

TRIOS Care & TRIOS Only

Frequently Asked Questions
about the new TRIOS service agreement



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TRIOS Care

New Sales



Availability

What is TRIOS Care?

TRIOS Care is the flagship product in 3Shape's new service pack offering. TRIOS Care offers users full peace of mind with their investment in a new TRIOS and introduces the option to cancel the TRIOS Care subscription and become a TRIOS Only customer after the first complimentary year. TRIOS Care has all the benefits of the existing CliniCare offering and several additional benefits:

	TRIOS Care	TRIOS Only
Software updates	✓	✓
New features	✓	
Support	✓	Paid
5Y warranty	✓	
Express replacement	✓	
3Shape Academy points	✓	
Discount	25% on add. Trios Care	
Trade-up offer	✓	

Which scanners can be bought with TRIOS Care?

All scanners and setups in the current TRIOS portfolio can be acquired with TRIOS Care: TRIOS 3 Basic, TRIOS 3, TRIOS 3 Wireless and TRIOS 4. TRIOS Care does not include the PC setup.

What TRIOS Software is licensed with TRIOS Care?

Software that is included in the scanner purchase is licensed as part of TRIOS Care. For example, upon purchase of a TRIOS 3 Wireless, the TRIOS Scanning software as well as 'excitement apps' will be included. Upon purchase of a TRIOS 3 Basic, the TRIOS Scanning software will be included. Other software, e.g. Studio and Ortho apps that are sold and priced separately is not part of the TRIOS Care license.

In addition to this, TRIOS Care users may get access to additional features released at a later point.

Will other TRIOS Software subscriptions (ortho, Studios, ...) be affected by the new Subscription Model?

No. TRIOS Only and TRIOS Care are primarily service offerings. Other TRIOS and 3Shape products continue unchanged.

Which geographical regions is TRIOS Care available for?

TRIOS Care and TRIOS Only will be available globally from launch. Local variations in replacement speed applies (see page 4).

Commercial terms & cancellation

Is the first year included in purchase of the scanner?

Yes. Just like CliniCare's first year being included, the first year of TRIOS Care will also be included in the purchase price of the scanner.

Will pricing on TRIOS Care be different than TRIOS 3 Basic?

No. The price will be the same for all scanners.

Can I buy multiple years of TRIOS Care up front?

No. Billing options are annual and monthly. A reseller may decide to offer only one of these, although 3Shape will promote the monthly option.

TRIOS Care

New Sales



What is the policy for cancelling the TRIOS Care subscription?

TRIOS Care can be cancelled in the last 90 days of the first year to downgrade to TRIOS Only on the first day of the second year. Upon entering the second year, end-users will have a 12-month commitment period after cancellation during which payments will still be due. To cancel TRIOS Care and downgrade to TRIOS Only, the end-user should contact their reseller or sales@3shape.com.

New Features

Will TRIOS Care customers get new/additional features?

When 3Shape launches new and innovative features, we may decide to make some of them available exclusively to TRIOS Care customers. At launch, the feature set will not change.

The availability of new features for TRIOS Care customers will depend on regulatory clearance in the country of use.

Support

Who offers the support in TRIOS Care?

The setup for support does not change. Resellers will continue to provide 1st line support to customers that are not Customer First. For Customer First customers, we will continue to provide first line support at 3Shape.

Extended Warranty & Express Replacement

How does the 5-year warranty work and can it be extended?

TRIOS Care subscribers have extended warranty on the TRIOS System registered for TRIOS Care for up to five years from the first registration date of the new scanner with 3Shape's 'ID' solution. If TRIOS Care is cancelled during the five years, warranty is also forfeited. Should the customer decide to re-enter TRIOS Care, warranty will continue until the scanner is five years old. The warranty includes the full TRIOS system acquired, i.e. including the Move+ if applicable, and a 'full risk insurance', meaning that 3Shape will replace up to two scanners that are accidentally damaged by the user.

The warranty cannot be extended beyond five years, and the price of TRIOS Care does not change after the warranty period expires.

Please refer to the Terms & Conditions for TRIOS Care for exact coverage under the warranty program.

Is the laptop included in the warranty?

No. The laptop is covered under laptop manufacturer warranty.

What is 'Express Replacement'?

We target that our users receive a replacement or loaner scanner less than 48 hours after approval of a warranty case. To start, this applies to most European countries*, US, Canada, and China. We strive to make it available to Korea, Japan, Brazil, Australia and New Zealand during second half of 2021.

In all other markets, expected replacement speeds remain as before and may be affected by factors outside 3Shape's control, including but not limited to customs clearance, last mile transport, cross docking with 3Shape resellers.

*European countries covered include: Austria, Belgium, Czech Republic, Denmark, England, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Monaco, Netherlands, Norway, Poland, Portugal, San Marino, Scotland, Slovakia, Slovenia, Spain, Sweden, Switzerland, Wales

TRIOS Care

New Sales



How does 3Shape measure replacement speed?

Replacement speed in this context is measured from the time 3Shape approves the need for replacement scanner, until the end-customer receives the replacement scanner.

The handling time until replacement is approved depends on the end-customer's availability for troubleshooting support calls from 3Shape as well as the availability of all relevant information.

What type of replacement will the end-user get?

Most replacements will be a similar scanner in a refurbished condition, however regulations in certain jurisdictions require us to repair the original scanner. In these cases, 3Shape will strive to provide a loaner scanner during the repair process.

Academy Points

How do the 'Academy Points' work?

100 academy points are included with the TRIOS Care subscription every year. The points are added to the user account on 3Shape's new Academy booking platform, launching together with the new subscription model. The points work as a discount code on training offerings, so the user will be able to buy a training session with points. 100 points correspond to, for example, one hour of 1-to-1 training with a 3Shape Academy expert.

What kind of training can be redeemed with the Academy points?

To start with, only 1-to-1 training is available on the platform, but within H2 of 2021, the full range of 3Shape Academy offerings will be made available to be purchased by applying the Academy points.

What are 1-to-1 trainings?

The trainings function as 1-to-1 coaching sessions in use of the TRIOS Scanner or other TRIOS software. We imagine

that users will use it as a type of 'on-demand' coaching, perhaps asking for 20-60 minute sessions when it suits them, to learn more on a very specific topic, or get started in a new area of scanning. Content is completely customizable by the user.

Will the end-user be able to buy training beyond the 100 points?

Yes. All offerings on the new 3Shape booking platform will be available for purchase separately.

What happens to the onboarding training offered by resellers?

Resellers will continue to offer the onboarding training that they have contractually committed to delivering. Academy points should be considered an additional opportunity for learning to get the most out of TRIOS.

Discount

What are the requirements for obtaining the discount on the subscription for additional TRIOS scanners?

The additional scanner acquired must be associated with the same physical location/practice as the first scanner acquired.

How will 3Shape know when an end-user is eligible for a second scanner discount?

3Shape's subscription management systems will automatically detect when a second scanner is registered to the end-user's practice and apply the discount to the first invoice.

What is the trade-up offer?

TRIOS Care subscribers will be offered favorable trade-up conditions when wanting to upgrade their scanner. The exact value of these offers is likely to vary depending on the trade-up in question.

TRIOS Care

Existing customers



I am an existing customer/user, can I upgrade my current subscription to TRIOS Care?

Yes. But unfortunately, we cannot offer it at time of launch. We expect to offer this option to our existing customers in early 2022. Following this date, upgrading will be possible when the current subscription expires (see table with examples at the end of this document).

If I already have a TRIOS Scanner and decide to buy a new one, will I get access to TRIOS Care?

Yes. If you chose to trade up the scanner, TRIOS Care will be included. If you chose to add an extra scanner to your practice, TRIOS Care, including extended warranty, only applies to the new scanner.

Will there be any costs associated with a switch to TRIOS Care?

Only the price difference between the two subscriptions. There are no 'opt-in fees' or 'upgrade fees' etc. As part of switching to TRIOS Care, end-users who were previously CliniCare customers will commit to 24 months of TRIOS Care.

What additional benefits will CliniCare customers get, from changing to TRIOS Care?

The warranty period extends to five years (previously maximum of 3). Existing customers that no longer have warranty coverage will also benefit from this when upgrading to TRIOS Care, if the scanner is less than five years old. Existing customers who are covered by current extended warranty will get full system coverage as well as drop insurance.

In addition, existing customers will receive the complimentary Academy points, 25% discount on second scanner TRIOS Care subscription.

TRIOS Only

New Sales



General

Can end-users get TRIOS Only immediately?

To get new users off to a good start with TRIOS, 3Shape offers the first year of TRIOS Care included in the purchase price of all new TRIOS Scanners. End-users will be given the opportunity to cancel their TRIOS Care subscription before the end of their first year and move to TRIOS Only at the end of the complimentary year.

What is the policy for downgrading from TRIOS Care to TRIOS Only?

TRIOS Care can be cancelled in the last 90 days of the first year to downgrade to TRIOS Only on the first day of the second year. Upon entering the second year, end-users will have a 12-month commitment period after cancellation during which payments will still be due. To cancel TRIOS Care and downgrade to TRIOS Only, the end-user should contact their reseller or sales@3shape.com.

Which scanners work with TRIOS Only?

All the newer generations of TRIOS scanners work in a TRIOS Only configuration: TRIOS 3 Basic, TRIOS 3, TRIOS 3 Wireless and TRIOS 4.

What TRIOS Software is licensed with TRIOS Only?

Software that is included in the scanner purchase is licensed as part of TRIOS Only. For example, upon purchase of a TRIOS 3 Wireless, the TRIOS Scanning software as well as 'excitement apps' will be included. Upon purchase of a TRIOS 3 Basic, the TRIOS Scanning software will be included. Other software, e.g. Studio and Ortho apps that are sold and priced separately is not part of the TRIOS Care license.

The software may at a later point be limited to not include new features that are made available to TRIOS Care subscribers only.

If I have two scanners, can I have TRIOS Care for one and TRIOS Only for the other?

No. The scanners will need to have the same service pack associated, in order to ensure smooth operation of features, support calls, training needs, and more. For the same reason, we also offer a discount on the second scanner TRIOS Care subscription.

What are the requirements to upgrade to TRIOS Care again?

None. End-users can opt-in to TRIOS Care at any time at no cost. 3Shape will evaluate eligibility in the case of an ongoing support case.

Software Updates & new features

Will software still be updated?

Yes. Updates to the TRIOS software is included in TRIOS Only, and the end-user will benefit from continuously improvements of existing features.

What does it mean that TRIOS Only will not have 'new features' included?

3Shape regularly adds new features and functionalities to the TRIOS software. Going forward, we may decide to release certain features to TRIOS Care subscribers only. These will only be new distinct functionalities to the software (in the past, this could have been e.g. Shade Measurement or HD Photo), and not updates and upgrades to existing functionality.

Will TRIOS scanners and software be compromised if any features are not added to the TRIOS Only?

No. The ability to scan and send will continue unchanged.

TRIOS Only

New Sales



Support

What is the billing process for support?

If support is provided by reseller, the reseller will invoice the end-user. If 2nd line 3Shape support is required, 3Shape will invoice the reseller, and the reseller is responsible for charging the end-user. For Customer First customers, 3Shape will charge directly.

What cases do end-users have to pay for?

All support cases will be charged regardless of the subject.

Warranty & Replacement

Will extended warranty and replacement be available as a separate offer, without subscribing to TRIOS Care?

No. Extended warranty and express replacement is only offered to TRIOS Care subscribers.

What are the options for an end-user with TRIOS Only who has a broken scanner?

TRIOS Only subscribers may call 3Shape or their reseller's support agents and receive an offer for repair of the broken scanner, or an offer for a new scanner.

Training

Are TRIOS Only customers able to purchase Academy training?

Yes. When the end-user wants additional training, they may book training sessions with 3Shape Academy, but will not receive the complimentary points that provides credit on training offered by 3Shape Academy.

Frequently Asked Questions

TRIOS Only

Existing Customers



Can existing customers switch to TRIOS Only?

Yes, but not directly. Existing customers will switch to TRIOS Care and commit to 24 months of subscription, after which they will be free to switch to TRIOS Only (see table at the end of this document for examples).

If a scanner is no longer covered by warranty, will the warranty in TRIOS Care still cover?

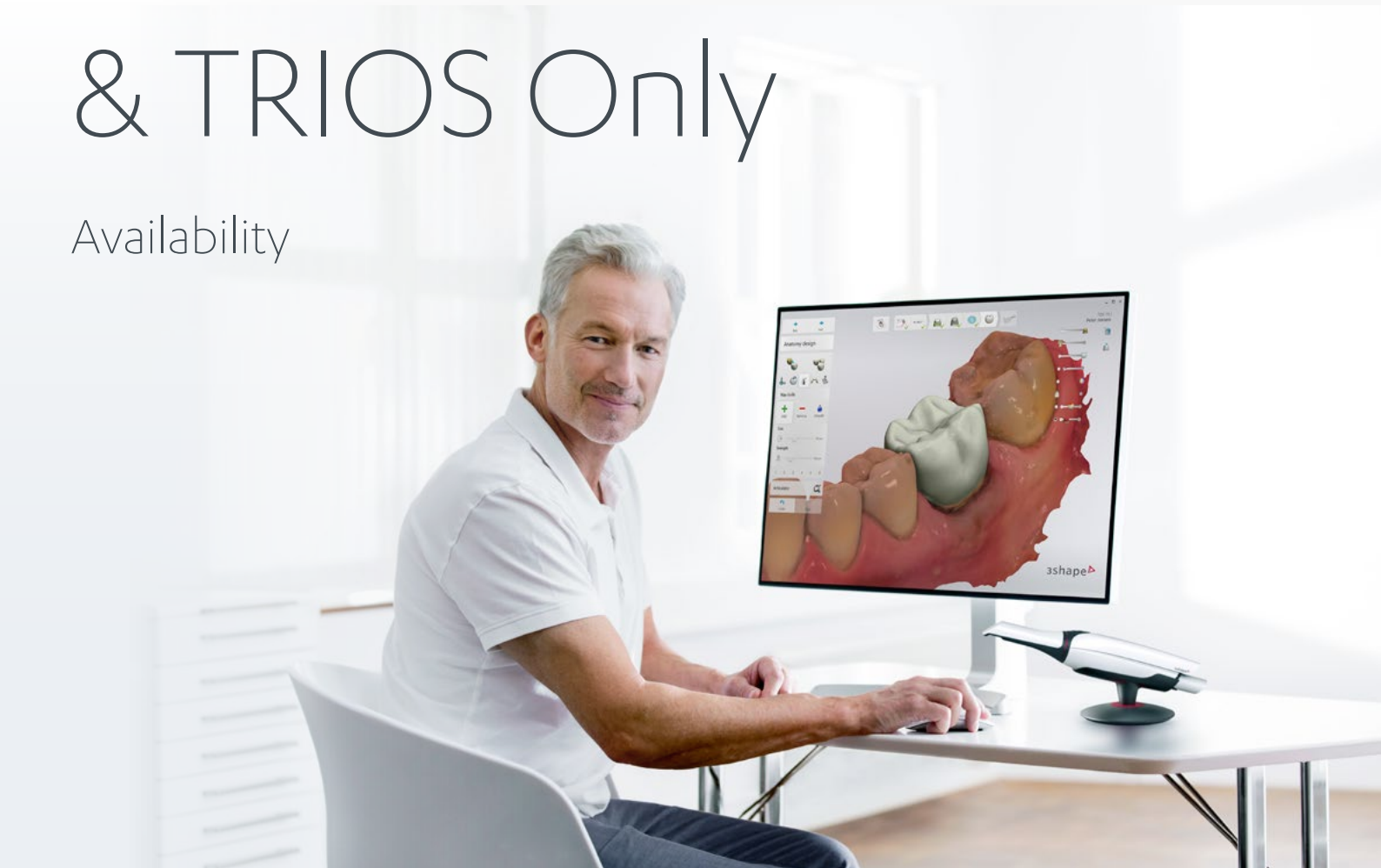
Yes, as long as the scanner is less than five years old. The TRIOS Care warranty covers all scanners enrolled until they are five years old, as measured from original purchase date.

Will 3Shape offer a refund or discount for end-users that trade up with warranty that is still in effect, e.g. the 3-year extended warranty and replacement?

No. End-users will pay full price for TRIOS Care regardless of whether they have previously pre-paid for Extended Warranty & Replacement. They are free to stay on the current product combination of CliniCare and 3-Year Extended Warranty and upgrade to TRIOS Care when the pre-purchased warranty expires.

TRIOS Care & TRIOS Only

Availability



Expiration of current subscription	Earliest upgrade to TRIOS Care	Earliest downgrade to TRIOS Only	Notes
01 December 2021	01 December 2022	01 December 2024	Will need to renew to existing subscription setup and remain on it for one year period before eligible to TRIOS Care
01 January 2022	01 January 2022	01 January 2024	Earliest possible opt-in
01 August 2022	01 August 2022	01 August 2024	

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