

Swident Friend Easy: Friendly to use, Easy on wallet

By Danny Chan

Not all dental units are created equal. In many cases, you don't necessarily want them to be. While there are valid reasons for paying top dollars for a high-end unit, most dentists would appreciate having more affordable options so they won't have to break the bank each time they bought a new treatment unit.

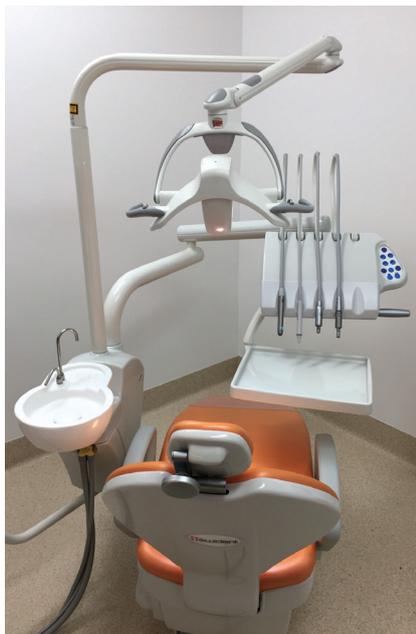
When Dr Praveen Ayethepalle, general dentist at Smilemakers, was contemplating the purchase of a second unit for his two-chair practice, he simply wanted a more affordable version of his current chair. Having already invested substantially in the construction of his newly built practice, Dr Ayethepalle felt a less expensive second dental unit would make a more prudent choice.

Despite the lower price point, Dr Ayethepalle still wanted the second chair to have the usual performance features – like the LED operating light, electromechanical patient chair with programmable chair positions and a pneumatic foot pedal to allow progressive regulation of the micro-motor and “spray and chip” blower function.

Following several recommendations and reviews, the Perth-based practitioner picked Swident's Friend Easy as the clinic's second unit – and the one that would most frequently be used by his oral therapist.

Built with the budget-conscious dentist in mind, Swident's Friend Easy boasts a simple design in a robust, yet compact frame that fits into operatories of most sizes. It is a fuss-free piece of equipment that is designed to take the rigours of everyday use yet giving enough modern features to satisfy the needs of a cutting edge practice.

What made the Swident Friend Easy even more attractive to Dr Ayethepalle was the trust and rapport he had established with Gunjan Katoch and Russell Peters at All Things Dental. The company played a central role in the new practice's equipment supply and technical installations. Gunjan was the person who coordinated the purchase of the Swident Friend Easy from Ampac Dental, the local distributor of the European chairs. All Things Dental installed most of the practice's equipment – including the Friend Easy – and takes care of all after-sales technical and maintenance issues.



“Both Russell and Gunjan are just straight up dependable guys in whose capable hands you can fully entrust your clinic's equipment. From the get go, they knew exactly how a dental clinic works – where the water supplies are, the plant room is supposed to be – and just hit the ground running. They were extremely well organised, patient and provided timely feedback throughout the entire installation process,” Dr Ayethepalle says.

“With the Swident Friend Easy, I was confident that they would have my back should I come across any maintenance issues or God forbid, a breakdown. So far, I've had zero issues. They were very thorough at the installation stage, which is very important to the longevity of any equipment, but I think it is especially true of the dental unit.”

Says Russell Peters, Managing Director of All Things Dental:

“Both Ampac Dental and All Things Dental place a lot of emphasis on getting the installation right the first time. Client satisfaction is our highest priority and we want to maintain that throughout the process and after project completion.”

“If there are problems during the installation they need to be resolved before the unit can be put to work. We want the client to have confidence in our team and we achieve that through providing

ongoing support before, during and after the installation.”

In the case of Swident Friend Easy, the straightforward model design means no unnecessary kinks that may result in maintenance problems down the road.

“The Friend Easy is exactly what the name suggests – “Friendly” and “Easy to use”. The simple but modern design of the unit really irons out any complicated issues that might occur in the future,” Russell endorses.

“It helps too that the team at All Things Dental is familiar with most of the Swident range. From a technical point of view, the basic model has high quality parts that make it easy to work with. If there are issues, they can be fixed on the spot. Otherwise, the Friend Easy is a workhorse that is more than up to task – even if you do put it through the paces over a long period. That said, you shouldn't neglect regular maintenance at all times.”

Besides built quality, the ergonomic features also surprise in a pleasant way. In the doctor's module, the long instrument hoses and well-balanced handles is what makes the Friend Easy's support system so intuitive and operator-friendly – the instruments are always close at hand providing optimum comfort and ease of movement.

In terms of patient comfort, the smooth, soft and strong back surface allows the patient to feel secure in any position of the chair – the Friend Easy has three programmable positions plus one additional program for lifting with a return to the working position.

Thanks to the compact design of the hydraulic unit and the spittoon with a swivel angle of up to 180°, Friend Easy provides the physician with a large working space. Dr Ayethepalle attests:

“The Friend Easy fits perfectly in our modest surgery room that measures only 3 x 3 metres, still affording extra room for the operator and assistant.”

“Although I'm not the main operator of the chair, the feedback from the oral therapist and staff team is that it runs smoothly, is easy to use and clean. All in all, the Friend Easy has proven to be an affordable and reliable unit with bang-for-buck features that make it a great investment!” ♦