



Appliance Warranty

Your custom-fit appliance is warranted against manufacturer defects for the 90 days of the appliance. For information, you can call your carrier or ask your insurance staff to check the definition in your policy.

If your appliance needs to be repaired due to manufacturer defects during the first 90 days of having the appliance, contact our office and we will repair the appliance at no charge to you.

Needed repairs due to damage resulting from mistreatment or accident or normal wear and tear are not covered under the manufacturer warranty. The amount charged for repairs is noted on the patient treatment plan given to your initial appointment, and is based on your insurance policy.

Any adjustment made at your request which the doctor or clinician believes will weaken the appliance will void any manufacturer warranty. If this type of adjustment is to be done, you will be informed prior to any change being made.

Replacement and Refitting

Replacement of appliance due to loss, damage, or mistreatment are not included in the original cost of the appliance or in the warranty.

Custom oral appliances should be evaluated for wear or structural integrity annually. This means you must make your yearly follow up appointments. Custom appliances typically need to be replaced for hygiene reasons due to wear and tear from nightly use typically every 3 to 5 years. It is important to come in for yearly follow up to make sure nothing needs to be done before then.