

Handpiece repair and spare parts FAQ



About Us

The British Dental Industry Association plays an active role in supporting the regulation of dental and medical devices across the UK. We work closely with Government departments, the MHRA, and other key stakeholders, and our members are bound by Code of Practice meaning that in choosing to do business with any of them you can have confidence that everything you buy is of guaranteed quality and provenance.

Q. What issues can arise through the use of non-compliant spare parts?

A. When generic components are fitted, the security and protection offered by the original device manufacturer may be lost. Using parts or repair processes outside of those identified in the manufacturer's instructions can modify the device in a way that can affect its compliance with the medical device regulations. Your equipment, and ultimately patient safety, can be left without the assurance of certified performance, compliance, and accountability.

Using genuine spare parts in medical equipment repair is critically important because it can protect the safety of patients and device users while helping to ensure device performance and legal compliance.

Q. What are the risks to patients?

A. Medical devices fitted with substandard spare parts may fail during use, give inaccurate readings, deliver sub-standard performance or critically malfunction, putting patients at risk. These failures in safety and performance can jeopardise patient safety, as well as undermining the delivery of high quality and effective treatment.

Q. What are the risks to the dental team?

A. Registered dental professionals have an obligation to identify and follow these regulations under the GDC's Standard for the Dental Team (Standard 1.9.1: You must find out about laws and regulations that affect your work and follow them).

Genuine spare parts come with documentation, serial numbers, and quality control records, which can be important for audits and incident investigations.

The use of non-compliant devices may jeopardise your professional registration, and could lead to a fitness to practise investigation by the General Dental Council.

Using non-compliant devices may put you at risk by invalidating your professional indemnity insurance.

Q. What are the risks to the device?

A. Genuine parts are made from materials specified by the manufacturer. They reduce wear on other components and help maintain the overall working life and performance level of the device. Using OEM spare parts and correctly maintaining the device means less repair costs (and therefore monetary savings) over the lifetime of the device.

Original parts are designed for precision fit and function. Non-genuine parts may cause misalignment, electrical issues, or software errors and unseen wear and tear which could compromise performance. With many dental handpieces components rotating over 200,000 RPM, such issues could be catastrophic at worst, or at least increase otherwise unnecessary repair costs on a regular basis.

Q. Can non-genuine parts affect the manufacturer's warranty?

A. Manufacturers are able to void warranties if non-genuine parts are used. Genuine parts protect service agreements and warranty coverage.

Q. How are these requirements enforced?

A. The importation, sale and supply of medical devices in the United Kingdom is governed by the Medical Devices Regulations (UK MDR), the General Product Safety Regulations 2005 (GPSR) and Medicines and Medical Devices Act 2021 (MMD Act).

Schedule 3 of the MMD Act also makes provision for a criminal offence for breaching a provision of the UK MDR. That criminal offence has not yet come into force, and until it is, section 12 of the Consumer Protection Act 1987 will continue to apply to breaches of the UK MDR, so that such breaches will continue to be a criminal offence.

The MHRA's enforcement powers allow it to exercise the investigatory powers, including powers of entry.

Helpful Links and Resources

Regulating medical devices in the UK

<https://www.gov.uk/guidance/regulating-medical-devices-in-the-uk>

Report a suspected counterfeit or non-compliant device

<https://yellowcard.mhra.gov.uk/>
<https://report-or-check-suspicious-activity.mhra.gov.uk/report>

Read our FAQ on importer requirements

<https://bdia.org.uk/wp-content/uploads/2025/10/Importer-Requirements-FAQ.pdf>

Additional FAQ Documentation



Chairside
Manufacturing
FAQs



Counterfeit
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Regulation of
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