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Ilum Restoration Warranty Program

CORUS QUALITY ASSURANCE POLICY





ilum®

ILUM PRODUCTS COVERED
Ilum Pearl, Ilum Core, Ilum Gold

CORUS QUALITY ASSURANCE POLICY

Ilum is the definitive monolithic zirconia solution on natural teeth or implants, produced in a 100% digital workflow.

As Corus's exclusive, digitally manufactured zirconia prosthesis, Ilum is designed for next-level precision, predictability, and aesthetic results, offering high biocompatibility and reliable long-term performance.

This policy defines the warranty program for Ilum restorations (Ilum Pearl, Ilum Core and Ilum Gold). It is exclusively for the benefit of eligible dentists (i.e., a "Treatment Provider") who purchase an Ilum restoration from Corus dental produced within the validated Corus workflow.

1. Warranty period and coverage

Corus provides a five (5)-year warranty for all Ilum restorations, starting from the delivery date from an authorized Corus Lab.

- Component: Ilum Zirconia Restorations.
- Warranty Period: 5 Years from delivery date.
- Compensation: 100% Product Replacement (no depreciation).

The warranty is valid only for treatments done following the official Ilum protocol.

For implant-supported restorations (Ilum Core and Ilum Gold), the warranty applies exclusively to the prosthetic restoration manufactured by Corus, including the zirconia structure and Ti-base when supplied by Corus. The warranty



does not cover the implant fixture, third-party implant system components, surgical procedures, osseointegration, screw loosening not caused by a manufacturing defect, or biological complications.

Covered events (material or manufacturing defects include):

- Fracture or structural cracking of the zirconia framework.
- Chipping or delamination of applied glaze or staining layers.
- Material-related discolouration or shade alteration.
- Fit deviations proven to be caused by a manufacturing error within the manufacturing process.
- Debonding of cement or abutment when directly attributable to a production defect.

2. Eligibility requirements (treatment provider & patient)

To benefit from the warranty, the Treatment Provider must ensure compliance with the following conditions:

- Illum Clinical Protocol compliance: The entire treatment must follow the official Illum Protocol (provided in Corus Link).
- Clinical placement: The treating dentist must have followed the Corus placement and cementation protocol (fit check, occlusal verification) and documented this in the work order within Corus Link.
- Patient compliance (oral hygiene): The patient must maintain adequate oral hygiene and adhere to periodic check-ups at least once a year.
- Bruxism protection: In cases of bruxism, a Nobrux protective splint must have been prescribed and worn.

- Warranty status: The warranty is non-transferable and valid only for the original patient. Any non-compliance with the points above will render the warranty null and void.

3. Warranty Exclusions

The warranty does not apply in the following cases:

- Wear and trauma: Damage caused by trauma, accident, mechanical impact, or fracture/wear resulting from bruxism or occlusal overload where a Nobrux protective splint was not used.
- Adhesion failures: Debonding or failure caused by incorrect cementation or inadequate adhesion not attributable to manufacturing or material fault.
- Patient condition: Patients with inadequate oral hygiene, untreated tooth decay, or active periodontal disease.
- Unauthorised modification: Restorations modified, adjusted, or reworked by unauthorised third parties.
- Non-validated components: Use of non-validated abutments or components.
- Aesthetic complaints: Aesthetic dissatisfaction not directly caused by a manufacturing or material defect.
- Post-delivery handling: Damage caused by incorrect transport, cleaning, or storage after delivery. Refer to the patient IFU.

4. Claim procedure and process

- A. Submission: The claim must be submitted via the Corus Link portal or an authorised Corus lab representative.



- Claim window: within 30 calendar days of discovery of the defect.
- B. Required documentation:
- Original work order with delivery date and batch number.
 - High-resolution photographs of the restoration (intraoral and extraoral).
 - Clinical summary including indication, cement type, occlusion status, and use of protective device (NobruX) if applicable.
- C. Assessment:
- The decision will be communicated in writing to the submitting laboratory within 10 working days.
- D. Resolution and reporting: If approved, the restoration is remade free of charge. The original delivery date remains the reference for the 5-year warranty period.

5. Limitation of liability

The warranty covers product replacement only.

This replacement is the exclusive remedy available to the Treatment Provider under this warranty program.

Corus is not liable for:

- Clinical fees, labour, or associated chairside costs.
- Consequential damages, patient discomfort, or loss of earnings.
- Temporary restorations, re-preparation, or non-standard logistics.



6. Policy modification and withdrawal

Corus reserves the right to modify or withdraw this warranty policy at any time subject to prior written notification.

Any changes will not apply retroactively to restorations delivered before the effective date of such changes.

