

# QUICK START GUIDE

## **ELITE*pro* SP** AND **ELOG SOFTWARE**

### ***NEED HELP?***

**CALL TECH SUPPORT: 541.388.4774 or 800.388.0770**

**E-MAIL: [TECHHELP@DENTINSTRUMENTS.COM](mailto:TECHHELP@DENTINSTRUMENTS.COM)**

**IMPORTANT: DO NOT CONNECT THE ELITEPRO SP TO YOUR  
COMPUTER UNTIL YOU HAVE INSTALLED ELOG 11.**

DENT INSTRUMENTS, INC. | 925 SW EMKAY DRIVE | BEND, OREGON 97702  
PHONE 541.388.4774 | TOLL FREE 800.388.0770 | [WWW.DENTINSTRUMENTS.COM](http://WWW.DENTINSTRUMENTS.COM)

**ELITEpro SP™ SAFETY SUMMARY and SPECIFICATIONS**

This general safety information is to be used by both the Logger operator and servicing personnel. DENT Instruments, Inc. assumes no liability for user's failure to comply with these safety guidelines.



Conforms to  
UL Std 61010-1

Certified to  
CSA Std C22.2 No. 61010-1

The **ELITEpro SP™** is an Over-Voltage Category III device.

**CAUTION:** This **LOGGER** may contain life threatening voltages. **QUALIFIED PERSONNEL MUST** disconnect all high voltage wiring before using or servicing the **LOGGER**



**Warning:** Use of this device in a manner for which it is not intended may impair its means of protection.

**SYMBOLS ON EQUIPMENT**

Denotes caution. See manual for a description of the meanings.

When connecting the ELITEpro SP to an AC load, follow these steps in sequence to prevent a shock hazard.



1. De-energize the circuit to be monitored.
2. Connect the CTs to the phases being monitored.
3. Connect the voltage leads to the different phases. Use proper safety equipment (gloves and protective clothing) as required for the voltages monitored.



Risk of electric shock. Life threatening voltages may be present. Qualified personnel only.



**DO NOT EXCEED 600V Phase to Phase.** This logger is equipped to monitor loads up to 600V. Exceeding this voltage will cause damage to the logger and danger to the user. Always use a Potential Transformer (PT) for loads in excess of 600V. The **ELITEpro SP** is a 600 Volt Over Voltage Category III device.



Dispose of properly.



IN: 6-10 VDC, 500 mA  
OUT: 6 VDC, 200 mA maximum



USB port

### SENSOR LIMITATIONS



USE ONLY SHUNTED CURRENT TRANSFORMERS (CTs).  
Do not use other CTs. Only use shunted CTs with a 333mV maximum output only. Serious shock hazard and logger damage can occur if unshunted CTs are used.



**Pulse: Use only "dry contact" non-energized pulse inputs.** Use of energized pulse initiators can cause damage to the logger and a potential shock hazard to the user.



Equipment protected throughout by double insulation (IEC 536 Class II). CAT III 80-600 VAC 125mA 50/60 Hz

No accessories are approved for use with the **ELITEpro SP** other than those specified in the DENT Instruments product literature and price sheets.

**If the logger appears damaged or defective, first disconnect all power and sensors. Call or email technical support for assistance.**

DENT Instruments  
Bend, Oregon USA

Phone: 541.388.4774 or 800.388.0770

DENTinstruments.com

Email: techhelp@DENTinstruments.com

**ELITEpro SP™ RÉSUMÉ DE SÉCURITÉ ET SPÉCIFICATIONS**

Cette information de sécurité est destinée à être utilisée à la fois par l'opérateur de l'enregistreur et le personnel de service. DENT Instruments, Inc n'assume aucune responsabilité pour l'utilisateur qui ne respecte pas les directives en matière de sécurité.



Conforme à  
UL Std 61010-1  
Certifié  
CSA Std C22.2 No. 61010-1

Le **ELITEpro SP** est un appareil de surtension de catégorie III.

**ATTENTION:** Ce **LOGGER** peut contenir de hautes tensions qui peuvent être dangereuses. **UN PERSONNEL QUALIFIÉ DOIT débrancher tous les câbles à haute tension avant d'utiliser ou de réparer du **LOGGER**.**



**Attention:** L'utilisation de cet appareil d'une manière pour laquelle il n'est pas destiné peut annuler ses moyens de protection.

**SYMBOLES DES EQUIPEMENTS**

Signifie prudence. Voir le manuel pour une description de la signification.

En faisant la connexion du **ELITEpro SP** à une prise de courant alternatif, suivez ces étapes en ordre pour empêcher un risque de choc.



1. Décharger le circuit à contrôler.
  2. Connectez le TC aux phases à surveiller.
  3. Connectez les fils de tension à des phases différentes.
- Utiliser des équipements de sécurité (gants et des vêtements de protection) qui sont nécessaires pour les tensions surveillées.

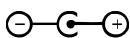


Indique haute tension. Risque de choc électrique. Hautes tensions peuvent être présentes qui mettent la vie en danger. Personnel qualifié uniquement.

**NE PAS DEPASSER 600V Phase à Phase.** Ce compteur peut contrôler les charges jusqu'à 600V. Le dépassement de cette tension peut causer des dommages à l'appareil et du danger pour l'utilisateur. Utiliser toujours le potentiel transformateur (PT) pour des charges de plus de 600V. Le **ELITEpro SP** est un appareil à 600 V de surtension de catégorie III.



Se débarrasser de correctement.



IN: 6-10 VDC, 500 mA  
OUT: 6 VDC, 200 mA maximum



USB port

## LIMITATIONS DE DÉTECTEUR

### UTILISEZ SEULEMENT TRANSFORMATEURS DE COURANT (TC) SHUNTÉE.



N'utilisez pas d'autres TC. Utilisez seulement des TC shuntée avec une puissance maximale 333mV. Un sérieux risque de décharge électrique et des dommages à l'enregistreur peut se produire si des TC pas shuntée sont utilisés.



**Impulsion:** n'utilisez que "contact sec" impulsion intrants non charger. Utilisation de impulsion initiateurs charger peut causer des dommages à l'enregistreur et une décharge électrique potentielle pour l'utilisateur.



L'équipement protégé en double isolation (IEC 536 Classe II). CAT III 80-600 VAC 125mA 50/60 Hz

Pas d'accessoires approuvés pour une utilisation avec le **ELITEpro SP** sauf ceux spécifiés par DENT Instruments dans ses documentations sur les produits et également sur les prix.

Si le compteur semble endommagé ou défectueux, tout d'abord déconnecter le pouvoir de l'appareil. Alors s'il vous plaît appelez 541.388.4774 ou contacter par courriel l'assistance technique pour obtenir de l'aide.

**DENT Instruments**

**Bend, Oregon USA**

**Phone: 541.388.4774 or 800.388.0770**

**DENTinstruments.com**

**Email: [techhelp@DENTinstruments.com](mailto:techhelp@DENTinstruments.com)**

**ELITEpro SP™ Technical Specifications**

<b>Specification</b>	<b>Description</b>
Service Type	Single Phase-Two Wire, Single Phase-Three Wire, Three Phase-Four Wire (WYE), Three Phase-Three Wire (DELTA)
Voltage Channels	3 channels, 0-600 VAC or Line-to-line 850 VDC
Current Channels	Uses voltage output CTs (0-333 mVAC) for maximum safety (depends on CT type)
Maximum Current Input	0-666 VAC 0-1, 150 mVDC
Measurement Type	True RMS using high-speed digital signal processing (DSP)
Line Frequency	50/60/400 Hz
Waveform Sampling	12 kHz
Channel Sampling Rate (internal sampling)	200 sample/cycle at 60 Hz 240 sample/ cycle at 50 Hz
Measurements	Volts, Amps, Amp-Hrs (Ah), kW, kWh, kVAR, kVARh, kVA, kVAh, Displacement Power Factor (dPF). All parameters for each phase and for system total.
Accuracy	Better than 1% (<0.5% typical) for V, A, kW, kVAR, kVA, PF
Resolution	0.01 Amp, 0.1 Volt, 0.1 Watt, 0.1 VAR, 0.1 VA, 0.01 Power Factor
LED Indicators	Bi-colors (red and green): 1 LED to indicate communication, 4 LEDs for correct phasing (green when voltage and current on the same phase; red when incorrectly wired.), 2 LED I/O indicators
Pulse Output	Open collector 75 mA maximum current, 5 Hz maximum frequency
<b>Communication</b>	
Direct	USB
<b>Power</b>	
Line Power Supply	From L1 Phase to L2 Phase. 80-600 VAC CAT III 50/60 Hz or DC 70 mA maximum Non-user replaceable .5 Amp internal fuse protection
Power In (optional)	6-10 VDC maximum, 500 mA minimum
Power Out	6 VDC, 200 mA maximum
<b>Mechanical</b>	
Operating Temperature	-7 to + 60 °C (20 to 140 °F)
Humidity	5% to 95% non-condensing
Enclosure	ABS plastic, 94-V0 flammability rating
Weight	340 g (12 ounces, excluding sensors and leads)
Dimensions	69 x 58 x 203 mm (2.7" x 2.2" x 8.0")
<b>Minimum System Requirements</b>	
Operating System	Windows® 7 (32 or 64 bit), Vista (32 or 64 bit) or XP
Processor	Pentium Class 1 GHz or more recommended
Hard Drive	50 MB minimum available
Communications Port	One USB
CD Drive	CD or DVD drive required for software installation

## HOW TO USE THIS QUICK START GUIDE

The Quick Start Guide is recommended for those that have experience with DENT Instruments or are familiar with the power measuring products and procedures.

The Quick Start Guide quickly gets you set up and operating with the new **ELITEpro SP**™ and ELOG 11.

To set up the **ELITEpro SP** for any monitoring session the following four items must be completed:

- **Current Transformers (CTs)** must be connected to one or more of the channel inputs (unless doing voltage-only measurements).
- **Line voltage connections** must be made for *any* voltage or power measurements both for measurement purposes and to power the **ELITEpro SP**.
- **A Setup Table** that tells the meter contains *how* and *what* to measure must be created in the ELOG software and loaded into the **ELITEpro SP**.
- **Data logging** must be turned "ON" using ELOG software.

Here is how to set up a single phase, 2-wire power measurement session using the **ELITEpro SP** and ELOG software. Use this as a guide for your own monitoring project.

### CT AND AC INPUTS

This Quick Start assumes the CTs and AC inputs are already connected to the load. If you need to connect the **ELITEpro SP** to a load, see Section V .

**TECH TIP:** *To complete this Quick Start you do not need to have the ELITEpro SP connected to an actual load. You can do a mock setup at your desk to review how the software and logger work together.*

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## IMPORTANT: DO NOT CONNECT THE ELITEPRO SP TO YOUR COMPUTER UNTIL YOU HAVE INSTALLED ELOG 11.

### GUIDE TO INSTALLING ELOG 11 AND DRIVER

#### ❶ Install the ELOG Software onto your computer.

1. Insert the ELOG CD into your computer. The installation will run automatically.
2. Answer the questions on the screen.

#### ❷ Install the ELITEpro SP Driver on your computer.

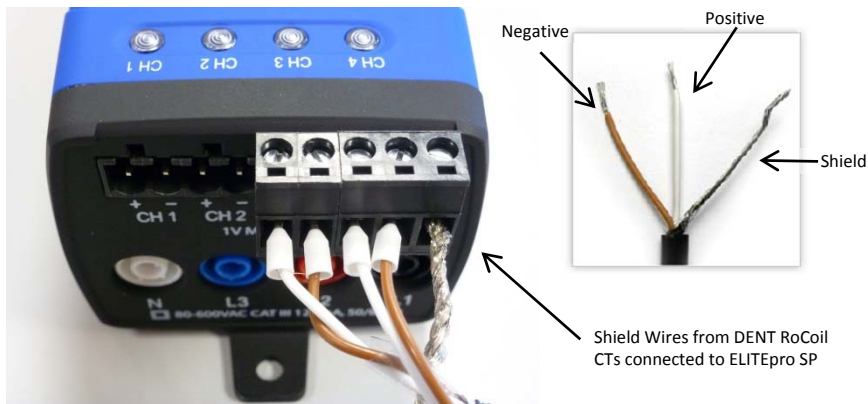
1. Connect the USB cable to a USB port on your computer, inserting the other end in the USB port on the ELITEpro SP (Hint: Look for this USB symbol: )
2. Answer the questions on the screen. You must allow ELOG to install the driver for the ELITEpro SP to work correctly.
3. If the driver installation fails, see the *Troubleshooting Driver Installation* section on page 16 of this guide.

**TECH TIP:** *If your computer has multiple USB ports, this procedure will have to be done for each USB port the ELITEpro SP is plugged into.*

### QUICK START SETUP OF THE ELITEPRO SP



#### ❶ Connect the Current Transformers to the ELITEpro SP

1. Connect the CTs to the black (Phoenix-style) connectors on the **ELITEpro SP's** end panel. Start with the left-most pair of connections which is channel one.
  - The high (+) wire of the CT (the white, banded, or numbered wire depending on CT type) should go to the left (+) screw terminal of each channel input.
  - The low (-) CT wire (the black or unbanded wire) should go into the right (-) screw terminal of the channel input.
  - **If you are using RoCoil CTs, be sure to connect the bare wire to the shield.** This reduces interference and improves the accuracy of the CT. **See photo on next page.** Arrow on closure points towards load.




## 2 Setup the ELITEpro SP for a Single Phase, 2-Wire Load




Create a Setup Table that will tell the ELITEpro SP what to measure, how often, etc.

1. Double click on the ELOG 11 shortcut on the Windows® Desktop. Note: ELOG 11 is compatible with Windows 7 (32 and 64 bit), Vista (32 and 64 bit), and XP, but not older versions of Windows.
2. Click on the ELOG 11 **File** menu and select **New > Setup Table File > OK**
3. If not shown in the **Setup Table Type** window, click the down arrow  and then click ELITEpro SP, and click **OK**.
4. Set **Data Interval** to **1 Minute** (or other as desired).
5. Click on the **Single Phase 2 Wire** speed button . You may enter CT values and choose CT type here. Click **OK**.
6. Set the **Line Frequency** to 50 or 60 Hz as appropriate.
7. (Optional) enter "Quick Start Setup" in the **Setup Table Name**.
8. Enter the current transformer (CT) value corresponding to the selected CT if different from the default value of 100A. The CT value is the nominal maximum input (primary) rating of the CT in Amps and is printed on the CT.
9. Input the phase shift (if known and if different from the default value of 1.1°) for the selected CT.
10. (Optional) Click in the box under (Channel 1) **Name** and type "110V Load".

**TECH TIP:** The default CT Phase Shift value in ELOG is 1.1, but you can specify the phase shift for all DENT CTs. The phase shift is listed on each CT spec sheet, which can be found on the website.

11. Click the down arrow  to the right of the **Volts** button and click **Average** (or other parameters to be recorded as desired). Repeat the selection for **Amps**, **kW** (kilowatts), **kVA** (kilovolt-amps), **PF** (power factor), and **kVAR** (kilovolt-amps reactive). You can choose any combination of values to record: Average, Minimum, Maximum, and Integrated average (e.g., kWh).
12. Click on **File > Save As...** to save the Setup Table to the computer's hard drive. Name the table "Sample" and then click **Save**

### 3 Download the Setup Table to the ELITEpro SP

1. Connect the USB cable to a USB port on your computer, inserting the other end in the USB port on the ELITEpro SP (Hint: Look for this USB symbol: )
2. Click on the ELOG Logger menu and select Communication >  Direct Connect. The connect message should appear. If it does not, click on the Tool menu and select PC Setup... and change the Direct Connect Port to the ELITEpro SP and click Save.
3. After connecting to the logger click on the  button.
4. Select **Overwrite ACTIVE Table**. ELOG 11 automatically initiates logging when a Setup Table is downloaded to the Logger.
5. At the prompt, select **Continue Logging**. You are now collecting data! To view the real-time values currently measured by the **ELITEpro SP** select **Logger > Display Present Readings > Show As Text** to view the data.

**TECH TIP:** *The most frequent communication problem is when an incorrect communication port is selected.*

### 4 Retrieve and View Data From the Logger

1. Allow the logger to collect several minutes of data.
2. With the computer is still connected to the logger with the USB cable, click on Logger > Retrieve Data From Logger...
  - a. ELOG 11 provides a default data file name and folder to save the data. You may change the file name to reflect a job name, circuit destination, customer name, data, or other important identifier.
  - b. Click Save. The data is retrieved from the logger and when finished, the downloaded data displays automatically.
3. Select Data > Data File Summary to view a text summary of the data. Select Data > Create New Graph... command to make graphs of the data as required

**TECH TIP:** The **ELITEpro SP** does not have an internal battery, unlike previous generations of **ELITEpro** instruments. Instead, the **ELITEpro SP** can be powered one of three ways:

1. **Line Power:** Powering the logger happens automatically when the L1 and L2 voltage connections are made. Normally the logger is powered in the field during the course of a measurement project.
2. **USB Connection:** The logger is also powered off the USB connection while it's connected to a computer. This is ideal for when you're configuring the logger for a new project.
3. **Wall Power:** Power can also be supplied using an optional wall transformer. This may be necessary when taking current-only measurements.

For more information on powering the **ELITEpro SP**, please consult the **ELITEpro SP** manual which can be found under the "Help" menu in ELOG or on the DENT Instruments website.

# ELITEpro SP Layout and Connection Diagrams



Figure 1: ELITEpro SP Layout

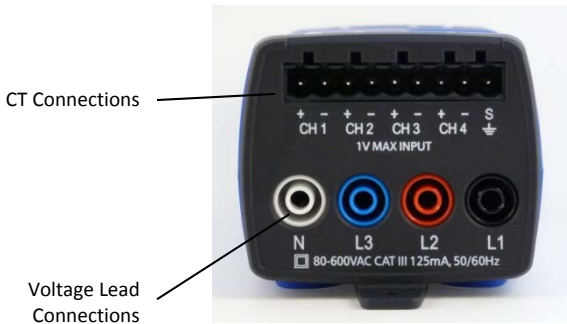


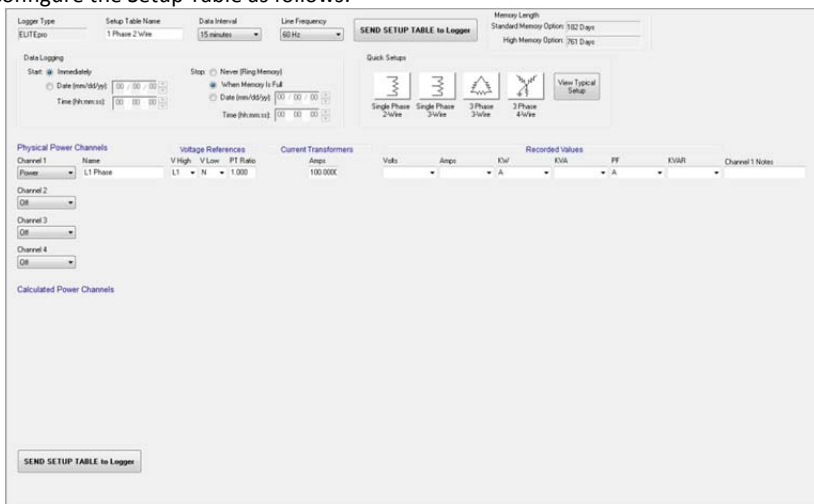
Figure 2: ELITEpro SP End View of CT and Voltage Lead Connections

## Using ELOG Quick Setups

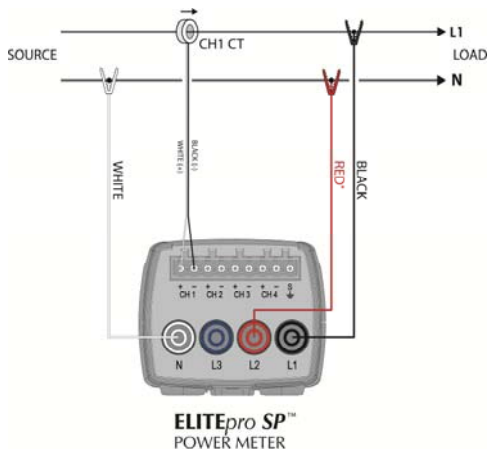
The following diagrams show how to connect the ELITEpro SP CT and voltage leads to different service types and how to configure ELOG's Setup Table

### Single Phase, 2-Wire

Configure the Setup Table as follows:



The following figure is the wiring diagram for single phase, 2-wire.



\* L1 and L2 connections required to power the ELITEpro SP.

Figure 3 – Single Phase, 2-Wire

## Single Phase, 3-Wire

Configure the Setup Table as follows:



The following figure is the wiring diagram for single phase, 3-wire.

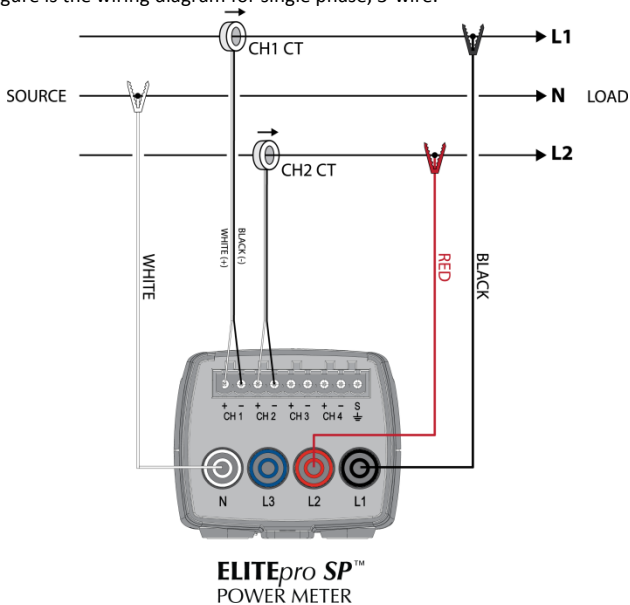
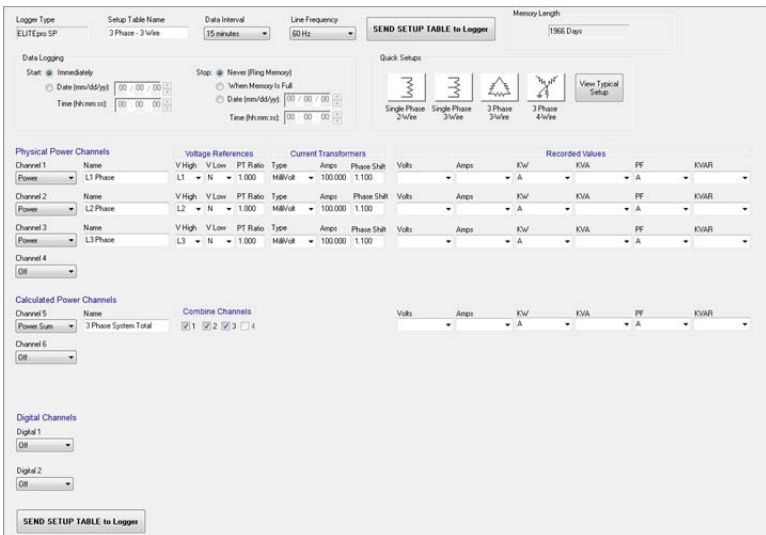


Figure 3 – Single Phase, 3-Wire

### 3 Phase, 3-Wire DELTA

Configure the Setup Table as follows:



The following figure is the wiring diagram for 3 phase, 3- wire DELTA.

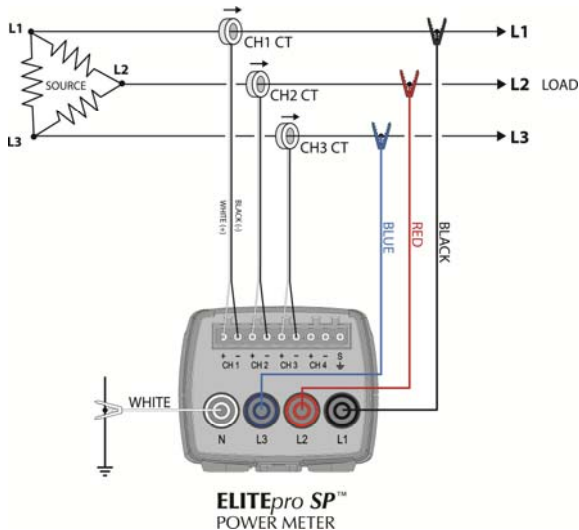


Figure 5 – 3 Phase, 3-Wire DELTA

### 3 Phase, 4-Wire WYE

Configure the Setup Table as follows:



The following figure is the wiring diagram for 3 phase, 4-wire WYE.

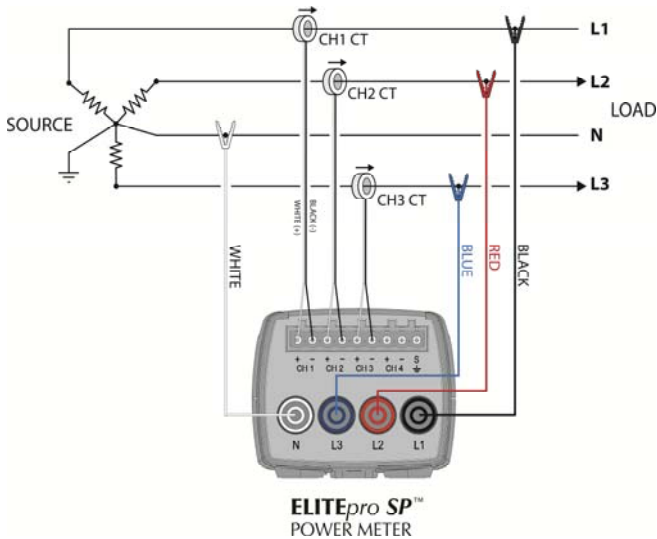
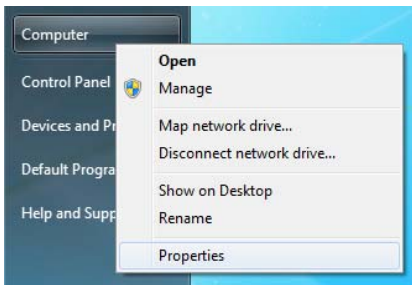


Figure 6 – Three Phase, 4-Wire WYE

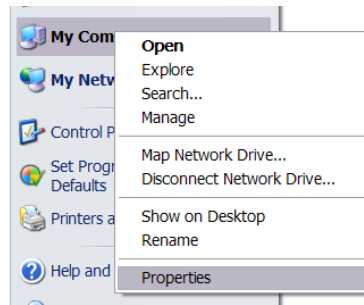
## APPENDIX A: TROUBLESHOOTING ELITEPRO SP DRIVER INSTALLATION

If you have connected the ELITEpro SP to a computer via the USB cable and the driver fails to install, follow these steps to correct the problem. **If you have followed this guide and are still experiencing issues, please contact DENT Tech Support at 541.388.4774 or 800.388.0770 or by emailing techhelp@dentinstruments.com.**

- 1 Go to the **Device Manager** by right-clicking My Computer in the Start Menu and selecting **Properties**.

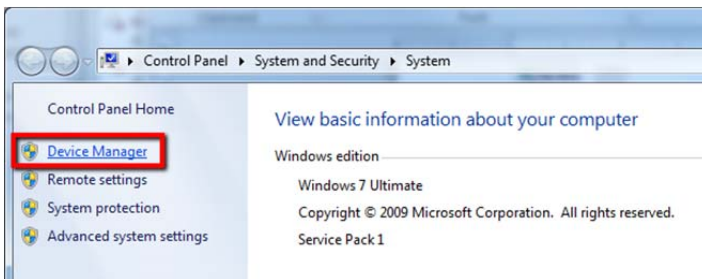


*Windows Vista and 7*



*Windows XP*

- 2 In the **Properties** window, select **Device Manager**. In Windows 7, the Device Manager is on the left side of the window. In Windows XP, select the Hardware tab, then click the Device Manager button. See below.

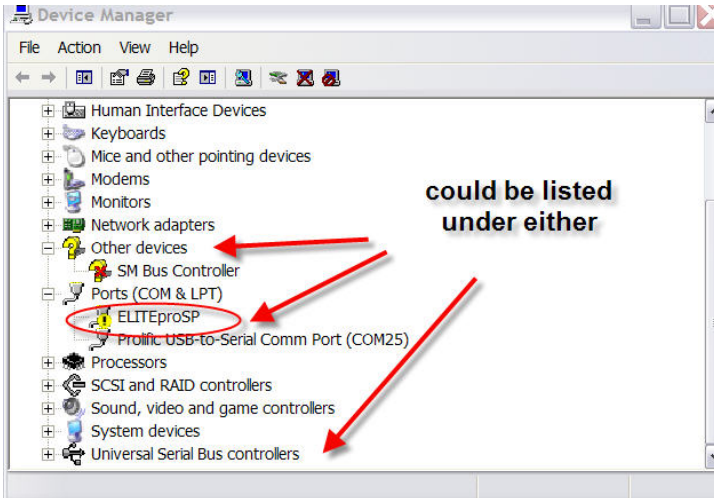


*Windows Vista and 7*

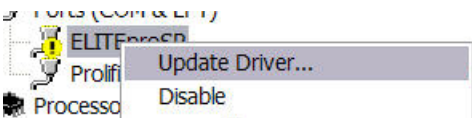


Windows XP

3 Look for the ELITEpro SP listed in the Device Manager Window:



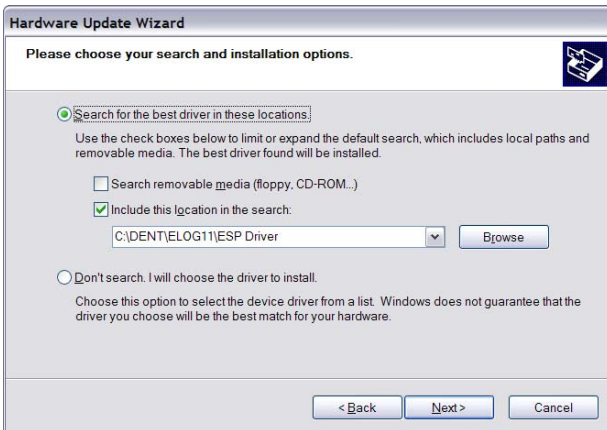
4 Right-click the ELITEpro SP and select Update Driver...



- 5 In the Hardware Update Wizard, select **Install from a list or specific location (Advanced)** and click **Next>**.



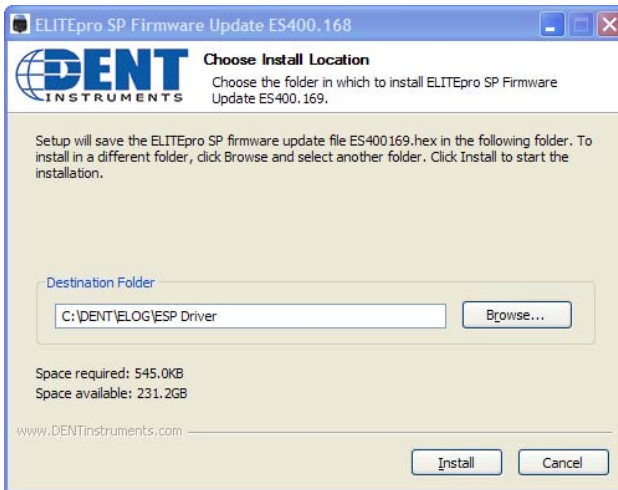
- 6 In the next window, select **Search for the best driver in these locations** and **Include this location in the search**. Choose **Browse** and locate the ELITEpro SP driver folder in the ELOG 11 directory.



- 7 Click **Next>** and the ELITEpro SP driver will install.
- 8 Unplug the ELITEpro SP and plug it back in. ELOG 11 should launch and automatically connect to the ELITEpro SP.

## APPENDIX B: ELITEPRO SP FIRMWARE UPDATE PROCEDURE

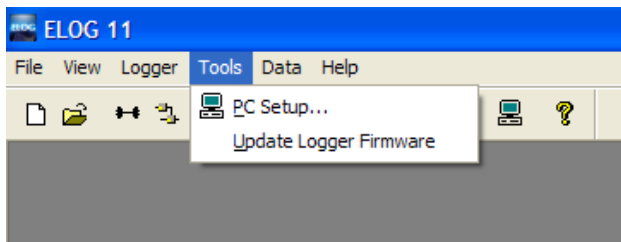
1. Prior to installing firmware, check the current version of firmware running on your ELITEpro SP by connecting the instrument to a PC running ELOG and connecting to the logger. The firmware version is displayed in the logger status box at the bottom of ELOG.
2. Make sure you are connected to the Internet and navigate to the following link: [http://www.dent instruments.com/elitepro\\_sp\\_firmware/](http://www.dent instruments.com/elitepro_sp_firmware/)
3. Click the **ELITEproSPupdate.exe** link to begin the download.
4. Once the download is complete, run the installer program.
5. The following dialog should come up:



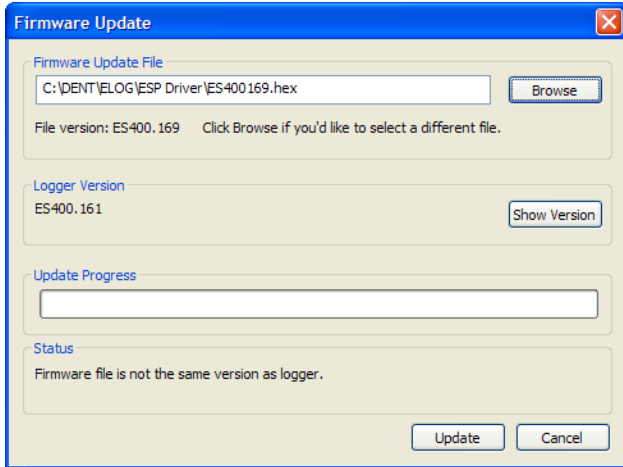
6. Verify the location under Destination Folder is where you would like the new firmware to be saved and click the **Install** button.
7. ELOG can be run automatically by leaving the box checked or you may manually run ELOG later.



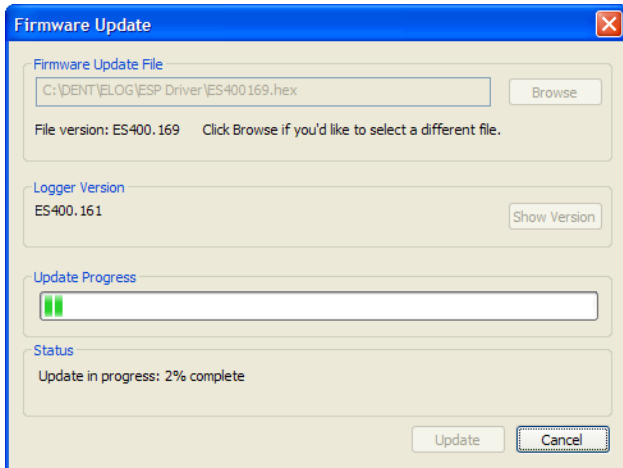
8. From ELOG 11, choose the **Tools > Update Update Firmware** option from the main menu:



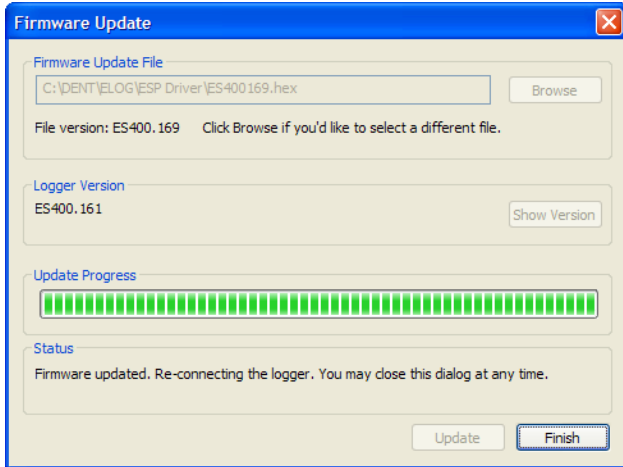
9. Make sure the ELITEpro SP is connected and ready to be updated (**IMPORTANT: All logged data will be lost. Please insure you have retrieved all logged data before updating the firmware**).
10. From the Firmware Update dialog, browse to the location chosen earlier (steps 3 and 4 above) and click **Update**.




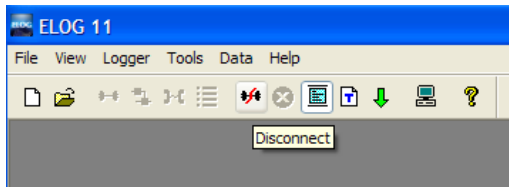
11. Wait for the update to complete, typically less than 5 minutes.



12. Click **Finish**.



13. Disconnect the ELITEpro SP from ELOG using the disconnect button 



14. Reconnect and configure the ELITEpro SP as needed.

If you experience trouble updating your ELITEpro SP firmware, please contact DENT Tech Support.

### ***NEED HELP?***

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**E-MAIL: [TECHHELP@DENTINSTRUMENTS.COM](mailto:TECHHELP@DENTINSTRUMENTS.COM)**

## **APPENDIX C: DENT INSTRUMENTS WARRANTY STATEMENT**

Seller warrants to Buyer that the products or services are free from substantial defect in material and workmanship under normal use given prior installation and maintenance for the period of 12 months after delivery. (SMARTloggers™ are warranted for a period of 36 months after delivery. PowerScout instruments are warranted for a period of 60 months after delivery.)

Buyer will promptly notify Seller of any defect in the product or service. Seller or its agent will have the right to inspect the product or workmanship on Buyer's premises. Seller has the option to: (a) repair, replace or service at its factory or on Buyer's premises the product or workmanship found to be defective; or (b) credit Buyer for the product or service in accordance with Seller's depreciation policy. Refurbished material may be used to repair or replace the product. Products returned to Seller for repair, replacement or credit will be shipped prepaid by Buyer.

### **LIMITATION OF WARRANTY**

CORRECTION OF DEFECTS BY REPAIR, REPLACEMENT, SERVICE OR CREDIT WILL BE AT SELLER'S OPTION AND CONSTITUTE FULFILLMENT OF ALL OBLIGATIONS TO BUYER FOR BREACH OF WARRANTY.

Seller assumes no warranty liability with respect to defects in the product caused by: (a) modification, repair, installation, operation or maintenance of the product by anyone other than Seller or its agent, except as described in Seller's documentation; or (b) the negligent or other improper use of the product.

Other manufacturers' equipment purchased by Seller and resold to Buyer will be limited to that manufacturers' warranty. Seller assumes no warranty liability for other manufacturers' equipment furnished by Buyer.

No agent, distributor, or representative is authorized to make any warranties on behalf of Seller or to assume for Seller any other liability in connection with any Seller product or service.

### **DISCLAIMER OF WARRANTY**

Buyer understands and agrees as follows:

THE ABOVE WARRANTY REPLACES ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, & ALL OTHER OBLIGATIONS OR LIABILITIES OF SELLER, INCLUDING ANY WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ALL OTHER WARRANTIES ARE DISCLAIMED AND EXCLUDED BY SELLER. THE FOREGOING WILL BE THE SOLE AND EXCLUSIVE REMEDY WHETHER IN CONTRACT, TORT, OR OTHERWISE, & SELLER WILL NOT BE LIABLE FOR INJURIES OR DAMAGES CAUSED BY THE GROSS NEGLIGENCE OF SELLER. THIS LIMITATION APPLIES TO ALL SERVICES AND PRODUCTS DURING AND AFTER THE WARRANTY PERIOD.

### **LIMITATION OF REMEDIES**

IN NO EVENT WILL SELLER BE LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR COMMERCIAL LOSSES EVEN IF SELLER HAS BEEN ADVISED OF THE POSSIBILITY THEREOF.

## **GENERAL PROVISIONS**

- A. Seller reserves the right to subcontract any obligation hereunder.
- B. No waiver will be valid unless in writing and no waiver granted will release Buyer from subsequent strict compliance herewith.
- C. Seller is not liable for failure or delay in fulfilling its obligations under these Terms and Conditions due to causes beyond its reasonable control.
- D. The laws of the State of Oregon, U.S.A. will apply to all transactions hereunder. Any action hereunder will be brought in Deschutes County, in the State of Oregon, U.S.A. Any claim, except for nonpayment, will be brought within one year of product shipment or completion of services and Buyer will be liable for any collection costs or attorney fees.
- E. Claims for non-conforming orders must be submitted within 30 days from shipment date.
- F. These Terms & Conditions together with Seller's Order Acknowledgment constitute the entire agreement between the parties with respect to the subject matter hereof & supersede any prior of contemporaneous agreement or representation written or oral. Any amendment hereto must be written and signed by Seller.

## **SERVICE AND SUPPORT FOR DENT INSTRUMENTS' PRODUCTS**

Before calling, remember that many questions are answered in the Operator's Guide for your product. Furthermore, there is extensive product information on the website. In the event that you have a problem with your DENT product that you cannot resolve, please note the following information. Before contacting DENT Tech Support, note the Model Name and Serial Number for your product. You should also be prepared to list the hardware and software details of your PC and related equipment.

### **CONTACT DENT INSTRUMENTS TECHNICAL SUPPORT**

**541.388.4774 or 800.388.0770**

**TECHHELP@DENTINSTRUMENTS.COM**

**WWW.DENTINSTRUMENTS.COM**