

TPC

Mirage 2.0 Hydraulic Patient Chair



Installation, Operation & User Manual

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SAFETY INFORMATION

WARNING SYMBOLS AND LABELS

The dental chair is marked with important safety labels at the following locations:

PRODUCT IDENTIFICATION LABEL

Location: Left side cover of the dental chair

Contains: Manufacturer information, serial number, and date of manufacture

RISK CLASS SYMBOL

Location: Left side cover of the dental chair

Indicates: Product classification and safety rating

MAIN ELECTRICAL GROUNDING POINT

Location: Base of the chair and front left side of the steel base frame, under the plastic cover

This symbol indicates the main electrical grounding point for safe operation.

FUSE LABEL

Location: Under the pump cover on the front left side of the chair frame

Specification: 10 Amp, 250V, 5x20mm glass fuse

READ ALL SAFETY INFORMATION BEFORE OPERATING THE CHAIR

Weight and Patient Safety

- **Maximum weight capacity: 650 lbs.** - Do not exceed, or damage may occur
- **Single patient use only** - Do not allow more than one patient in the chair at a time
- **Do not stand anywhere on the dental chair** - Use only in a seated position

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- **Maximum continuous operation: 3 minutes** - Allow chair to rest between uses

Electrical Safety

KEEP LIQUIDS AWAY FROM ELECTRICAL CONNECTIONS

Most electrical control switches are NOT hermetically sealed. When a switch gets wet, it can self-activate or short out, damaging system components.

To prevent costly equipment damage:

- **DO NOT spray disinfectants directly at or into electrical switches and controls**
- Spray cleaning solutions onto a cloth first, then wipe down control surfaces
- Do not saturate the cloth
- Keep switches dry at all times
- Disconnect the main power cord when checking fuses

Installation and Handling Safety

CAUTION: Use proper lifting techniques to prevent injury

- Use approved pallet jack or forklift to move the dental chair
- Do not use the chair armrest as lift points - use provided lift handles only
- Do not attempt to move stacked dental chairs
- The dental chair is heavy - multiple people required for safe handling

STORAGE AND TRANSPORTATION PRECAUTIONS

- **Do not store the dental chair in temperatures exceeding 130 degrees**
- **Do not store the dental chair on its side** - Always store upright on pallet
- **Do not stack more than 5 packaged chairs at a time** on top of each other
- **Only store the dental chair in a dry, cool place**
- Use approved pallet jack or forklift for moving

OPERATIONAL SAFETY

Any action not recommended by the manufacturer may cause risk of injury or shock!

- Only authorized service technicians should attempt to service TPC equipment
- Service performed by unauthorized technicians may result in a voided warranty
- Always verify clear space around the chair before activating automatic functions
- Ensure delivery unit arms and operatory lights are clear before auto-limit procedures

GENERAL INFORMATION

Product Description

The Mirage 2.0 is a hydraulic patient chair designed for dental procedures. It features programmable preset positions, adjustable motion limits, hydraulic flow controls, and advanced electronic position sensing using potentiometers instead of traditional mechanical limit switches.

Key Features

- **Hydraulic operation** - Smooth, quiet movement with adjustable speeds
- **Electronic position sensing** - Potentiometer-based system for precise control
- **Programmable motion limits** - Customizable travel range for base and backrest
- **Auto-limit calibration function** - Automated setup procedure
- **Preset positions** - Three programmable positions plus last position memory
- **Safety plate system** - Prevents movement when objects are caught underneath
- **Articulating headrest** - Adjustable height and angle with friction mount
- **Rotating armrests** - Easy patient entry and exit

Chair Components

Major components of the Mirage 2.0 include:

- Hydraulic pump and cylinder system
- Main PCB (Printed Circuit Board) with control circuitry
- Potentiometers for position sensing (base and backrest)
- Upholstered seat, backrest, and headrest
- Rotating armrests
- Foot control panel
- Optional touchpad controls
- Safety plate under cantilever cover
- 12V AC transformer and power system
- Hydraulic flow control valves (TV1-TV4)

Technical Specifications

- **Power Requirements:** 12V AC
- **Fuses:** Two 10 Amp, 250V, 5x20mm glass fuses
- **Maximum Weight Capacity:** 650 lbs.
- **Maximum Continuous Operation:** 3 minutes
- **Hydraulic Fluid:** Standard dental chair hydraulic oil
- **Control System:** Electronic with potentiometer position feedback

Electrical Connection

- Locate the main power cord (rated for 120V AC operation)
- Ensure the main power switch is in the OFF position before connecting
- Connect the power cord to a properly grounded electrical outlet
- Turn on the main power switch located on the chair base
- When illuminated, the power is ON
- If the switch does not illuminate when in the UP position, check the two 10 Amp fuses



Fuse Location and Specifications:

- Location: To the right of the main power switch
- **Disconnect the main power cord before checking or replacing fuses**
- Fuse specifications: 10 Amp, 250V, 5x20mm glass fuses
- If a fuse blows immediately after replacement, this indicates a short in the wiring - contact a service technician or TPC technical support (800) 560 – 8222





INSTALLATION INSTRUCTIONS

Removing the Base Covers

- Remove the plastic covers from the base of the dental chair.
- Slide the back cover straight back to detach it from the chair base.
- Note: The base cover is secured to the steel base using magnets.



Removing the Shipping Bolts

Remove the four (4) shipping bolts securing the chair to the pallet.

- Two bolts are located at the front of the chair.
- Two bolts are located at the front of the chair.



* These bolts will not be reused during installation *

Positioning the Chair

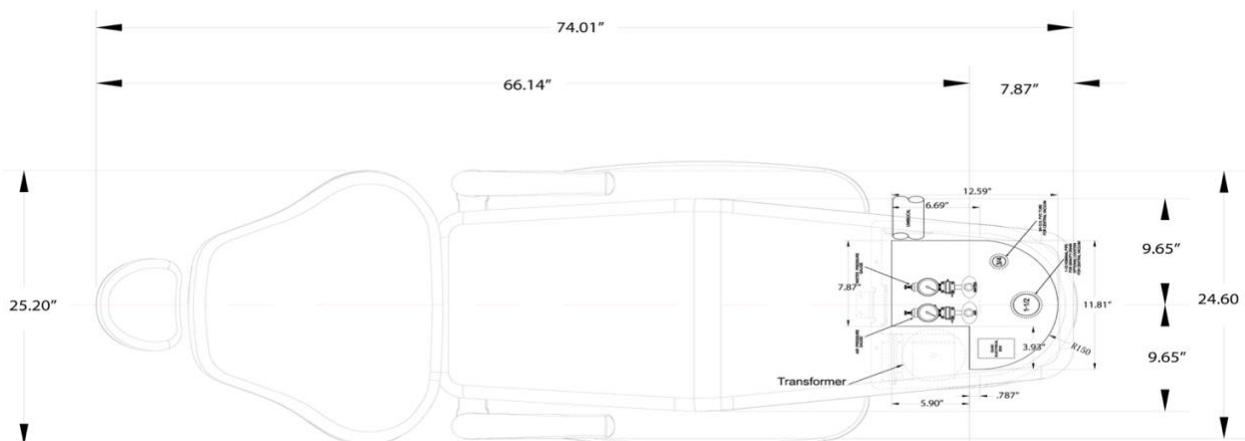
Install Lift Handles

- Remove the lift handles from the pallet packaging
- Install the lift handles on the threaded hub on each side of the chair if needed.
- These handles serve as lift points during installation
- **⚠ IMPORTANT:** Do not use the chair armrests as lift points - they are not designed to support the chair's weight



Move Chair to Installation Location

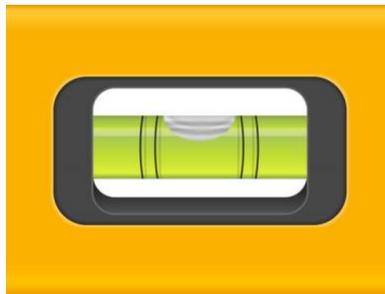
- Using an approved pallet jack, forklift, or floor dolly and carefully move the chair to its final installation location
- Ensure adequate clearance for:
 - Full range of chair motion
 - Delivery unit arms
 - Operatory light
 - Staff movement around the chair
 - Patient entry and exit



Leveling the Chair

- Position the chair in its desired installation location.
- Locate the leveling lug holes. These are the same holes previously used to secure the chair to the pallet.
- Install the leveling lugs into the holes.
- Adjust each lug as needed to compensate for any uneven flooring.
- Use a level to ensure the chair base is properly leveled.
- Gently press on different areas of the chair base to verify stability.

⚠ Note: Ensure all leveling lugs are firmly in contact with the floor before finalizing the installation.



BACKREST SUPPORT INSTALLATION

Installing the Backrest Support

Procedure:

- Remove the lift handles from the backrest mount by taking out the two (2) 14 mm bolts.
- Carefully slide the backrest hub between the mounting plate and the plastic cover until it is properly seated.
- Tighten all bolts securely, then verify that the backrest moves smoothly through its full range of motion.

⚠ Caution:

Do not overtighten the bolts. Excessive torque may damage the mounting hub or restrict backrest movement.



UPHOLSTERY INSTALLATION

Installing the Backrest Upholstery

- Locate the nuts and bolts shown in the figure below.
- Attach each nut to its corresponding bolt, then insert the assembled hardware into the backrest frame as illustrated.
- Adjust the nuts so that the bolt heads and the backs of the nuts can slide smoothly up and down within the backrest frame with minimal resistance.
- Once the spacing is correctly adjusted, remove the bolts—keeping the nuts attached—and maintain consistent spacing for reinstallation.
- **Align the Upholstery:** Slide the backrest upholstery into the backrest bracket, ensuring the metal

 **Note:**

Maintaining the same spacing during reassembly will ensure smooth operation and proper alignment of the backrest mechanism.



- **Align the Upholstery:** Slide the backrest upholstery into the backrest bracket, ensuring the metal

UPHOLSTERY INSTALLATION

Installing the Seat Cushion

- Take the seat cushion out of the packaging
- Place it upholstery side down on a clean, protected surface

CRITICAL: Proper S-Bracket Installation

Incorrect Installation (Warning Example):

- Mounting the S-bracket so it hangs over the edge of the upholstery will cause damage
- The bracket extending beyond the upholstery frame will result in structural failure
- Notice in the incorrect example that the bracket overhangs the upholstery edge



Correct Installation (Correct Example):

- The S-bracket must be flush with the end of the upholstery
- No overhang should be visible
- The bracket should align perfectly with the upholstery frame edge



Install the Seat Cushion

- Insert the chair seat cushion into the seat pan bracket notch shown in Figure

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- You will notice that the seat frame is notched so that the bracket can slide into place. This notch prevents left-to-right movement.
- Slide the cushion fully into position



Secure Seat Cushion

- Locate the Allen screws, lock washers, and flat washers shown
- Once the bracket is securely in place in the notch, fasten the toe (front) of the upholstery to the frame as shown with the included fasteners
- Tighten all fasteners securely
- Verify the seat cushion does not move or shift



Install the Headrest Stem cushion

- Insert the headrest stem into the backrest mounting point

- Adjust the headrest to an appropriate initial height and angle

Attach Headrest Cushion

- Place the plastic cover over the headrest cushion as shown
- Attach the headrest cushion to the headrest stem as shown
- Use the three counter-sunk Phillips head screws shown



⚠ IMPORTANT: Do not over-tighten the screws

Final Upholstery Check

After completing all upholstery installation:

- 1. Visual Inspection:**
 - Check that all upholstery is properly seated
 - Verify no gaps or misalignment
 - Ensure all hardware is tight
- 2. Functional Test:**
 - Sit in the chair and check for proper support
 - Move the backrest through the full range - upholstery should not bind
 - Adjust the headrest up and down – it should move smoothly
 - Rotate armrests - should move freely
- 3. Safety Verification:**
 - Ensure no sharp edges are exposed
 - Verify all mounting bolts are secure
 - Check that upholstery covers all frame edges

CONTROLS OVERVIEW

Foot Control Operations



The foot control panel allows hands-free operation of the chair and is the primary control interface during patient procedures.

Seat Height Adjustments

- **To raise:** Press down on the upper area of the foot control
- **To lower:** Press down on the lower area of the foot control

The seat will move smoothly if the control is pressed. Release to stop at the desired height.

Backrest Adjustments

- **To raise:** Press down on the right side of the foot control
- **To recline:** Press down on the left side of the foot control

The backrest will move smoothly if the control is pressed. Release to stop at the desired angle.

Preset Position Programming



To program a preset position:

1. Manually move the chair to the desired position using the foot controls
2. Press and hold the preset switch (#1 or #2) on the foot control
3. Continue holding for 5 seconds
4. You will hear a confirmation beep when the position is saved
5. The position is now stored in memory

Available Presets:

- **Preset 1:** Typically used for examination position
- **Preset 2:** Typically used for treatment position
- **Preset 3:** Additional custom position for touchpad controls

4. Automatic Return Function

To return the chair to the upright "normal" position:

1. Momentarily press the "0" switch on the foot control
2. The chair will automatically return to the pre-programmed exit position
3. This is useful for quick patient entry/exit positioning

5. Last Position (LP) Function

By pressing the "LP" (Last Position) button:

- The chair backrest will travel to the last position it was in before the automatic return was activated
- This allows a quick return to the working position after patient entry/exit

Optional Touchpad Controls

If your chair is equipped with the optional touchpad, the following controls are available:

Main Movement Controls

- **Chair Base Up** - Raises the chair base (hold for continuous movement)
- **Chair Base Down** - Lowers the chair base (hold for continuous movement)
- **Back Up** - Raises the backrest (hold for continuous movement)
- **Back Down** - Recline the backrest (hold for continuous movement)

Preset and Position Controls

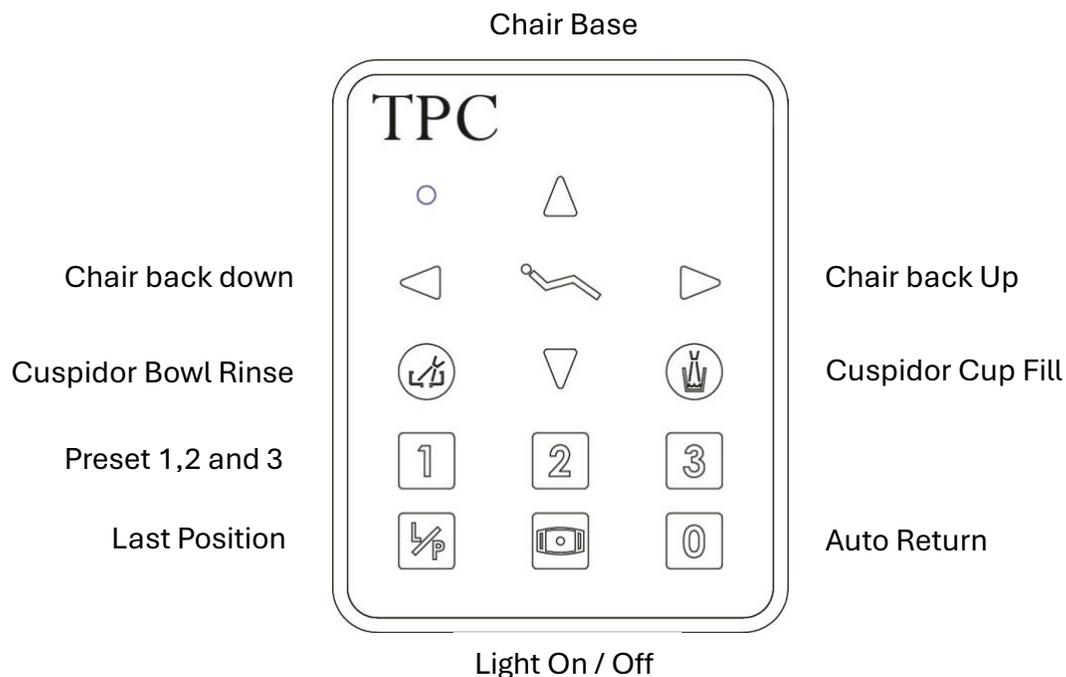
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- **Preset 1** - Recalls saved position 1
- **Preset 2** - Recalls saved position 2
- **Preset 3** - Recalls saved position 3 (if available)
- **Last Position** - Returns the backrest to the last position
- **Auto Return** - Returns chair to upright entry/exit position
- **Down** - Quick lower function

Additional Touchpad Features

Some touchpad models may include:

- **Light On/Off** - Controls operatory light (if equipped)
- **Cuspidor Bowl Rinse** - Activates cuspidor rinse cycle (if equipped)
- **Cuspidor Cup Fill** - Fills patient cup (if equipped)



Last

Auto Return

Armrest Rotation

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- Grasp the end portion of the armrest firmly
- Pull upward slightly to disengage the locking mechanism
- Turn the armrest outward to the desired position
- Release - the armrest will lock in the new position
- The armrest will lock every 90 degrees

Either armrest can be rotated independently for patient entry/exit or for improved access during procedures.

Headrest Adjustments

The headrest height can be adjusted simply by pulling the headrest up or down:



- A friction mount system incorporated in the backrest holds the headrest in position
- Pull up to raise the headrest
- Push down to lower the headrest
- No tools or releases required

The angle of the articulating headrest can be changed:

- Locate the slide bar on the headrest stem
- Release the slide bar (pull or slide depending on model)
- Adjust the headrest to the desired angle
- Re-engage the slide bar to lock the position\

SETTING CHAIR MOTION LIMITS



Understanding the Limit System

Important Feature: The Mirage 2.0 Hydraulic Patient Chair does not use conventional mechanical or mercury limit switches.

How it works:

- Motion of the chair base and backrest moves variable resistances called potentiometers
- These potentiometers allow the control circuitry to continuously know the exact position of the base and backrest
- The system always knows the position, not only when the chair hits the end of travel
- This provides precise, customizable motion limits

Adjustment locations: All four motion limits (seat raise/lower, backrest raise/recline) are controlled through the main PCB board. Mirage 2.0 – Limits Adjustment

Notes & Safety Tips

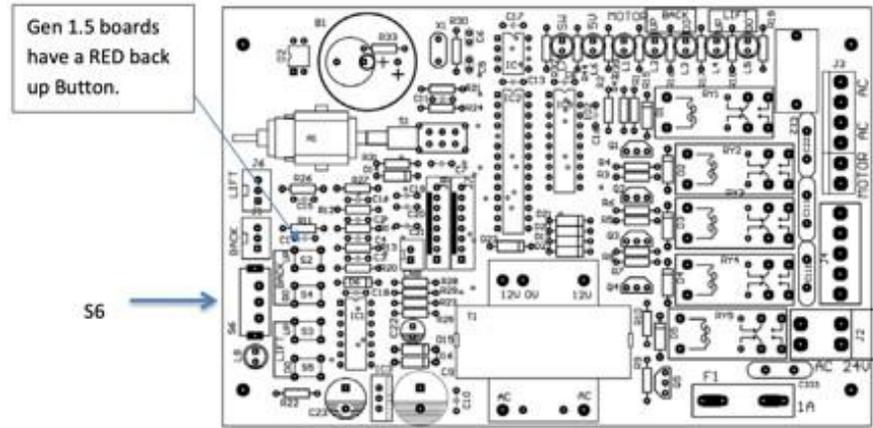
- Ensure the chair's path is **clear of obstructions** before starting.
- This process may be used for **calibration, diagnostics, or maintenance** — check your service manual for your specific model.
- Once complete, **return S6 to the UP position** to exit Service Mode (if required by your system).

 **Caution:** Do not operate the chair in service mode for an extended period. The chair can travel beyond its limits and may damage the frame or plastic covers. Presets and auto-return functions will not operate in this mode.

Entering Service Mode & Running Chair Auto-Movement

- **Remove the chair pump cover** to access the **main PCB**
- Locate **switch S6** on the PCB.

- Slide **S6 to the DOWN position** to enter Service Mode.
- Confirm Service Mode is active:
- The **LED light L8**, located below the switch, should **illuminate**.



Initiate Chair Auto Limit Programming

- Locate the **Back Up button (S2)** on the main PCB.
- **Press and hold S2.**
- The board will **beep once immediately**
- **Continue holding S2 for 5 seconds.**
- After 5 seconds, you'll hear a **second beep.**
- The chair will **begin to move automatically.**
- **Release S2 as soon as the movement begins.**

Result:

- The chair completes two full movement cycles:
 - Cycle 1: Maximum travel range.
 - Cycle 2: Approximately 10% reduced range from Cycle 1.
- After completing both cycles, the chair stops and beeps repeatedly.
- Reverse switch S6 to the normal (off) position — the L8 LED will turn off.

If the chair errors out, check the potentiometers before continuing. If the base movement errors, inspect the base potentiometer. If the chair base moves up and down rapidly, disconnect the safety plate or remove any obstructions underneath.

Adjusting Chair Limits – Manual Limit Mode

Back Down Limit:

Slide switch S6 into the down position to place the chair in service mode



1. Recline the backrest fully.
2. Raise the backrest slightly from that position.
3. Press the BACK DOWN button on the PCB.
4. Slide switch S6 to the off position.
5. Raise and lower the backrest to verify the limit.

Back Up Limit:

Slide switch S6 into the down position to place the chair in service mode

1. Raise the backrest fully.
2. Lower it slightly from that position.
3. Press the BACK UP button on the PCB.
4. Slide switch S6 to the off position.
5. Lower and raise the backrest to confirm the setting.

Base Down Limit:

Slide switch S6 into the down position to place the chair in service mode

1. Lower the base fully.
2. Raise the base slightly from that position.
3. Press the BASE DOWN button on the PCB.
4. Slide switch S6 to the off position.
5. Raise and lower the base to verify the limit.

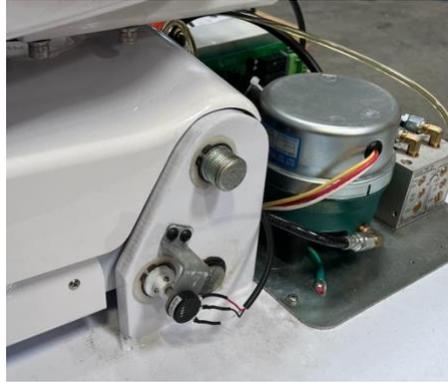
Base Up Limit:

Slide switch S6 into the down position to place the chair in service mode

1. Raise the base fully.
2. Lower it slightly from that position.
3. Press the BASE UP button on the PCB.
4. Slide switch S6 to the off position.
5. Lower and raise the base to confirm the setting.

Base Potentiometer Inspection

- Remove the pump cover from the chair. Standing behind the chair, locate the potentiometer on the right side just above the chair base.



- Verify that the set screws on the potentiometer collar are secure.
 - If loose, re-center the potentiometer to its middle position.

Measuring Potentiometer Resistance

Use a voltmeter to verify the following readings:

White → Red = 1K Ω

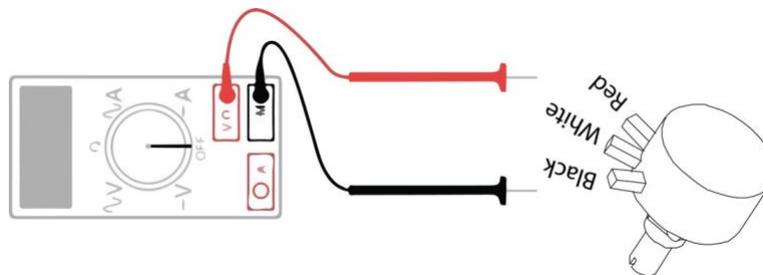
Red → White = 1K Ω

Black → White = 0 – 1K Ω

Red → Black = 0 – 1K Ω

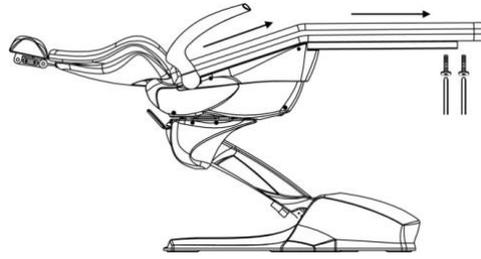
Adjust the wiper to vary the potentiometer value as needed. If readings are correct, test again at the PCB connector to ensure the wire harness is not damaged.

Potentiometer Model: RV245YN



Backrest Potentiometer Inspection

- Remove the seat cushion from the chair. Standing behind the chair, locate the potentiometer on the right side just next to the return spring.



- Verify that the set screws on the potentiometer collar are secure.
 - If loose, re-center the potentiometer to its middle position.



Measuring Potentiometer Resistance

Use a voltmeter to verify the following readings:

White → Red = 1K Ω

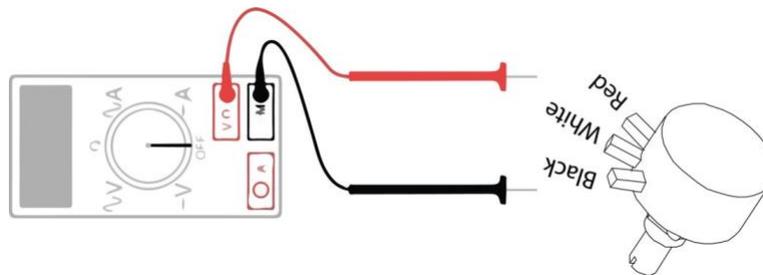
Red → White = 1K Ω

Black → White = 0 – 1K Ω

Red → Black = 0 – 1K Ω

Adjust the wiper to vary the potentiometer value as needed. If readings are correct, test again at the PCB connector to ensure the wire harness is not damaged.

Potentiometer Model: RV245YN



Troubleshooting Auto Limit

If the chair short travels during the auto limit process:

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This indicates a problem. Possible causes:

1. **Potentiometer issue:**
 - The PCB cannot properly read the resistance from the potentiometers
 - Check the potentiometer set screws for the backrest and seat base
 - Ensure potentiometers are securely mounted and connected
2. **Safety plate engaged:**
 - Something may be triggering the safety plate
 - Check under the chair for obstructions
 - Verify the safety plate moves freely
3. **Wiring issue:**
 - Check all wire connections to the potentiometers
 - Look for loose or damaged wires

Solution if problems persist:

1. You can temporarily disconnect the safety plate from the main PCB board during the auto limit process
2. Reconnect the safety plate when the procedure is complete
3. If issues continue, contact TPC technical support

Tips for Setting Limits

1. **Patient comfort:** Set limits that provide comfortable positioning for your patient population
2. **Equipment clearance:** Ensure limits don't allow the chair to contact delivery units or lights
3. **Safety margin:** Leave a small margin below physical maximums to reduce wear on the hydraulic system
4. **Test thoroughly:** After setting limits, test all chair functions with various control methods

HYDRAULIC SYSTEM ADJUSTMENTS

Operating Speed Controls

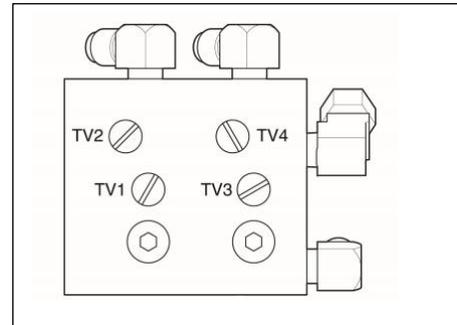
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The Mirage 2.0 features adjustable hydraulic flow control valves that regulate the speed of chair movements. Operating speeds are preset at the factory but can be adjusted to suit your preferences.

Flow Control Valve Locations

The hydraulic block contains four flow control valves:

- **TV1:** Base Up flow control
- **TV2:** Base Down flow control
- **TV3:** Back Up flow control
- **TV4:** Back Down flow control



Refer to the hydraulic block diagram for visual identification of valve locations.

Adjusting Flow Control Valves

How the valves work:

- **Counterclockwise turns:** Open the valve / Increase flow = FASTER movement
- **Clockwise turns:** Close the valve / Decrease flow = SLOWER movement

Adjustment Procedure

1. **Access the hydraulic block:**
 - Remove the pump cover from the chair base
 - Locate the hydraulic block with the four flow control valves
2. **Identify the valve to adjust:**
 - Determine which movement you want to speed up or slow down
 - Locate the corresponding valve (TV1, TV2, TV3, or TV4)
3. **Make small adjustments:**
 - **IMPORTANT:** Adjust in quarter-turn rotations only
 - Do not open or close any flow control valve completely
 - Make one quarter turn, then test the movement
 - Continue making small adjustments until the desired speed is achieved
4. **Test the adjustment:**
 - Replace the pump cover temporarily
 - Test the chair movement
 - If further adjustment is needed, repeat the process

Valve Adjustment Guidelines

For smoother, more controlled movements:

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- Turn valves clockwise (close slightly) for slower speeds
- This is preferable for patient comfort during recline/raise operations

For faster positioning:

- Turn valves counterclockwise (open slightly) for increased speed
- Useful for rapid patient entry/exit positioning

Safety considerations:

- Never open valves completely - this can cause jerky, uncontrolled movement
- Never close valves completely - this will prevent movement and strain the motor
- Keep adjustment changes minimal and test frequently
- If you lose track of settings, contact TPC for factory default settings

Hydraulic System Check

Verify Hydraulic Fluid Level

- Remove the pump cover from the chair base
- Locate the hydraulic reservoir
- Check fluid level - should be at the "FULL" mark
- If low, add approved hydraulic fluid to the proper level
- Replace the pump cover securely

 To check the oil level, ensure the chair base is in the lowest position and the backrest is fully reclined. This allows the hydraulic cylinders to be fully emptied.

Initial Function Test

1. Activate each chair function individually:
 - Base up
 - Base down
 - Backrest up
 - Backrest down
2. Listen for smooth hydraulic operation
3. Check for any unusual noises or squealing (indicates low fluid or air in the system)
4. Verify all movements are smooth and controlled

Adding Hydraulic Fluid

When to add fluid:

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- Fluid level is below the "FULL" mark
- Chair movements are sluggish or inconsistent
- You hear unusual noises (cavitation/air in the system)

Procedure:

1. Use only approved dental chair hydraulic fluid (AW32 Jack or Hydraulic oil Clear)
2. Clean the area around the reservoir cap before opening
3. Remove the reservoir cap carefully
4. Recline the backrest to the lowest point.
5. Lower the base to its lowest point.
6. Add fluid slowly until it reaches the "FULL" mark
7. Replace the cap securely
8. Wipe away any spilled fluid
9. Cycle the chair through the full range of motions several times to work out any air bubbles

Signs of Low Hydraulic Fluid

- Squealing noise when the motor is running
- Jerky or inconsistent movement
- Slower than normal operation
- The chair sinks when parked

If the chair is low on hydraulic fluid, refill the hydraulic reservoir immediately. Continued operation with low fluid can damage the pump.

Safety Plate System

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Purpose: A safety plate is provided under the cantilever cover to stop the motion of the chair when an object is accidentally caught underneath.



How it works:

- If something becomes lodged under the chair base, the safety plate is pushed up
- This triggers a safety switch that stops all chair movement and raises the base 1”
- The chair will beep when controls are pressed, but will not move if engaged

To clear the safety system:

- Check under the chair for any obstructions
- Remove any objects caught underneath
- Ensure the safety plate returns to its normal position
- Test chair function - it should now operate normally

Chair Rotation

To swivel the chair, release the lock lever located at the rear of the dental chair. Pull the lever to the right to unlock the swivel function, allowing the chair to rotate 30 degrees to the right or left. To lock the chair in position, pull the lever to the left.





Troubleshooting Guide

Problem	Possible Cause	Solution
Chair does not move up or down. No sound.	No power Blown fuse Power switch off Blown transformer	Check power source Check fuse Ensure power switch is ON Check transformer (should output 12VAC)
Chair will not move, but beeps when controls are pressed.	Safety switch plate engaged Limit switch memory erased	Check safety switch plate Reprogram limit switches (refer to limit control instructions)
Chair makes squealing noise when motor runs.	Low hydraulic fluid	Refill hydraulic reservoir
Chair does not go low or high enough.	Program limits not set correctly	Reprogram limit switch settings
Cannot program preset positions (1, 2, or 3).	Chair is in service mode instead of operation mode	Switch to normal operation mode (set SW6 on Main PCB)
Auto return (button 0) lowers the chair, then raises it about 3 inches.	Safety switch is being triggered	Check safety switch and clear area around chair base
Chair is on, but touchpad is unresponsive.	Touchpad not connected Touchpad is damaged	Connect touchpad Replace touchpad if necessary
Headrest does not hold its position.	Loose set screws in backrest	Tighten set screws
Armrest moves too easily.	Loose screw in armrest assembly	Tighten screw



WARRANTY INFORMATION

TPC 5 Year Limited Warranty

All TPC products sold are guaranteed to be free from defects in workmanship and materials under the following terms:

Coverage Periods

5 Year Warranty Coverage:

- Main drive motors and parts
- Main chair PCB (circuit board)
- Transformer
- Major cast components

1 Year Warranty Coverage:

- Upholstery
- Armrests
- Plastic components
- All other parts and components

What is Covered

TPC will repair or replace any defective part at no charge during the applicable warranty period. All parts must be returned to TPC for inspection and warranty verification.

What is NOT Covered

This guarantee does not cover:

- Normal wear or stains on surface finishes
- Damage resulting from improper installation
- Damage from misuse or accidents
- Damage incurred during shipping and handling
- Labor charges for installation or removal
- Shipping charges to/from the TPC facility

Shipping Damage Claims

All claims against the freight carrier must be initiated at the time damaged items are received. Filing the claim is the responsibility of the customer.



Service Requirements

⚠ IMPORTANT: Only authorized service technicians should attempt to service TPC equipment. Service performed by unauthorized technicians may result in a voided warranty.

Product Modifications

TPC continuously improves its products and reserves the right to make modifications without prior notification. TPC is not obliged to modify previously manufactured items.

Chair Limitations and Usage Guidelines

To maintain warranty coverage and ensure safe operation:

- **Do not exceed the maximum weight capacity of 600 lbs** or damage may occur
- **Do not allow more than one patient to sit in the chair at one time**
- **Do not stand on the dental chair**
- **Do not operate the dental chair around any flammable liquids**
- **Do not exceed the maximum mode of operation time of 3 minutes**
- **Keep liquids away from electrical components**

Contact Information

For additional information, contact your TPC dealer

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