

Equipment Protection System

Powered by



FAQ

- 1. What is the Equipment Protection System?**

It is a service that allows practices to proactively check critical equipment from a single portal and it is woven into our technician's network. So, if alerts are generated, the Henry Schein team is notified in real time so they can diagnose an issue before it becomes a problem, potentially eliminating any loss of production.
- 2. What is the benefit to me?**

Reduces potential catastrophic situations that you need to support by dropping everything that scheduled. I.E., calling into dispatch to get technician's schedule, Re-appointing patients, loss of production.
- 3. What equipment does it work with?**

Currently available for all compressors and vacuum's that Henry Schein sells.
- 4. Who monitors the equipment?**

Henry Schein's Technical Advisor Team will professionally monitor your system, as well as, you have real time access to the dashboard and alerts.
- 5. What happens when there is an alert?**

The alert will go to the customer, as well as the Henry Schein Technical Advisor so that they can reach out directly to the office to discuss what they are seeing. If they are unable to resolve this during the phone session, a technician will be dispatched for onsite service.
- 6. What are the hours monitoring is provided?**

Monitoring your office's equipment is active 24 hours a day, 7 days a week. Our Technical Advisor team is receiving live alerts 7am-7pm, Monday through Friday and Saturday 8am-1pm EST.
- 7. Who do you call for general questions or when they receive an alert?**

Please go to our landing page www.henryscheindental.com/EPS or call 1-800-280-8990 option #1 to talk with one of our Technical Advisors.