

GenENDO Motor

After-Sales Service FAQ

1. I have a problem with my GenENDO motor: What should I do?

Please contact our GenENDO Motor after-sales service partner by filling in the form here: <https://www.melcyden.com/en/after-sales-service-genendo-motor> or by sending an email at: aftersales-genendo@melcyden.com. You will receive instructions on your issues by email.

2. How long does the repair process take?

Depending on your country location, the overall repair process takes 5 to 10 business days, from your first request.

3. Is the service free of charge?

If your device is still within the warranty period and not subject to any exclusion cases, the service is free of charge. Otherwise, you will receive a quote before any repair is carried out.

4. What does the warranty cover and what are the exclusion cases?

Your device is covered by a warranty from the date of purchase, as following:
2 years for the motor, 1 year for the contra-angle, charger, and battery.

Please note that the warranty does not cover the following cases:

1. Improper Use

- Damage resulting from use not compliant with the manufacturer's instructions.
- Use with unapproved or incompatible accessories or parts.
- Use of wipes or cleaning products not recommended by the manufacturer.
- Direct application of liquids by spraying or immersion.

2. Normal Wear and Tear

- Deterioration of consumable parts (e.g., cables, connectors, batteries, buttons).
- Wear of mechanical or cosmetic components due to intensive or prolonged use.

3. Accidental Damage or Negligence

- Drops, impacts, or immersion in liquids.
- Damage caused by improper handling, poor storage conditions, or unsecured transport.

4. Poor Maintenance

- Inadequate maintenance, including insufficient or irregular cleaning and improper or insufficient lubrication.

5. Unauthorized Interventions

- Repairs or disassembly by unauthorized personnel.
- Modification or attempted modification of the device.

6. Unsuitable Environmental Conditions

- Exposure to extreme temperatures, excessive humidity, or corrosive environments.

7. Power Supply Issues

- Power surges, short circuits, incorrect voltage, or use of unsuitable chargers.

8. Illegible or Modified Serial Number

- If the serial number has been removed, altered, or rendered illegible.

9. Failure to Follow Sterilization Instructions

- Non-compliance with defined sterilization procedures.



5. What if I don't have my invoice?

Please note that the invoice is mandatory for your device to be taken in charge. If you cannot find it, please contact your distributor or sales representative to obtain a copy.

6. Is shipping included in the service?

If your device is still within the warranty period and not subject to any exclusion cases, all the service is free of charge, including shipping costs. If your device is out of warranty period or falls into exclusion case, shipping fees will be charged to you.

7. What if my motor cannot be repaired?

If your device is within the warranty period and not subject to any exclusion cases, a replacement product will be offered free of charge. If it is out of warranty, you will receive a repair quote.

8. Can I get a temporary replacement motor?

No loan service is available. We recommend owning a second motor device.

9. What components need to be returned with the motor?

You must return the complete device, including all accessories (charger, contra-angle). Our after-sales service will send you detailed instructions by email on how to prepare your device and how it will be collected.

10. How frequently should I lubricate my contra-angle?

The contra-angle must be lubricated after each use, following cleaning and disinfection. Regular lubrication ensures optimal performance and helps extend the lifespan of the instrument.

11. When should the lubrication be done: before or after sterilization?

Lubrication must be performed before sterilization, immediately after the cleaning and disinfection process. Lubricating after sterilization is not recommended, as it compromises the sterility of the device.

12. Can I use any power charger to charge my motor?

No. Only the original power adapter (5V 1A) supplied with the GenENDO motor should be used. Using an incompatible charger may result in improper charging, device malfunction, or permanent damage.

Septodont

58 rue du Pont de Créteil - 94100 Saint-Maur-des-Fossés - France

www.septodont.com

Follow us on social media channels:

