



Toll Free: 1.866.515.7995  
Email: sales@rotatool.com

Imported and Distributed by Pedicare

## **IMPORTANT INFORMATION ABOUT WARRANTY AND REPAIRS FOR ROTATOOL VACUUM INTEGRATED UNITS**

This product was manufactured in Germany with the utmost care and was thoroughly tested before leaving the factory for final assembly and inspection in North America. We provide a warranty period of 12 months from the date of purchase for this product.

ROTATOOL vacuum integrated units conform to their description and the relevant specifications; it is your responsibility to ensure that the product which you have purchased is designed for your intended use.

In the event of material defects and/or manufacturing errors which appear during proper use and detected during the warranty period, we will replace all defective parts free of charge within the warranty period, including the labor cost for warranty repairs.

### **The warranty does not cover:**

- Normal wear and tear on the product.
- Defects which were caused during transportation or storage of the product.
- Defects or damage which were caused through improper use or inadequate maintenance.
- Damage resulting from disregarding the instructions in the operational manual.
- Damage resulting from modifications to the product which were not carried out by a Rotatool authorized technician.
- Damage caused by a sharp object or as a result of torsion, compression, being dropped, an abnormal impact or any other actions which are beyond Rotatool's reasonable control.
- Breakdown of parts which are subject to wear (e.g. moving parts such as ball bearings, motors, expandable parts, O-rings, counter bearings, carrier, fasteners, filter bags, etc.).

### **A claim under warranty is not enforced if:**

- The product is not sent back in its original packaging or in an adequately secure packaging.
- It has been modified or repaired by a person not authorized by Rotatool's technicians.
- The products have been repaired using parts which are not approved by Rotatool's technicians.
- The serial number, labels of the product have been removed, deleted, change or made illegible.

### **Annual Maintenance**

To increase the operational safety of your unit, an annual maintenance (or after 500 hours of use) is recommended and should be carried out by a Rotatool technician or an authorized specialist.

### **Additional notes:**

- All products sent in for servicing or repair must be thoroughly cleaned prior shipping.
- For components or products which are replaced during the warranty period, a warranty is only provided for the remainder of the original period.
- We reserve the right to make technical and visual changes as well as updates to features at any time.



Toll Free: 1.866.515.7995  
 Email: sales@rotatool.com

Imported and Distributed by Pedicare

## TROUBLE SHOOTING

**Please note the following instructions to avoid faulty operation and to maintain your warranty:**

Incorrect Operation	Consequential Damage
Long operation (3 minutes) of the unit while the chuck has been opened (knob pushed up).	Overheating and damage to the motor and bearings.
Using wet burs or nail bits or working on wet skin or nails.	Moisture will get inside the handpiece and will damage the bearings and/or clamping system.
Using of bent burs or instruments.	To work with bent tools can cause strong vibrations of the handpiece. A damage of the bearings, clamping system and motor may occur.
Working without filter bag or with a damaged filter bag.	If dusty unfiltered air is sucked into the unit over a longer period of time, then the suction motor can be damaged. An extensive cleaning will be necessary through the repair service.
Shipping the device with a full dust bag.	The dust filter may dissolve and will contaminate the unit. An extensive cleaning will be necessary through the repair service.
Shipping the unit with insufficient packaging.	When shipping the unit, please assure that the unit is wrapped sufficiently. Otherwise, additional damage during transit might be the result. Such damage is also not covered by the warranty.

### Common Issues That Can Be Fixed By The User:

Issue	Cause & Corrective Action
Handpiece is noisy or vibrates.	Using bent burs: Changing the bur Maximum allowed speed of the bur has been exceeded, resulting in higher vibration. Pay attention to the recommended speed by the manufacturer.
Bur/nail bit can hardly be inserted or the knob/ slider from the handpiece is not easy to operate.	Using bent burs: Changing the bur. Chuck is clogged: Cleaning the chuck according to the instructions in the manual.
Suction is too noisy.	Unsuitable surfaces can increase the sound of the unit unnecessarily. Advice: Use substrates/underground without a resonance body. If necessary, place a sound absorbing mat under the unit.
Motor of the handpiece stutters briefly (approx. 1 second) while turning on the unit or changing the direction of rotation.	This effect can occur in rare cases; however, it does not harm the unit.



Toll Free: 1.866.515.7995  
Email: sales@rotatool.com

Imported and Distributed by Pedicare

## SERVICE INTAKE FORM

Providing a detailed description of the issue or fault with your unit will assist our technicians in diagnosing and repairing the problem. Please complete this form and email it to **sales@rotatool.com**. We will respond within 2 business days (Monday to Friday) with instructions on sending in your unit for servicing.

### Customer Information

Where are you located:  Canada  USA

Contact Name: \_\_\_\_\_

Organization or Company (where applicable): \_\_\_\_\_

Billing Address: \_\_\_\_\_

Shipping Address (Address where unit should be shipped back to if different than above address): \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

**For Canadian Customers Only:** our service centre is located in Oshawa, Ontario. If you are in the local area and want to drop-off and pick-up your unit, please check the box:

### Unit and Repair Information

#### Please indicate the total number of units requiring servicing:

Include details for each unit being shipped for service if multiple units require servicing.

Name of the Product: \_\_\_\_\_ Serial Number (SN): \_\_\_\_\_

Name of the Product: \_\_\_\_\_ Serial Number (SN): \_\_\_\_\_

Name of the Product: \_\_\_\_\_ Serial Number (SN): \_\_\_\_\_

#### Error description (circle one):

Permanent Error

Intermittent Error

**Select from the list below all items that pertain to the unit you are sending in for repair. For multiple units with different repair requirements, please complete a form for each unit. If all units require the same repair, one form can be used.**

#### Annual Servicing or Replacement Part:

- Annual/Regular service (includes unit cleaning and replacement of high-wear handpiece parts)
- Replace entire handpiece
- Replace hose
- Other replacement part – please describe

#### Control Unit (check all that apply):

- Displays speed fault
- Displays suction level fault
- Error message on the display
- Speed is not adjusting properly
- Control switch is broken
- Foot switch does not work



Toll Free: 1.866.515.7995  
Email: sales@rotatool.com

Imported and Distributed by Pedicare

**Suction (check all that apply):**

- Suction output is very low
- No suction at all
- Suction output cannot be adjusted
- Abnormal noises from suction motor

**Handpiece (check all that apply):**

- Intermittent handpiece/loose connection
- Handpiece vibrates or runs rough
- Handpiece overheating
- Cannot clamp the bur/instrument
- Bur/attachment cannot be inserted easily or at all
- Speed varies unexpectedly
- Liquid runs out of handpiece
- Unknown noises

**Other (please provide details):**

**Please provide any additional comments or details that could be important for the technician:**



Toll Free: 1.866.515.7995  
Email: sales@rotatool.com

Imported and Distributed by Pedicare

The customer is responsible for all shipping fees associated with shipping the unit in for repair as well as having the unit returned. Repairs fees are as follows:

Initial inspection fee: \$190 + tax (required for all servicing and repairs)  
Hourly labour fee: \$75 + tax  
Parts: Prices vary

Customers will be notified for approval to proceed with the repair/servicing, unless prior approval has been given (see below). Repairs will be performed based on the details provided on the service intake form. You will be provided with an invoice and service report once the repair is completed.

Repair costs can range from \$350 - over \$1,500 (plus shipping and tax) depending on the nature of the repair and labour hours required.

\_\_\_\_\_ \*IMPORTANT\* Please check here to give permission for the technician to proceed with the necessary repairs without prior approval. Repairs that do not require approval can be completed faster than those that require approval.

By signing below you agree to pay all inspection, labour, and parts fees associated with the repairs and servicing required if you choose to proceed with the technician recommended repairs and servicing. Note that if the recommended servicing is declined, the customer is still responsible for the inspection fee and return shipping charges.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_