

# TRIOS Care & TRIOS Only

Version 4.0,  
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Frequently Asked Questions  
about the TRIOS Service Agreements

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# TRIOS CARE

## TRIOS Care & TRIOS Only

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### Availability

#### **Q: Which scanners can be bought with TRIOS Care?**

All scanners and setups in the current TRIOS portfolio can be acquired with TRIOS Care. Move+ bases and pods are also covered as part of TRIOS Care, but 3rd party PCs are not.

#### **Q: What TRIOS Software is licensed with TRIOS Care?**

Software included in the scanner purchase is licensed as part of TRIOS Care. For example, upon purchase of a TRIOS 5, the TRIOS Scanning software as well as 3Shape Engagement Apps 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.

#### **Q: Which geographical regions is TRIOS Care available for?**

TRIOS Care and TRIOS Only are available globally. Local variations in replacement speed applies.

### Commercial terms & cancellation

#### **Q: Is the first year included in the purchase of the scanner?**

Yes, the first year of TRIOS Care is currently included in the purchase price of the scanner for new TRIOS customers.

#### **Q: Does TRIOS Care pricing depend on the scanner model?**

No. The price is the same regardless of the scanner.

#### **Q: Can I buy multiple years of TRIOS Care up front?**

Certain markets offer the possibility to purchase 2 or 4

additional years of TRIOS Care upfront. For more details on whether this applies for your geographical area, please contact your reseller or 3Shape support.

#### **Q: Can I pay for TRIOS Care monthly instead of annually?**

Yes, please reach out to 3Shape support or your reseller representative, if you would like to pay monthly instead of annually. Regardless of monthly or yearly payments, the subscription is a yearly contract.

#### **Q: What is the policy for downgrading from TRIOS Care to TRIOS Only?**

90 days before your first TRIOS Care renewal date, you can request a downgrade. The TRIOS Care subscription will then remain active until the end of your current contract period (the renewal date). After the free period, you can choose to request a downgrade at any time, which will be activated when your current contract period is over.

#### **Q: Is it free to downgrade to TRIOS Only?**

Yes.

#### **Q: What happens if a subscription is not paid?**

Subscriptions that fail to be renewed or are not actively downgraded to TRIOS Only, will have their licenses revoked, resulting in a lack of access to the TRIOS scanning software.

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### **Q: How can I request a downgrade to TRIOS Only?**

If your contract is with a reseller, please reach out to your reseller. If you are a direct customer with 3Shape, you can view and update your subscription through our eCommerce platform. Please note that you will lose your TRIOS Care benefits, such as 5-years warranty and 10 TB cloud storage, if downgrading to TRIOS Only.

### **Q: Can I terminate/cancel my subscription?**

Yes, subscriptions can be cancelled with immediate effect, but please be aware that this will revoke your access to the TRIOS scanning software on your device. If you would still like to use the scanner, our free scan-ready service agreement TRIOS Only is recommended. In the case of cancellation, the subscription fee will not be refunded. To terminate a license, please contact sales@3shape.com

## **Support**

### **Q: Who do I reach out to for support as a TRIOS Care customer?**

You may always reach out to 3Shape for support. Please go to [www.help.3shape.com](http://www.help.3shape.com) to see your options for contacting us.

## **Extended Warranty & Express Replacement**

### **Q: 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 through the Dental Desktop/Unite sign-up flow. If TRIOS Care is cancelled during the five years, warranty is also forfeited,

the same applies if the customer chooses to downgrade to TRIOS Only, which does not include warranty. Should the customer decide to re-enter TRIOS Care, the warranty will be reactivated and continue until the scanner is five years old. The extended warranty expires five years after initial registration of the scanner, regardless of the customer being on a TRIOS Only subscription or having had an inactive scanner for any period during said five years.

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 three pieces of hardware that are accidentally damaged by the user.

The warranty cannot be extended beyond five years.

Please refer to the Terms & Conditions for TRIOS Care (link: <https://www.3shape.com/en/services/trios-care/terms-conditions>) for exact coverage under the warranty program, and please note variations for user converting from CliniCare to TRIOS Care in the separate section in this document.

### **Q: Is the laptop included in the warranty?**

No. The laptop is covered under laptop manufacturer warranty.

### **Q: 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. This applies to most European countries\*, US, Canada, Japan, South Korea, and China. We are continuously working towards widening the coverage of express replacement to more geographies.

In all other markets, expected repair and 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.

### **Q: What type of replacement can I expect to get?**

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

# TRIOS CARE

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### Cloud storage

#### **Q: How much cloud storage is included in TRIOS Care?**

TRIOS Care customers get 10 TB cloud storage as part of their service plan.

#### **Q: How do I get access to cloud storage?**

Cloud storage is only available with Unite Cloud, which runs on Unite 24.1 and later versions. For information and step-by-step video on how to update your software, simply log on to 3Shape Community, and go to the training section called 3Shape Unite Upgrade.

#### **Q: How many cases can be stored with 10 TB cloud storage?**

It depends on the case type. For example, an Implant Studio case takes up more space than a scan-only case. How much cloud storage you need is highly dependent on the number and type of cases that you perform.

#### **Q: What happens if my Cloud Storage is full?**

The oldest cases are automatically downloaded and stored on the hardware storage drive. Afterwards, they are deleted from the cloud to create space for the latest cases. You can view your available and used Cloud Storage capacity under Unite Settings.

#### **Q: How much cloud storage will I have if my clinic has two or more scanners on TRIOS Care?**

If the scanners are connected to the same clinic / account, the cloud storage availability accumulates. For example, two scanners on TRIOS Care in the same clinic equal 20 TB. If the scanners are connected to different clinics / accounts, each will have 10 TB cloud storage.

#### **Q: What happens if I upgrade from TRIOS Only to TRIOS Care?**

Your cloud storage availability will increase from 10 GB to 10 TB and all cases will be automatically synced back into the cloud.

### Discounts

#### **Q: What are the requirements for obtaining the discount on the subscription for additional TRIOS scanners?**

When multiple scanners are associated with the same 3Shape Account, the discount will be applied. All scanners to be included in the discount program must be registered with TRIOS Care.

### Exclusive Lectures

#### **Q: How do I sign up for the TRIOS Care Exclusive Lectures?**

All invitations and information about the TRIOS Care Exclusive Lectures are sent to TRIOS Care customers that are subscribed to 3Shape's newsletter. If you would like to receive these emails as well as other tips and tricks on how to benefit from digital dental technology to its fullest, you can sign up here: 3Shape Marketing Communication Subscription.

Q: What if the timing of the Exclusive Lecture does not fit with my schedule?

If you cannot join a live training, don't worry, as we will give you access to the replay for an unlimited time so you can watch the recording when and where it suits you.

# TRIOS Only

## TRIOS Care & TRIOS Only

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### General

#### Q: Can I get TRIOS Only immediately?

To get our new users off to a good start with TRIOS, 3Shape offers the first year of TRIOS Care included in the purchase price. You will have the opportunity to downgrade to TRIOS Only from the last three months of the first year and any time thereafter.

#### Q: Which scanners work with TRIOS Only?

All scanners and setups in the current TRIOS portfolio can be used with TRIOS Only.

#### Q: 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 5, the TRIOS Scanning software as well as 3Shape Engagement Apps will be included. Other software, e.g. Studio and Ortho apps that are sold and priced separately is not part of the TRIOS Only license.

The software may at a later point be limited to no longer including new features that are made available to TRIOS Care subscribers only.

#### Q: If I have two scanners, can I have TRIOS Care on one and TRIOS Only on the other?

This is not recommended. The scanners should have the same service agreement associated, to ensure smooth operation of features, support, training, warranty and more. For the same reason, we also offer a discount on additional scanner's TRIOS Care subscription.

#### Q: What are the requirements to upgrade to TRIOS Care again?

None. You can upgrade from TRIOS Only to TRIOS Care at any time at no other cost than the price of TRIOS Care. Eligibility will be evaluated in the case of an ongoing support case.

### Software Updates & new features

#### Q: Will the software still be updated?

Yes. Updates to the TRIOS software are included in TRIOS Only, so you will benefit from continuous improvements of existing features.

### Warranty & Replacement

#### Q: 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 as part of the TRIOS Care subscription.

#### Q: What are my options as a TRIOS Only customer if my scanner breaks?

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



# TRIOS Only

## TRIOS Care & TRIOS Only

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### Cloud storage

**Q: How much cloud storage do I have as a TRIOS Only customer?**

TRIOS Only customers have 10 GB cloud storage.

**Q: How many cases can a TRIOS Only customer store with 10GB data?**

It depends on the case type. For example, an Implant Studio case takes up more space than a scan-only case.

**Q: What happens to my patient cases if I downgrade from TRIOS Care to TRIOS Only?**

The latest cases (up to 10 GB) stay stored in the cloud from the date that your TRIOS Care subscription expires. All remaining cases are downloaded and stored on the hardware storage drive. We recommend that you download your cases before your TRIOS Care subscription expires.

# Conversion to TRIOS Care for Existing Customers \_\_\_\_\_

TRIOS Care & TRIOS Only



## CliniCare vs TRIOS Care?

### Q: Can I convert from CliniCare to TRIOS Care?

Yes. All CliniCare subscribers (invoiced as 'TRIOS Software' in some form) can convert to TRIOS Care. The availability depends on the expiry of current license, see further down.

### Q: What additional benefits will I get as a CliniCare customer, when changing to TRIOS Care?

When converting to TRIOS Care you can enjoy the five years of extended warranty including the drop insurance (from the original scanner registration date). This is an improvement of 2 or 4 years of coverage compared to previous offerings (1-year limited warranty and 3-Year Extended Warranty & Replacement respectively). TRIOS Care also covers Move+ systems, which has previously been covered only by a 1-year guarantee. As part of the improved warranty users that convert will also benefit from free

shipping globally in repair/replacement cases, and express replacement in selected regions.

TRIOS Care further has the benefit of Exclusive Lectures with 3Shape global trainers, as well as the opportunity to obtain a 25% discount on subscriptions for additional scanners. Lastly, switching to TRIOS Care will also provide the option to move to TRIOS Only, our free scan-ready service agreement.

## Conversion process and subscription eligibility

### Q: How can I request a change from CliniCare to TRIOS Care?

You can make a request directly to your reseller, who will register the request with 3Shape.

**Q: How will I know that I have been converted?**

When you have updated your software to 3Shape Unite 24.1 or newer, you can check whether you have been converted to TRIOS Care by going to the Unite Store and the License page to see a list of your 3Shape subscriptions. If TRIOS Care is not listed as one of the licenses, please reach out to your reseller or the 3Shape support team (see the section “I need further assistance, who can I reach out to?”).

**Q: What is required of the software?**

You must be upgraded to the latest version of Unite/Dental Desktop.

**Q: What are the downgrade rules for users converted from CliniCare to TRIOS Care?**

The same as for new sales except a 24-month commitment. In the last 90 days of the 24-month period you can downgrade directly to TRIOS Only. Following this period, you can request a downgrade at any time without additional charges, which will then be activated once your current contract period is completed.

**Q: Will there be any costs associated with a switch from CliniCare to TRIOS Care?**

Only the price difference between the two subscriptions. There are no ‘conversion fees’ or ‘upgrade fees’ etc.

**Warranty Coverage****Q: My warranty is no longer in effect, will I still get warranty if I convert to TRIOS Care?**

All scanners covered by TRIOS Care will benefit from five years of coverage from the original purchase date. For example, if you acquired the scanner on 1st of December 2020, an upgrade to TRIOS Care will provide warranty coverage until 30th November 2025 if the TRIOS Care subscription is paid.

**Q: When exactly does the 5-year warranty count from?**

The warranty starts from your original purchase date. If your contract is handled by a reseller, we might not have this data in our system, in this case we will use purchase date from 3Shape to the reseller. 3Shape will be happy to correct this upon provision of proof of your purchase date (e.g. original invoice).

**Q: Will the TRIOS Care warranty for converted customers expand to include more products?**

No. TRIOS Care warranty still covers all scanners and setups in the current TRIOS portfolio. Users with scanners and systems that 3Shape no longer sells (e.g. TRIOS 1, TRIOS 2, Cart and Move) are still eligible to upgrade to TRIOS Care to receive the remaining benefits of the subscription, but their systems will not be covered by TRIOS Care warranty regardless of age.

**Cloud storage****Q: How much cloud storage do I have as a CliniCare customer?**

Both CliniCare and TRIOS Care customers have 10 TB cloud storage included in their subscription.

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