

TRIOS Care & TRIOS Only



Frequently Asked Questions

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.

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 January 2022. Following this date, upgrading will be possible when the current subscription expires.

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

Yes. But the benefits of 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, and 25% discount on second scanner TRIOS Care subscription.

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

Yes. The TRIOS Care warranty covers all scanners enrolled until they are five years old, as measured from original purchase date.

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.