

New Ortho Chairs and Side Units



This Townie is looking for recommendations of chairs and side units for an ongoing office renovation. What would you suggest?

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drjgreenberg

Member Since: 10/10/08
Post: 1 of 7

I am looking to get five new chairs and side units (with drawers and computer mounts) for an ongoing office renovation. Does anyone have opinions or feedback on this? I have been looking at Boyd, Ross and Summit mostly. Good? Bad? Any other companies to see? Ultra leather or vinyl? Currently I have laptops for each chair, but would you advise switching to a regular CPU? Any feedback or opinions on any part of the process is appreciated. Thanks! ■

OCT 30 2008

njtxortho

Member Since: 05/05/08
Post: 2 of 7

I used Ross in my buildout. Its fees were reasonable, but it has the worst customer service! I had a few problems with the chairs, and each time I called, they did not want to come out to look at them, and actually seemed annoyed by my inquiries. It's not like I got the chairs for free! ■



NOV 3 2008

pnwortho

Member Since: 01/15/07
Post: 3 of 7

I had the exact opposite experience with Boyd – more expensive, but excellent customer service. One chair arrived with a tiny pinhole in the upholstery and when I called, they immediately shipped me new upholstery (took me one minute to switch). I think Boyd has great products and customer service, but you do pay for it. I didn't buy any of the fancy upholstery/pleather, because I really don't think patients notice that kind of thing beyond whether it is clean and decent looking.

The chairside units I got from Boyd are really nice, and I was able to customize them completely to match the cabinetry in my office. The computer mounts it sells (just like anyone) are purchased through a mount wholesaler, so they'll be quite similar to anyone else's mounts. Boyd always offers heavy discounts at the AAO and you can kick the tires there before you buy. ■



NOV 4 2008

fesdds

Member Since: 05/22/08
Post: 4 of 7

I have Ross chairs and units in my office. I actually just ordered an additional unit and chair yesterday. I have been happy about the product, and it is a great price. It is obviously not A-dec quality at a low price, but I feel it works great in an ortho office. If you are not somewhat local, do not expect great service with coming out to repair things. They expect you to use your regular equipment servicer. ■

NOV 8 2008

ucb1995

Member Since: 11/16/08
Post: 5 of 7

Summit (SDS) chairs are very dental-chair-like as far as looks and available adjustments. I like the way they look and are simple to operate. You can get them at great prices at the AAO. On the other hand, simple mechanics and programming for the chairs don't always work well. I've contacted them directly and via the local dealer/supplier who installed the chairs, but no luck so far (after about a year) as far as customer service. All I've gotten is pretty much lip service and bills from the local dealer for coming out to look at and not fixing the chairs. ■

MAR 27 2009

I had a terrible experience with Ross. In my satellite office I decided to tear up the carpet, do laminate floors, knock down a wall and add two chairs. I ordered the chairs and side units from Ross and we were told the units were shipping on Wednesday (we are in Texas, so the shipping time should be short), so we started the demo. On Friday I called and asked when I should expect the units. The secretary told me they hadn't shipped yet because they had a larger order that needed to go out and that mine would ship the following Wednesday. I called the next Friday and they still hadn't been shipped. This left us seeing patients in a disaster zone. ■

SEP 7 2012

bsmcga0

Member Since: 11/10/05

Post: 6 of 7

I used Royal for my units and chairs and have been happy with them; no issues to report. Another company I considered based on past posts on Orthotown is Dome. UCLA98 has used Dome and had positive feedback. Good luck! ■

SEP 8 2012

Molarvated

Member Since: 07/03/08

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