



Frequently Asked Questions

Your guide to choosing, ordering and caring for your loupes

Choosing your loupes

1. What are dental loupes?

Dental loupes are wearable magnification systems that help you see the working area in greater detail. They are used by dental professionals for examinations and procedures where clear, detailed vision matters.

2. Which magnification should I choose?

The right magnification depends on your clinical work, experience and preferred working distance. Lower magnification generally provides a wider view, while higher magnification allows you to examine finer detail. A demonstration can help you compare the options.

3. What makes Elevate Adapt Ergo different?

Elevate Adapt Ergo combines 3.5x, 5x and 7x magnification in one pair of loupes. Its integrated twist mechanism lets you switch between magnifications without swapping lenses.

4. Is higher magnification always better?

Not necessarily. Higher magnification shows finer detail but generally reduces the area you can see at once and the range of distances that remain in focus. The best choice balances detail, visibility and comfort.

5. What are ergonomic loupes?

Ergonomic loupes use an optical design that redirects your view towards the treatment area, allowing a more upright head position. Correct fitting, patient positioning and working habits are still important.

6. What is working distance?

Working distance is the distance between your eyes and the treatment area when the image is in focus. It should suit your comfortable working posture, whether you usually sit or stand.

7. What do field of view and depth of field mean?

Field of view is the width of the area you can see through the loupes. Depth of field is the range of distances over which the image stays in focus. Both depend on the optical design, magnification and working distance.

8. Can I try the loupes before ordering?

Contact Elevate Dental Optics to arrange a demonstration. This gives you an opportunity to compare magnifications, discuss your working posture and ask questions before choosing your loupes.



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Fitting & prescriptions

9. How are loupes fitted to me?

Fitting considers your facial measurements, the spacing and alignment of your eyes, your working distance and your vision requirements. Accurate measurements help position the optics correctly for your clinical posture.

10. Can I have my prescription added?

Yes. Prescription lenses can be added at an additional cost, subject to compatibility with your prescription and chosen model. Please provide your current spectacle prescription so your representative can confirm suitability and pricing before final order approval.

11. What prescription strengths can you accommodate?

Please contact your representative with your prescription, including any strong or complex prescription requirements. Compatibility depends on your prescription and the chosen loupe configuration and will be confirmed individually.

12. Are prescription lenses included in the price?

No. Prescription lenses carry an additional cost. Please request a prescription-inclusive quotation before placing your order.

13. Can I use loupes while wearing contact lenses?

Please tell us if you intend to wear contact lenses when using your loupes. Your fitting and optical requirements need to account for how your vision will be corrected during use.

14. What happens if my prescription changes?

Contact your representative with your updated prescription to discuss the available options for your model. Later prescription changes are chargeable, with the cost confirmed before work begins. Please refer to our Warranty section for coverage and exclusions.

15. Can someone else use my loupes?

Loupes fitted to your measurements and prescription may not provide another person with a clear or comfortable view. Please refer to our Warranty section for eligibility and transferability terms.



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Ordering, delivery & payment

16. How long does delivery take?

Our estimated delivery time is 6–8 weeks from final order approval. Please contact your Elevate representative for an update on your order or to discuss a specific delivery requirement.

17. Can I order for a particular course or event?

Please allow for the 6–8 week delivery timeframe from final order approval and tell us your required date before ordering. Delivery by a specific date must be confirmed and should not be assumed.

18. How much do the loupes cost?

The total depends on your chosen model, prescription requirements and any lighting or accessories selected. Contact your representative for an itemised quotation. Prescription lenses are an additional cost.

19. Do you offer instalments or require a deposit?

Please contact your Elevate representative for information about deposit requirements and available payment arrangements.

20. Do you offer student discounts?

Please contact your representative for current student pricing, eligibility and available offers.

21. Are prices inclusive of VAT?

Please check your quotation or contact your representative to confirm the VAT breakdown and total payable before approving your order.

22. Is a headlight included?

Please check your quotation for the exact package contents, including any headlight, batteries, charger and accessories. Only the items specified in your quotation are included.

23. Where can I find product specifications?

Please refer to the relevant Product section for model-specific information, including weight, magnification, working-distance options and headlight battery runtime.



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Cancellations, returns & fitting support

24. Can I cancel my order before delivery?

Please contact your Elevate representative as soon as possible if you wish to cancel. Before final order approval, your representative will explain the available options. After approval, customised production may have begun. Cancellation availability and any charges will depend on the production stage and the terms agreed before you ordered. Any proposed charge will be explained before a cancellation is agreed.

25. Can I return my loupes if I find them unsuitable?

Please contact your representative promptly so we can understand the issue and discuss fitting support and any available return options. A trial period or satisfaction guarantee applies only where it is expressly included in your written order terms. Please confirm the applicable return conditions before final order approval.

26. What if my loupes need a fitting adjustment?

Contact us if you cannot achieve a clear, comfortable view or if the frame fit feels incorrect. We will assess the issue and explain the appropriate next steps, which may include fitting advice, adjustment or further inspection. Any proposed chargeable work will be explained before you agree to it. Stop clinical use if your vision or safe performance is affected.

27. What if my loupes arrive faulty or do not match my order?

Contact us promptly with your order details, a description of the issue and relevant photographs. We will assess the problem and arrange the appropriate remedy under the applicable sales terms, warranty and legal rights. Please refer to our Warranty section. Obtain return instructions before sending any product.

28. What should I confirm before approving my order?

Ask your representative for the written cancellation and returns terms, including any trial period, when it starts, fitting-support arrangements, return shipping responsibilities, possible deductions and refund arrangements. These should be confirmed before final order approval. Any applicable legal rights remain unaffected.



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Using, caring for & supporting your loupes

29. Do I need a headlight?

A compatible headlight can help illuminate the area you are viewing, particularly when working at higher magnification. Ask your representative which lighting options suit your chosen loupes and clinical needs.

30. Will I need time to get used to my loupes?

You may need an adjustment period, particularly if you are new to loupes or changing magnification or optical design. Familiarise yourself with the view and working distance before clinical use. Contact us if you cannot achieve a clear, comfortable image.

31. What should I do if the image is blurry or doubled?

Check that the frame is positioned correctly and that you are viewing within the intended working distance. If the problem persists, stop using the loupes and contact us for assistance. Do not dismantle or attempt to realign the optics yourself.

32. How should I clean and disinfect my loupes?

Please refer to the relevant Product section and the care instructions supplied with your loupes for approved cleaning products and methods. Do not assume that a disinfectant suitable for other dental equipment is safe for optical coatings or loupe components. Contact your representative if you are unsure.

33. Can I autoclave or immerse my loupes?

Do not autoclave, immerse or place your loupes in an ultrasonic cleaner. Follow the supplied instructions for cleaning and disinfection.

34. How should I store and transport my loupes?

Use a protective case when the loupes are not in use. Protect them from impact, crushing, moisture and excessive heat, and follow the supplied care guidance.

35. What warranty is included?

Please refer to our Warranty section for full details of coverage, eligibility, exclusions and how to make a claim.

36. How do I request a repair or make a warranty claim?

Contact Elevate Dental Optics with your order details, a description of the issue and any relevant photographs. Please refer to our Warranty section for the claims process, and obtain return instructions before sending any product.