earlier of 3,000 operating hours and 3 years after Installation

2-year extended warranty

→ Earlier of 4,000 operating hours and 4 years after Installation

3-year extended warranty

→ Earlier of 5,000 operating hours and 5 years after Installation

Each year of coverage is available at the price of **10% of MSRP** of the vhf milling machine and may be purchased through a vhf authorized reseller.

Would you like to know more details?

If vhf opts to repair the machine at its service center, the customer will receive an E3, E4 or E5 loaner free of charge (the model chosen by vhf depends on the indications milled by the customer). Delivery of the loaner occurs within two business days, provided that the issue is reported to vhf by reseller before 11:00 am ET and allowing a minimum of 3 hours of immediate troubleshooting with the end-customer.**

vhf determines if repairs will be performed on site by a vhf certified service technician or at vhf's service center; **EASE CLASS** machines (E3, E4, E5) are repaired at vhf's service center and a loaner will be provided.

If parts are defective, which are designed to be replaced by the user, vhf's support team will guide the customer remotely through the replacement process. For this

* Manufacturer warranty covers 2 years or 2,000 operating hours (whichever comes first).

** Delivery may take longer to locations which are not serviced by standard carriers daily, e.g. remote islands or remote mountain locations. Shipping costs for the customer's machine to vhf are paid by the customer, while vhf bears the freight to return the repaired unit.

purpose, vhf will have the necessary spare parts delivered to the machine location free of charge. The parts will be delivered on the next business day if the defect is reported to the vhf support hotline before 1:00 pm ET.

The extended limited warranty applies exclusively to damage caused by material or manufacturing defects. Any labor incurred and parts used to repair or eliminate failures that are not covered by the extended warranty will be invoiced to the customer.

What is not covered?

1. Normal wear and tear (functional wear and tear, e.g. spindle bearings). A wear parts table with normal service life and maintenance intervals is listed in the respective machine manual.
2. IT equipment supplied with the machine such as laptops, PCs or tablets.
3. Suction systems or other third-party accessories ordered with the machine.
4. Damage caused by:
 - improper handling.
 - intentional or negligent acts or by accidents, theft, fire, explosion, war, vandalism, civil unrest and other force majeure events.
 - inadequate or incorrectly performed maintenance and cleaning work.
 - the use of third-party CAM or third-party milling and grinding tools.
 - use with another product that is not part of the original scope of delivery from vhf.
 - modifications to products or accessories that are not authorized by vhf.

Please refer to the **Extended Limited Liability Agreement**
(www.vhf.com/en-us/promotion/extended-limited-warranty)
for specific details and legal framework governing the coverage.



vhf offers a free loaner program for all milling machines purchased after March 1, 2024, for the duration of the limited manufacturer warranty. Under this program any machine which needs to be sent into vhf's service center will be replaced by a free loaner machine for the duration of the repair process.

Customer will receive an E3, E4 or E5 loaner free of charge. The model chosen by vhf depends on indications milled by the customer. Delivery occurs within two business days, provided the following: i) the malfunction has not been resolved by the reseller during its required technical support, ii) it has been reported to vhf before 11:00 am ET; and iii) allowing vhf up to 3 hours of immediate troubleshooting with the end-customer.**



CREATING PERFECTION.

With 35 years of experience, vhf is a leading manufacturer of dental milling machines. As a CAM full-service provider, vhf meticulously develops and produces each individual milling machine and the perfectly matched tools and software all in-house. Everything from a single source. Made in Germany.

GET IN TOUCH

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vhf
CREATING PERFECTION

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