

Why Use Genuine Manufacturer Spare Parts



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.

Is your service provider using only genuine spare parts, or are you being unwittingly exposed to unnecessary risk?

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.

Here are the key reasons:

Patient Safety – Medical devices are precision-engineered to defined standards. Genuine parts are designed and tested to work safely with the device. Non-genuine parts may fail, give inaccurate readings, deliver sub-standard performance or critically malfunction, putting patients at risk.

Accuracy & Reliability – Such devices are designed to deliver precise and even diagnostic results. Original spare parts maintain the device's calibrated performance, ensuring consistent and reliable operation.

Regulatory Compliance – Medical devices are regulated by the Medicines and Healthcare products Regulatory Agency (MHRA) under the Medical Devices Regulations 2002. Non-approved parts can breach requirements, leading to potential enforcement action by the MHRA and other relevant regulatory authorities.

Device Longevity – 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

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

Compatibility – 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.

Increased Up-time – Genuine parts are proven and dependable by the manufacturer, reducing repeat repairs and unexpected failures, crucial in clinical environments where downtime affects patient care.

Traceability & Quality Assurance – Genuine spare parts come with documentation, serial numbers, and quality control records, which can be important for audits and incident investigations as well as long-term peace of mind.

Using genuine spare parts helps to ensure that your medical equipment remains safe, accurate, compliant, and dependable, protecting both patients and healthcare providers.

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
and non-
compliant
devices FAQs



Importing
Dental
Products
FAQs



Regulation of
Medical
Devices FAQs



Online
Purchasing
FAQs

