



 **ceramill**

Ceramill Support, Service, and Training  

---

Putting Technology Into Practice.

  
**AMANN GIRSCH**  
AMERICA

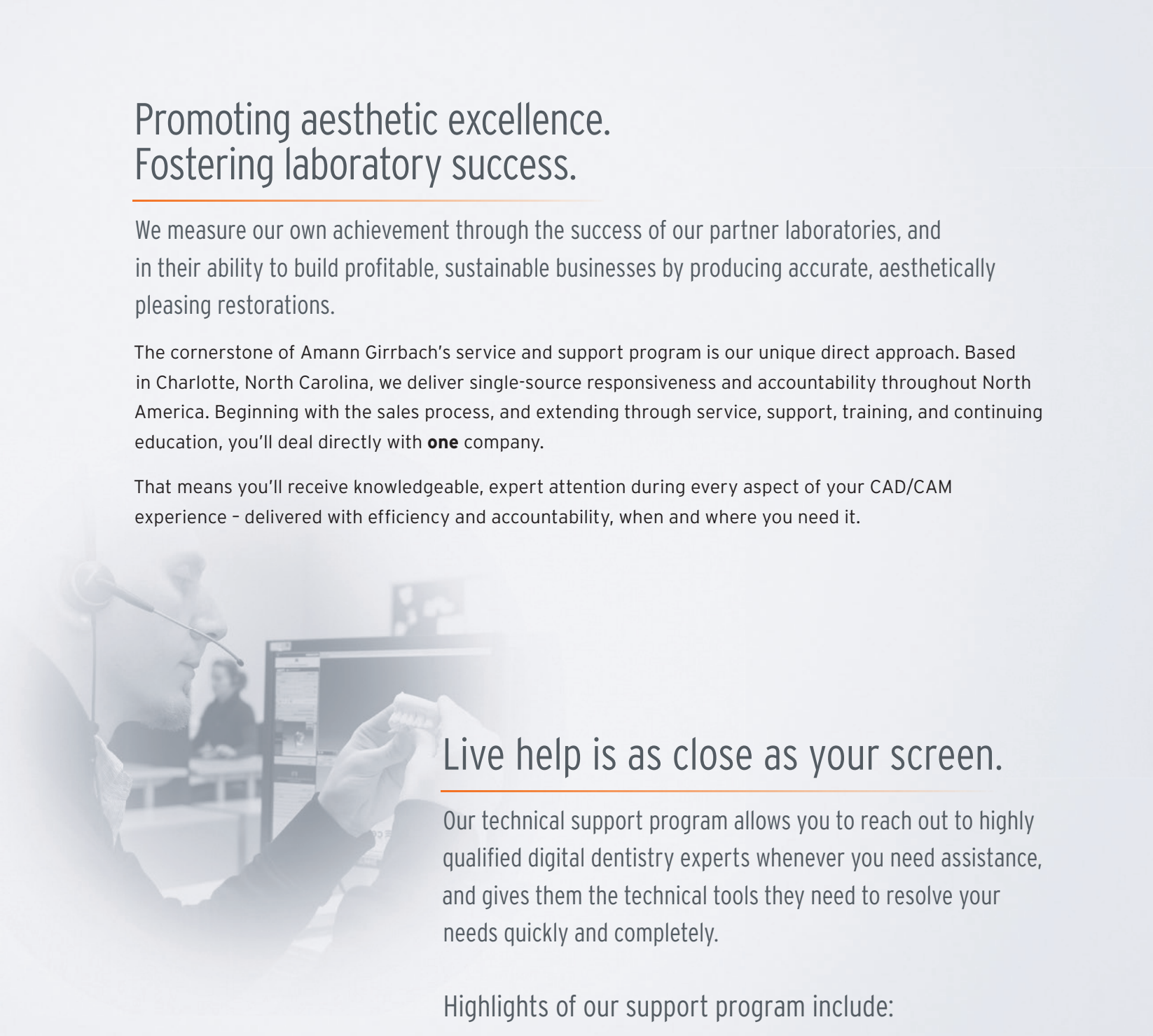
# Promoting aesthetic excellence. Fostering laboratory success.

---

We measure our own achievement through the success of our partner laboratories, and in their ability to build profitable, sustainable businesses by producing accurate, aesthetically pleasing restorations.

The cornerstone of Amann Girrbach's service and support program is our unique direct approach. Based in Charlotte, North Carolina, we deliver single-source responsiveness and accountability throughout North America. Beginning with the sales process, and extending through service, support, training, and continuing education, you'll deal directly with **one** company.

That means you'll receive knowledgeable, expert attention during every aspect of your CAD/CAM experience - delivered with efficiency and accountability, when and where you need it.



## Live help is as close as your screen.

---

Our technical support program allows you to reach out to highly qualified digital dentistry experts whenever you need assistance, and gives them the technical tools they need to resolve your needs quickly and completely.

### Highlights of our support program include:

---

Round-the-clock coverage provided by multiple support centers in time zones around the world

---

Support centers staffed by experienced technicians

---

Phone and email-based support, along with remote computer access that gives support technicians the ability to troubleshoot remotely and demonstrate techniques in real time

---

Support that ranges from start-up instructions for new users to case-related problem solving for advanced technicians



**AMANNGIRRBACH**  
AMERICA





*Along with the Motion 2, the Ceramill desktop CAD/CAM system's Map400 scanner and Mind software work together to deliver unrivaled precision, aesthetics, and efficiency.*

## Keeping you up and running.

Ceramill CAD/CAM products are recognized as some of the most durable and reliable in the industry, and we are proud of their low maintenance requirements and remarkable uptime.

Even we recognize that things sometimes go wrong, however. And for those times, we've put processes in place to get your system back up to speed quickly, with no interruption in service to your customers. If a problem can't be resolved immediately by a member of our in-house team or one of our dedicated service partners, we can keep your workload moving by providing backup milling at an AGA regional milling center, or by delivering a loaner system directly to your laboratory.

Our professional, personalized service program begins as soon as you purchase a Ceramill product, with "white glove" delivery that helps you get up and running smoothly. And if you're interested in receiving this same level of service as your Ceramill equipment ages, we offer extended warranties and service plans, customized to meet your specific needs.

## Support for your laboratory profitability.

---

Incorporating decades of experience with dental laboratories, our support programs address much more than just the technical issues associated with system operation and maintenance.

Thanks to our direct sales model, our consultative approach begins in the earliest stages of your relationship with Amann Girrbach America, when a knowledgeable, in-house Amann Girrbach America representative can help you analyze the potential ROI benefits of various system configurations, and then guide you through the process of selecting the most profitable CAD/CAM strategy for your lab.

You'll benefit from ongoing guidance in areas ranging from operations and pricing to marketing and advertising, and will be able to participate in special promotional programs and collaborative marketing communications initiatives - all aimed at enhancing the long-term profitability and sustainability of your business.

## The Amann Girrbach Advantage

---

Like everything about our CAD/CAM philosophy, our service, support, and training program is based on a commitment to precision and aesthetic excellence, along with a set of core principles that directly address the challenges facing today's dental laboratories:

### Modular Design

---

Expand - don't replace - your CAD/CAM system to meet your customers' growing needs.

### Open Architecture

---

Seamlessly share files and hardware between open systems to maximize efficiency and flexibility.

### Direct Partnerships

---

Deal with one company for all of your needs, including sales, service, support, and training.

### Exclusive Focus

---

Benefit from the knowledge and commitment of a partner focused on dental laboratories.

## Experience the support of a committed CAD/CAM partner. Just click or call.

---

To obtain more details on our support, service, and training programs, and learn more about our Ceramill desktop CAD/CAM system, visit [www.AmannGirrbachAmerica.com](http://www.AmannGirrbachAmerica.com) or call 800.851.3719.

# Training for every stage of your career.

As both an art and science, digital dentistry presents a never-ending learning opportunity for its practitioners, as well as a responsibility for manufacturers to educate users on how their specific equipment can meet evolving demand.

Amann Girrbach America has responded to this opportunity with a multi-faceted training program.

This program includes:

---

Introductory courses for individuals just entering the CAD/CAM world

---

Intermediate courses on processes like staining and finishing

---

Advanced programs on complex restorations and techniques like full mouth reconstruction and implant therapy

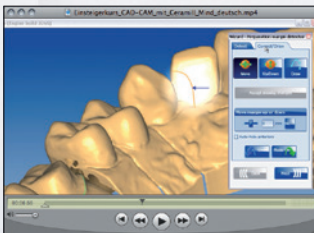
---

Regular seminars on the latest advances in the world of digital dentistry, featuring industry experts and thought leaders sharing their insights on the future of the craft



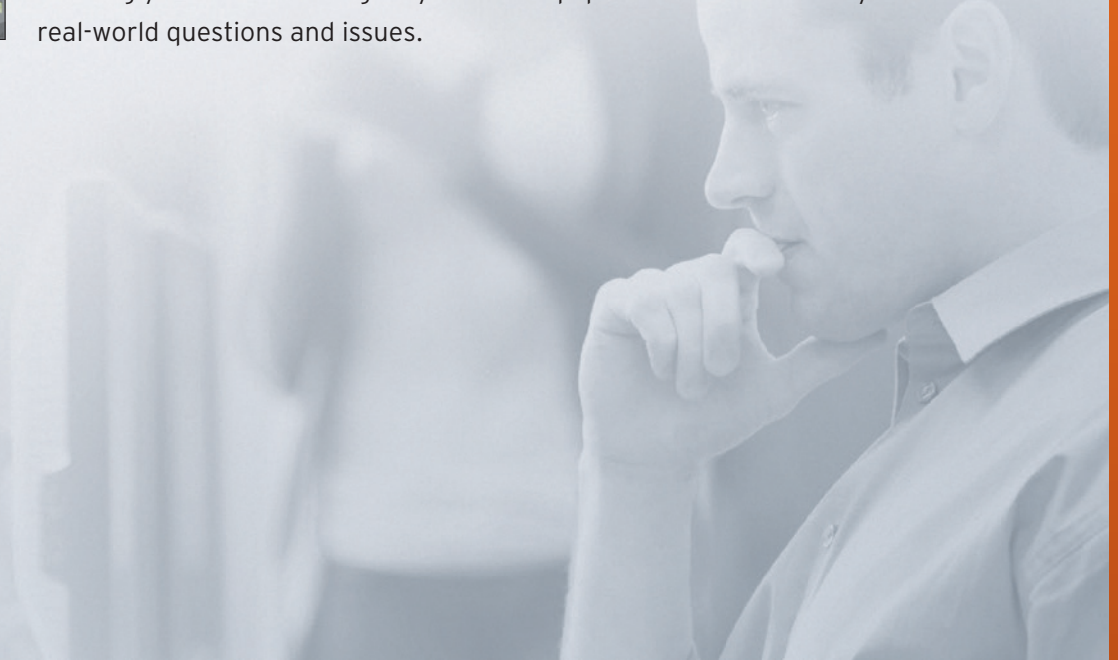
## Convenient Training Locations

To address your busy schedule, Amann Girrbach America offers training programs in a variety of convenient locations. This includes our fully equipped AGA Learning Lab in Charlotte, North Carolina - where new users receive intensive, multi-day instruction in the Ceramill system - along with partner labs located throughout North America.



## Online Training

In addition to in-person training, we also maintain an extensive library of online video courses, and offer live webinars on specific techniques. Along with the convenience of learning in your own office, these webinars offer the benefit of allowing you to follow along on your own equipment and immediately address real-world questions and issues.





**Amann Girrbach America, Inc.**

5265 Parkway Plaza Blvd.  
Charlotte, NC 28217

Tel 704.837.1404  
Fax 704.837.0763  
TF **1.800.851.3719**

[info@AmannGirrbachAmerica.com](mailto:info@AmannGirrbachAmerica.com)  
[www.AmannGirrbachAmerica.com](http://www.AmannGirrbachAmerica.com)



**AMANNGIRRBACH**  
AMERICA