Imaging Equipment Support Membership

Standard Terms & Conditions

Effective Date: 30 September 2026

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These Terms & Conditions apply to all customers subscribing to a Dental Hygienics Imaging Equipment Support Membership ("Membership"). By subscribing to a Membership, the customer confirms that they have read, understood and agreed to these Terms & Conditions.

1. Definitions

"Dental Hygienics", "we", "us" or "our" means Dental Hygienics.

"Customer", "you" or "your" means the dental practice, organisation or individual subscribing to the Membership.

"Equipment" means the dental digital imaging equipment registered with Dental Hygienics and covered by the selected Membership.

"Membership" means the selected Imaging Essentials, Imaging Professional or Imaging Complete support package.

"Membership Term" means the initial 12-month period commencing on the Membership start date.

"Site" means the dental practice location covered by the Membership.

2. Membership Term

All Imaging Equipment Support Memberships are provided for a minimum initial term of 12 months.

The Membership commences on the date stated on the customer's Membership confirmation or invoice.

The Membership is charged at the applicable monthly rate for the selected package.

Unless otherwise agreed in writing, the Membership will continue after the initial 12-month term on a rolling monthly basis, subject to these Terms & Conditions.

The customer may request cancellation at the end of the initial 12-month term by providing at least 30 days' written notice.

3. Membership Packages

The current Membership structure is as follows:

3.1 Imaging Essentials – £49 per site per month

Telephone and email support for covered imaging equipment.

Priority response within 24 hours.

Remote support, including remote assistance with imaging software-related issues where technically possible.

Compliance reminders, including notification when servicing is due.

25% discounted labour rates.

Excluded unless separately agreed: planned maintenance, on-site visits, parts, emergency callouts, asset lifecycle planning, and CBCT/OPG/intraoral core support.

3.2 Imaging Professional – £99 per site per month

Imaging Professional includes the services provided under Imaging Essentials, together with:

Priority response within 24 hours.

Loan intraoral scanner where required, subject to availability and applicable delivery requirements.

Annual health review.

Compliance review.

Sensor support.

OPG/CBCT support.

Intraoral X-ray support.

On-site visits, subject to these Terms & Conditions.

3.3 Imaging Complete – £175 per site per month

Imaging Complete includes the services provided under Imaging Professional, together with:

Priority response within 12 hours.

Same-day dispatch of a loan intraoral scanner where required and subject to the request being received before the applicable cut-off time.

Annual compliance review.

Planned inspections as appropriate, including EMC and QA inspections.

Sensor support.

OPG/CBCT support.

Intraoral X-ray support.

On-site visits, subject to these Terms & Conditions.

4. Response Times

Response times refer to the time within which Dental Hygienics will aim to respond to a support request.

Response times are targets and are not guaranteed resolution times.

Resolution times may depend upon the nature of the fault, equipment manufacturer, availability of parts, software providers, third-party suppliers, remote access availability and other circumstances outside our reasonable control.

Where a loan intraoral scanner is required, delivery is subject to availability and applicable courier arrangements.

For services requiring next-day delivery, requests may need to be received before the applicable cut-off time.

5. On-Site Visits

Where on-site visits are included within the customer's Membership package, all visits are subject to an initial telephone or remote triage assessment.

Dental Hygienics will determine whether an on-site visit is appropriate following the triage process.

On-site visits do not cover faults or problems caused by user error unless otherwise agreed.

On-site visits included within a Membership are limited to a maximum of two visits per Site per calendar month.

Where the monthly two-visit allowance has been exceeded, additional charges may apply. In accordance with the Membership structure, applicable charges will be reduced by 35% after the two-visit monthly allowance has been exceeded.

Dental Hygienics reserves the right to charge for additional visits where the issue is determined to have resulted from user error, misuse, accidental damage, unauthorised modification or other circumstances outside the scope of the Membership.

6. Parts, Consumables and Third-Party Charges

Unless specifically stated as included within the customer's Membership package, replacement parts, consumables and manufacturer charges are not included in the Membership fee.

Third-party fees, manufacturer fees, specialist contractor charges and other external costs may be charged separately where applicable.

Dental Hygienics will, where reasonably practicable, inform the customer of any significant additional costs before those costs are incurred.

7. Equipment and Eligibility

Membership coverage applies only to equipment identified and accepted by Dental Hygienics as being within the scope of the customer's Membership.

Dental Hygienics reserves the right to inspect equipment before accepting it onto a Membership.

Equipment that is obsolete, unsupported by the manufacturer, damaged, improperly installed or otherwise unsuitable for support may be excluded from Membership coverage.

The customer must provide accurate details of the equipment covered by the Membership.

The customer must inform Dental Hygienics of any significant changes to its imaging equipment, including installation of new equipment, removal of existing equipment or relocation of equipment.

8. Customer Responsibilities

Operate all equipment in accordance with the manufacturer's instructions.

Ensure that staff using the equipment are appropriately trained.

Follow reasonable instructions provided by Dental Hygienics.

Maintain appropriate access to equipment, software and premises where required for support.

Provide accurate information regarding faults and problems.

Maintain appropriate servicing, testing and compliance arrangements where these are not included within the selected Membership.

Ensure that remote access, where required, can be provided safely and lawfully.

Failure to comply with these responsibilities may affect our ability to provide support and may result in additional charges.

9. Remote Support

Where remote support is included, Dental Hygienics may request remote access to relevant computers, imaging software or associated systems.

Remote support will only be provided where appropriate access can be established and where the customer authorises such access.

Dental Hygienics is not responsible for problems caused by unrelated software, operating system changes, network infrastructure, internet connectivity, cybersecurity measures or third-party applications unless expressly included within the customer's Membership.

10. Payment

Membership fees are payable monthly at the rate applicable to the selected Membership package.

All prices are exclusive of VAT unless otherwise stated.

Payment must be made in accordance with the payment terms stated on the customer's invoice or payment agreement.

If payment becomes overdue, Dental Hygienics reserves the right to suspend Membership services until the outstanding balance has been paid.

Suspension of services due to non-payment does not automatically cancel the customer's contractual payment obligations.

11. Early Termination by the Customer

Important: The Membership has a minimum initial term of 12 months.

If the customer wishes to terminate the Membership before the end of the initial 12-month term, the customer must provide written notice to Dental Hygienics.

An early termination charge equal to one additional month's Membership fee will become payable.

The early termination charge will be based on the Membership package in place at the time of termination.

The early termination charge is payable in addition to any Membership fees already due or outstanding.

Payment of the early termination charge will bring the customer's Membership obligations to an end, subject to any outstanding invoices or other sums due to Dental Hygienics.

Where the customer has entered into a separate agreement relating to equipment purchase, finance, installation, training, maintenance or another service, termination of the Membership does not automatically terminate that separate agreement.

12. Termination by Dental Hygienics

Dental Hygienics may suspend or terminate a Membership where the customer fails to make payment; materially breaches these Terms & Conditions; provides false or misleading information; deliberately or repeatedly misuses equipment; acts abusively or unreasonably towards Dental Hygienics staff; or continued provision of the service would be unlawful or commercially impractical.

Where reasonably practicable, Dental Hygienics will provide the customer with notice of the issue and an opportunity to remedy the breach before termination.

13. Emergency and Out-of-Hours Support

Emergency or out-of-hours attendance is only included where specifically stated within the customer's Membership package.

Where emergency or out-of-hours services are not included, they may be provided at Dental Hygienics' prevailing chargeable rates.

Availability of emergency attendance is subject to engineer availability and geographical considerations.

14. Pay-As-You-Go Services

Customers who do not hold a Membership may request support on a pay-as-you-go basis, subject to availability.

Pay-as-you-go services are subject to availability and may be subject to separate terms or quotations.

15. Manufacturer and Third-Party Services

Dental Hygienics may work with equipment manufacturers, software providers, specialist contractors and other third parties when providing support.

Manufacturer fees, third-party charges and other external costs are not included unless expressly stated as included within the customer's Membership.

Dental Hygienics cannot guarantee the availability or response times of third-party suppliers.

16. Limitations of Liability

Dental Hygienics will provide services with reasonable care and skill.

Dental Hygienics shall not be liable for delays or failures caused by circumstances outside its reasonable control.

Such circumstances may include equipment manufacturer delays, unavailable parts, software or operating system failures, internet or network problems, courier delays, third-party failures, industrial action, severe weather or other events beyond our reasonable control.

Nothing in these Terms & Conditions excludes or limits any liability that cannot legally be excluded or limited under applicable law.

17. Changes to Membership Services

Dental Hygienics may update or amend its Membership packages from time to time.

Any material changes affecting an existing customer will be communicated with reasonable notice.

Changes to pricing will normally be communicated before taking effect.

18. Data Protection

Dental Hygienics will process customer information in accordance with applicable UK data protection legislation and its applicable privacy policy.

Customers are responsible for ensuring that any access provided to Dental Hygienics complies with their own data protection and information governance requirements.

19. Complaints

Any complaint regarding the Membership or services provided should initially be raised with Dental Hygienics using the contact details below.

Dental Hygienics will aim to investigate and respond to complaints within a reasonable period.

Email: support@dentalhygienics.com | Telephone: 01787 877870 | Website: www.dentalhygienics.com

20. General

These Terms & Conditions, together with the customer's Membership confirmation and any applicable quotation, form the agreement between Dental Hygienics and the customer in relation to the Membership.

If there is any conflict between these Terms & Conditions and a specific written agreement signed by both parties, the specific written agreement shall take precedence.

No waiver of any provision of these Terms & Conditions shall be effective unless confirmed in writing.

If any provision of these Terms & Conditions is found to be invalid or unenforceable, the remaining provisions shall continue to apply.

21. Governing Law

These Terms & Conditions shall be governed by and interpreted in accordance with the laws of England and Wales, unless otherwise agreed in writing.

Any disputes shall be subject to the jurisdiction of the courts of England and Wales, subject to any applicable statutory rights.

Customer Acceptance

Imaging Equipment Support Membership

By accepting a Dental Hygienics Imaging Equipment Support Membership, the customer confirms that they:

Have read and understood these Terms & Conditions.

Understand that the initial Membership term is 12 months.

Understand that early termination during the initial term is subject to an early termination charge equal to one month's Membership fee.

Understand which services are included and excluded within their selected Membership package.

Agree to comply with these Terms & Conditions.

Dental Hygienics | support@dentalhygienics.com | 01787 877870 | www.dentalhygienics.com

Membership	Monthly Fee
Imaging Essentials	£49 per Site
Imaging Professional	£99 per Site
Imaging Complete	£175 per Site

Membership	Early Termination Charge
Imaging Essentials	£49
Imaging Professional	£99
Imaging Complete	£175

Service	Price
Remote Diagnostic Session	£39.99
Technical Hotline	FOC
Planned Imaging Inspection	£95
Standard Site Visit	£100 + labour
Priority Site Visit	£150 + labour
Emergency Visit	£250 + labour

Customer / Practice	
Membership Package	
Site Address	
Membership Start Date	30 September 2026
Authorised Name	
Signature	
Date	