



# TECHNICAL SUPPORT


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and more...

# YOU ASKED, WE LISTENED.

From installation to upgrades, our new North American Technical Support Crew was created to serve you better, as technology integration becomes an important focus in today's laboratory industry. We are comprised of experts in CAD/CAM technology and highly trained to help you achieve your professional goals.

You can rely on our technical support team to provide you with:

-  Quick Response Troubleshooting and Support
-  In-House Servicing
-  Loaners and Back-Up Production Solutions
-  Tutorials and How-To's
-  Software Updates
-  Basic and Advanced CAD/CAM Training
-  Milling Strategies and Optimization

Let us help you navigate the digital work flow **from start to finish.**



Call us TODAY!  
**1-877-496-3967**

E-mail: ZahnHighTech@HenrySchein.com

# MEET YOUR NORTH AMERICAN TECHNICAL SUPPORT CREW...



**Beth Collington**

Beth Collington has been in the dental laboratory industry for over 20 years and is the driving force behind our North American Technical Training and Support. Beth lives and breathes the dental lab industry and is constantly looking for ways to improve education and support. She is an avid equestrian in her spare time.



**Nannette Boyd, CDT**

Nannette Boyd, CDT, has more than 30 years of experience in the dental laboratory industry and has most recently held a position with Zahn Dental's Education and Training team. She is fully trained and experienced with CAD/CAM technology and understands the importance of a fully functional digital workflow on the benefits for dental laboratories. In addition to Nan's technical background, she enjoys hiking and the outdoors.



**Mary Waldron, CDT**

Mary Waldron, CDT, has over 35 years of experience in the dental laboratory industry and over 20 years of experience lecturing and teaching dental technicians across the country. Mary has been a dental technician in all capacities, a laboratory owner, educational director, and sales consultant. Her true passion is not only understanding how different technologies and work flows can improve a dental laboratory's business but also how to create beautiful restorations using today's technology. In her spare time, Mary enjoys creating pottery.



**Anoush Ekmekjian, RDT**

Anoush Ekmekjian graduated from Vancouver Community College with a dental technology degree and became a registered dental technician in British Columbia in 2007. She has a diverse range of experience, including being a technician in a milling center and more recently, a laboratory owner and instructor. Anoush's goal is to assist dental professionals in today's fast-paced market with all of their digital and high-tech needs and solutions.



**Ian O'Neill, CDT**

Ian O'Neill has worked at a production laboratory in New Haven, Connecticut over the past 12 years, where he has gained extensive experience in nearly every department. Before joining the Zahn family, Ian owned and operated his own boutique lab specializing in metal-free restorations. Ian has first-hand experience with the transition into the CAD/CAM world and looks forward to helping laboratories make the leap into the digital era.



**Razmig Tatoulian, CDT**

Razmig Tatoulian, CDT, graduated from College Edouard in Montpetit, Quebec. With more than 15 years of experience in the dental laboratory industry, Raz specializes in CAD/CAM technology and equipment. He has dedicated years to accumulate knowledge and experience in understanding today's software and technology and has experience training, lecturing, and supporting dental laboratories across the country.



**Robert Henson, CDT**

Robert Henson, CDT, began his dental laboratory career when he served in the United States Air Force and has over 20 years of experience in the industry. He has firsthand experience in the advancements in the industry and what CAD/CAM can do for higher aesthetics and restorations. He specializes in the design and fabrication of custom abutments and substructures. Robert is an avid sports fan who always roots for teams from his hometown, Louisville.



**Denise North, CDT**

Denise North, CDT, has more than 30 years of experience in the dental laboratory industry and is certified in dental ceramics. She has contributed to research projects involving several universities and was instrumental in the development of various Pentron Ceramics products and techniques. Denise currently lectures and speaks on behalf of Zahn Dental across the country and is based out of our Training and Education Center in Wallingford, CT.



**George Zychek**

George Zychek has more than 20 years of experience as a manufacturer, inventor, designer and repair service specialist for a wide range of dental laboratory equipment. Prior to his career in dental lab equipment, George owned a successful business as a custom CNC/CAD/CAM machine tool manufacturer and service company. He is excited and proud to bring his experience and knowledge to the Zahn Tech Support Team.

# YOU'RE ONLY AS GOOD AS YOUR CREW.

Call Zahn's NEW Technical Support Crew TODAY!

**1-877-496-3967**

E-mail: [ZahnHighTech@HenrySchein.com](mailto:ZahnHighTech@HenrySchein.com)



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