

**VARILUX**  **series™**

# Frequently Asked Questions

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## **Performance Guarantee**

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# Positioning

## Introducing Varilux S Series™

### What is the Varilux S Series™?

The Varilux S Series provides you with limitless vision. Thanks to three revolutions based on the most sophisticated advances in optics and the knowledge of wearer physiology: Nanoptix™ Technology is a revolution in lens technology that ensures stability in motion; SynchronEyes™ Technology is a revolution in physiological science that provides expansive vision; and 4D Technology™ revolutionizes personalized lenses by taking into account for the first time the leading, dominant eye to help patients experience Faster Visual Reaction Time™.

### Patient Benefits of Varilux S Series are:

#### Varilux S Design™ and Varilux S Fit™:

This provides patients with Limitless Vision™ due to two revolutionary technologies based on the most sophisticated advances in optics and the latest understanding of wearer physiology:

Nanoptix Technology™ - Stability in Motion

SynchronEyes Technology™ - Expansive Vision

#### Varilux S 4D™:

Varilux S 4D revolutionizes the world of personalized lenses by taking into account for the first time the Leading Dominant Eye:

4D Technology™ - Faster Visual Reaction Time™

## Positioning

### Is the Varilux S Series better than existing products?

Yes. Varilux S Series is a new standard in progressive lenses with three revolutionary technologies.

### Where does the Varilux S Series fit within in the current Varilux® portfolio?

The Varilux S Series is a new product line within the Varilux portfolio that surpasses any previous design on the market.

## Performance

### Does the Varilux S Series™ have patented technology?

Yes, the Varilux S Series is based on 13 new patents:

- Nanoptix™ Technology: 4
- SynchronEyes™ Technology: 2
- 4D™ Technology: 2
- S Digital Surfacing™: 5

## Dispensing Strategy

### Who is the ideal patient for the Varilux S Series?

Every presbyope will benefit from the performance of the Varilux S Series. Some examples of patients include:

- New presbyopes
- Current Varilux® wearers
- Current progressive wearers
- Current bi-focal wearers

### Is there a tool to explain/demonstrate the benefit of Varilux S Series to the patient?

Yes, there is a Varilux S Series interactive demo-tool showing real life wearer situations.

Where can I find the ECP and consumer Videos?

[www.VariluxUSA.com](http://www.VariluxUSA.com)

## *Nanoptix™ Technology*

### What is Nanoptix™ Technology?

Nanoptix Technology is a revolution in lens technology: it reengineers the fundamental lens structure of the progressive lens during design lens calculation to virtually eliminate swim.

### What are the patient benefits of Nanoptix Technology?

Nanoptix Technology virtually eliminates swim to provide stability in motion.

# SynchronEyes™ Technology

## What is SynchronEyes™ Technology?

For the first time in progressive design, SynchronEyes Technology uses the Rx from both the left and right eye to simultaneously calculate the lenses as a pair. This ensures that the design is built around both eyes working together as one visual system.

## What is the patient benefit of SynchronEyes Technology?

SynchronEyes Technology provides your patients expansive vision.

# 4D Technology™

## What is 4D Technology™?

4D Technology revolutionizes the benefits of personalization by taking into account the leading, dominant eye measurement in addition to the unique and personalized measurements taken by the Visiooffice® System.

## What are the benefits of 4D Technology?

The wearer experiences Faster Visual Reaction Time™ and superior visual performance.

## What is the Leading, Dominant Eye?

The Leading, Dominant Eye is the eye that reaches the object being viewed first when we change gaze direction.

## Visiooffice® update

### What is the hand held measuring device?

The hand held measuring device is a new tool linked to the Visiooffice System to measure the leading, dominant eye as well as the reading distance.

### How is the Visiooffice System updated to integrate the hand held measuring device?

The sales consultant or the ECP can manage the Visiooffice update through two steps:

- 1) Software update: The software will be updated by the current automated process.
- 2) Hardware update: The hardware will be shipped to all current Visiooffice ECPs prior to the launch of the product. The launch kit will contain detailed instructions on how to set-up and use the new hardware. In addition, there will be a series of instruction videos available on [essilorvisiooffice.com](http://essilorvisiooffice.com) made available at the time of launch.

# Technical Features

## Ordering

### What are the Minimum Fitting Heights for the Varilux S Series™?

Varilux S Design™ = 14mm or 17mm

Varilux S Fit™ = 14mm

Varilux S 4D™ Technology = 14mm

### What is the range availability?

Varilux S Series™				
Material	Index	Power Range	ADD Power	Cylinder
1.50 Index Plastic Transitions® / Clear	1.50	+6.00 to -10.00	.75 to 4.00	-6.00
Airwear® Transitions® / Clear	1.59	+6.00 to -10.00	.75 to 4.00	-6.00
Thin&Lite® 1.67 Transitions® / Clear	1.67	+9.00 to -12.00	.75 to 4.00	-6.00
Thin&Lite® 1.74	<i>Coming Soon</i>			
Airwear® Poly Polar	<i>Coming Soon</i>			

### What are the required measurements for the Varilux S Series?

MEASUREMENT PARAMETERS	Varilux S Design™	Varilux S Fit™	*Varilux S 4D™
	Pupillary Distance	Pupillary Distance	Pupillary Distance
	Fitting Height	Fitting Height (Progression length - optional)	Fitting Height (Progression length - optional)
		Pantoscopic Tilt	Pantoscopic Tilt
		Wrap Angle	Wrap Angle
		Vertex Distance	Eye Rotation Center (Replaces Vertex Distance)
			Leading, Dominant Eye
			Natural Head Posture
			Reading Distance (Optional)
			Head/Eye Movement and Stability Coefficient (optional)

## Lens Structure

### What is S Digital Surfacing™?

Varilux S Series™ introduces the next generation in DualOptix™ lenses. Due to the revolutionary technology in the Varilux S Series, the digital surfacing process had to be upgraded to support the advancements. This new digital surfacing process is based on a new active loop and includes 5 additional pending patents.

### Are all of the Varilux S Series products Digitally Surfaced?

Yes, all of the Varilux S Series lenses take the new semi-finished blank and use the S Digital Surfacing process for the next generation of DualOptix lenses.

## Verifying the lens

### Are there new engravings?

Yes, there are new engravings:

Varilux S design	
Varilux S design short	 + S
Varilux S fit	 + F
Varilux S 4D	 + 4D

### Will a patient's initials be applied to the lens with Varilux S 4D™?

Yes, we allow up to 4 characters

### Do the Varilux S Series lenses calculate wearer power?

Yes, Varilux S Series lenses are calculated in wearer power. That is why there is a Dual Pack Slip with one line showing the ordered prescription, and one line to check the prescription on a lensometer.



# Performance Guarantee

## Introduction

### What is the Performance Guarantee?

The Varilux S Series™ Performance Guarantee is a customer satisfaction guarantee that states to the consumer: “If you are not satisfied with the performance of your new Varilux S Series lenses, return them to your eye care professional within 30 days.”

### What does the Performance Guarantee Cover?

- Patients who do not see the Varilux S Series™ lenses superior visual performance over their previous progressives
- Patients who are not fully satisfied with the quality of vision delivered by their Varilux S Series lenses
- Patients who do not adapt to their Varilux S Series lenses

### What is excluded\* from the Performance Guarantee?

- Varilux S Series lenses that were not dispensed correctly, including:
  - Doctor re-do’s
  - The wrong Rx
  - Measurements not taken correctly
  - ECP selects to choose the variable progression length
- Lenses that were scratched or broken

*\*While these are excluded from the Performance Guarantee, they are still covered under current manufacturer warranties. For example if the Varilux S Series lenses come and the coating is scratched you would return it to the original manufacturing lab for a remake.*

### How do you submit a claim?

Should a patient return to their ECP because they are unsatisfied with the performance of the Varilux S Series lenses, please follow these steps:

- 1) Verify the lenses for any typical manufacturing and/or dispensing errors that would prohibit the Varilux S Series from delivering superior visual performance.
- 2) If an error was found in step one please return the lenses back to the original manufacturing lab to have them re-made (at which point the 30 days would restart for the Performance Guarantee)
- 3) If no errors are found in step one, go to [MyVariluxSSeries.com/professional](http://MyVariluxSSeries.com/professional) and submit a Performance Guarantee Claim.

- 4) Additionally, you also will need to provide proof of purchase and a lab invoice, which may be submitted by:
  - Fax: 1.800.827.4329
  - E-mail: [Myvariluxseries@essilorusa.com](mailto:Myvariluxseries@essilorusa.com)
  - Upload online at [MyVariluxSSeries.com/professional](http://MyVariluxSSeries.com/professional)
- 5) The Performance Guarantee Department will process your claim and send you a pre-paid shipping label to return the lenses to the Varilux S Series™ Performance Guarantee Department.
- 6) Upon receiving the lenses the Performance Guarantee Department will verify the lenses with the claim and process a check for the total cost of the lenses.
- 7) Receive the check from Essilor of the cost of the lenses and refund the patient for the retail price of the lenses

**What is refunded back to the ECP?**

- The refund is a check made out to the ECP for the ECP cost of the lenses
  - Cost of the lenses includes:
    - Varilux S Series Progressive Lens
    - Lens Material
    - Coatings
    - Lens Processing fees
  - Cost of the lenses excludes:
    - Frames

**Who is the refund check made out to?**

The refund check is written out to the ECP who in turn should refund the patient.