

October 24, 2012

IMPORTANT INFORMATION REGARDING YOUR BLUEPHASE CURING LIGHTS

Name
Address
City/State/Zip

Dear [Title/Name],

Ivoclar Vivadent is committed to developing the highest quality products to help you and thousands of other dental professionals improve patient outcomes. For more than 80 years, we have been working to meet and exceed customer expectations.

It is with this focus on quality that we are notifying you of a potential issue regarding your bluephase® curing light. This issue affects both bluephase G2 and the bluephase 20i models. As part of our own ongoing and rigorous testing, we found that on certain curing lights, the Organic LED display on the hand piece will prematurely degrade. While this issue will leave the curing light completely functional and safe, it may render the display unreadable, causing an inconvenience for the operator.

As such, we have corrected the issue moving forward, and we would like to provide you with the opportunity to have your light 100% inspected and tested to see if it is affected. If so, we will replace the display at no cost to you.

At the same time, we would like to take this opportunity to upgrade your battery with the latest technology. As you might have experienced with consumer products (eg, computers, cameras, etc.), older generations of rechargeable battery technology have the potential to overheat during charging. Our latest battery technology for the bluephase curing lights significantly reduces this issue and therefore we would like to also replace your bluephase battery at no cost to you.

Important Next Steps:

Please contact Ivoclar Vivadent Customer Service at 1-800-833-8481 within the next 30 days and a representative will arrange to have your curing light shipped to our Service Center and inspected. Along with the inspection of your OLED display, you will receive:

- Free maintenance (should your light need any additional servicing)
- Free battery upgrade
- Free sample of Tetric EvoCeram® Bulk Fill

The unit will be inspected and returned to you in approximately 3-5 business days. In the meantime, please do not hesitate to contact our Customer Service department if you have any questions. Please have the serial number, which can be found on the base of the charging station, available when you call.

Thank you, in advance for your cooperation. Ivoclar Vivadent will never stop working to provide the best products in the dental industry. This commitment to quality means a commitment to total customer satisfaction.

Sincerely,

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