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"

Confirm you shipping address

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

Click “PROCESS REPAIR ORDER”

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

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