



TO REQUEST REGULAR SERVICE

TO REQUEST REGULAR SERVICE: Please use the following email address: servicerequests@henryschein.com or dial **1-800-645-6594**, **press option 2 twice and that will connect you to our dispatch center.**

Henry Schein's service hours are Monday through Friday, from 7:30a.m. (EST) to 5:00p.m. (PST). Your call will be scheduled for the next available appointment.

Please have the following information available:

- Office name, address, phone number, and contact name
- Equipment manufacturer's name, type of equipment, model number, and serial number if available
- Nature of the problem and the steps you have taken to correct or diagnose
- Room number where service is required
- A complete listing of any other issues that might require our attention and additional time in the office so we can schedule accordingly
- Preferred dates of service

If the problem is an emergency requiring an onsite emergency service visit, see reverse side.

Our Technical Advisor Team is available to provide technical support with your emergency service before a technician arrives. Please call **1-800-280-8990, Option 1**. Parts: In emergency situations, the parts may be shipped to the local Dental Office, Next-Day Air 10:30am delivery, at the customer's request and approval of additional expense.

RELY ON US FOR BUSINESS, CLINICAL, TECHNOLOGY, AND SUPPLY CHAIN SOLUTIONS



TO REQUEST EMERGENCY SERVICE

TO REQUEST EMERGENCY SERVICE:

Please call the Henry Schein Service Request Desk
**at 1-800-645-6594, press option 2 twice and
that will connect you to our dispatch center.**

Emergency calls will be responded to within your contracted
service level agreements. Calls received after 1pm may be
scheduled for the first call of the next business day.

Emergency calls are defined as follows:

- No air to all treatment rooms
- No suction to all treatment rooms
- No functioning method of sterilization
- No functioning X-ray units in all treatment rooms
- Major water leak that cannot be terminated at valve shut-off

FOR PARTS ONLY REQUESTS

(No technician required.) Please email nationalparts@henryschein.com.

