

3 Simple Steps to process your Handpiece Repair Using the NEW ProRepair Handpiece Portal:

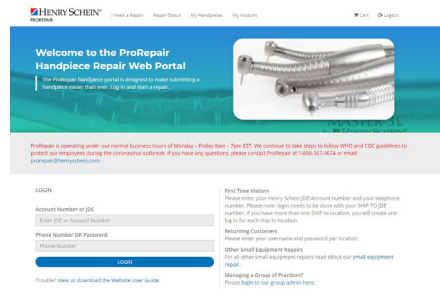
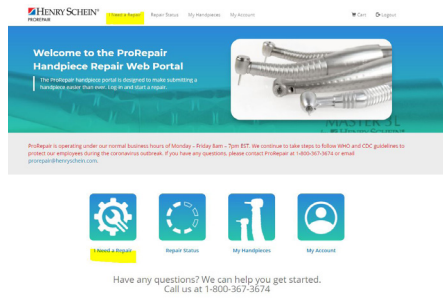
The new ProRepair Handpiece Repair Portal is designed to make submitting and managing handpiece repair in your practice an easy and fast process. Our Handpiece Portal will let you know the price of the repair before clicking submit, approve the repair so it can go straight into our technicians when it arrives at our facility, and check the live status of your repair with only a few clicks!

1. Log in: Visit the URL provided

To Log in to the Web Portal, click “I need a repair” on the home page and log in with the below credentials:

Username: Henry Schein Account Number

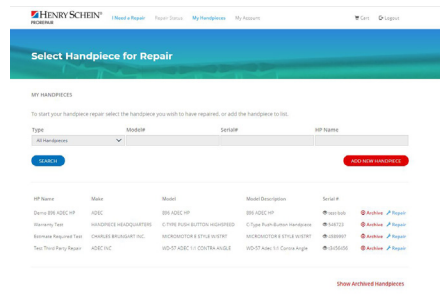
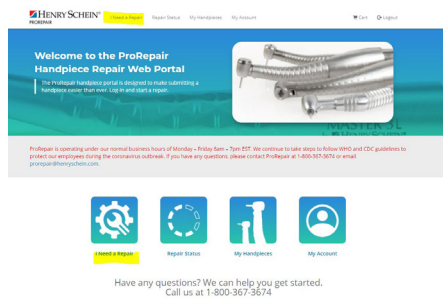
Password: Telephone number (without spaces or dashes) associated with your Henry Schein Account (temporary password) – once you log in, you can change your password



2. Start the Repair Process.

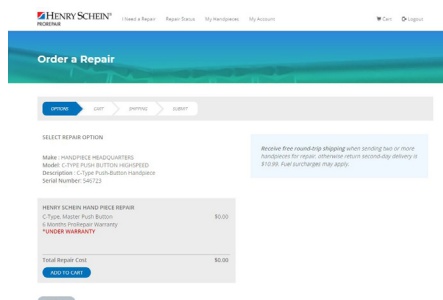
To Start the repair process, click “I NEED A REPAIR”

- If you are an existing ProRepair customer, your handpieces that have been previously serviced will auto populate into the list. Click “Repair” in blue on the right-hand side of the handpiece you would like to repair.
- If you need to add a new handpiece, click “ADD NEW HANDPIECE” in red
- You may search for a handpiece in the top search area by the serial number, model number or type of handpiece



Once you select the handpiece for repair, click “ADD TO CART”

- If your handpiece is under warranty, the information will auto populate and your total will be \$0.00
- If your handpiece is not under warranty, the total of the flat rate repair price will populate
- If your handpiece does not have a flat rate repair price, your handpiece will require an estimate



3. Checkout and Shipping

Fill out the information asked and click “CHECK OUT”

Order a Repair

ORDER → CART → PAYMENT → CHECKOUT

MY CART

Item	Amount	Total
Make HANIPRES 116000040185 Model: C TYPE PUSH BUTTON HANIPRES Description: C Type Push Button Hanipres Serial Number: 587723 Repair Option: C Type, Master Push Button	\$6.00	\$6.00

Total: \$6.00

CUSTOMER PO NUMBER (OPTIONAL):

HENRY SCHEIN SERVICE TECH NUMBER (OPTIONAL):

PRODUCTION CODE:

Click “PROCESS REPAIR ORDER”

Order a Repair

ORDER → CART → PAYMENT → CHECKOUT

PLEASE REVIEW YOUR ORDER, AND THEN CLICK THE PROCESS REPAIR ORDER BUTTON.

Item	Total
Make HANIPRES 116000040185 Model: C TYPE PUSH BUTTON HANIPRES Description: C Type Push Button Hanipres Serial Number: 587723 Repair Option: C Type, Master Push Button	\$6.00

Total: \$6.00

SHIPPING ADDRESS:

Eye Tattoo Impulse Printing
410 S 28th St
Suite 1000, MN 55002
msh.schein@henryschein.com
907934144

If this is not the correct ship-to address, then please call 1-800-367-3674.

Please provide you with two free options for shipping in your hanipres for repair. Please select the FREE insured shipping option you wish to utilize.

Option 1 - Ship New UPS Label
Please confirm we're providing you a UPS label for this shipment of your hanipres. Please provide the email where you wish the label to be sent.

Option 2 - Hanipres Master Kit (Packaging Materials)
Please confirm we'll mail you a hanipres master kit that contains packaging and UPS label. Please note, a ship option will be required for you to receive your master kit.

Email Required if Option 1 Selected:
msh.schein@henryschein.com

Confirm you shipping address

Order a Repair

ORDER → CART → PAYMENT → CHECKOUT

CONFIRM YOUR SHIPPING ADDRESS:

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410 S 28th St
Suite 1000, MN 55002

msh.schein@henryschein.com
907934144

If this is not the correct ship-to address, then please call 1-800-367-3674.

PRINT the confirmation page

- If you selected shipping option 1, your UPS label will be emailed to you to print and ship immediately

Order a Repair

ORDER → CART → PAYMENT → CHECKOUT

THANK YOU

We have successfully received your repair request. You will also receive a confirmation email.

Please print all pages for this work order and include them in your UPS package:

WORK ORDER NUMBER: 907934144
PRODUCTION CODE: 907934144
CUSTOMER PO NUMBER:

PRACTICE INFORMATION:

JOB# 907934144

Eye Tattoo Impulse Printing
410 S 28th St
Suite 1000, MN 55002

msh.schein@henryschein.com
907934144

WORK ORDER NUMBER: 907934144
PRODUCTION CODE: 907934144
CUSTOMER PO NUMBER:

Item

Item	Total
Make HANIPRES 116000040185 Model: C TYPE PUSH BUTTON HANIPRES Description: C Type Push Button Hanipres Serial Number: 587723 Repair Option: C Type, Master Push Button	\$6.00

Total: \$6.00

Choose your shipping option

- Option 1 will immediately send you a UPS label and is the fastest way to get your repair completed

Order a Repair

ORDER → CART → PAYMENT → CHECKOUT

PLEASE REVIEW YOUR ORDER, AND THEN CLICK THE PROCESS REPAIR ORDER BUTTON.

Item	Total
Make HANIPRES 116000040185 Model: C TYPE PUSH BUTTON HANIPRES Description: C Type Push Button Hanipres Serial Number: 587723 Repair Option: C Type, Master Push Button	\$6.00

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Email Required if Option 1 Selected:
msh.schein@henryschein.com

Repair Status:

You can check the status of your repair by clicking “repair status” on the top bar

Repair Status

Submission #	Hanipres	Date Submitted	Repair Order #	Status
907934144	C Type Push Button Hanipres #498222	3/24/2021		Submitted
907934144	C Type Push Button Hanipres #498222	3/24/2021		Submitted
907934144	SHV ASSC 1st #494146	3/24/2021		Submitted