

# Dentsply Sirona

# Technical Support and Info

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# NUMBERS & EMAILS FOR TECH SUPPORT

## Main Support Number 1-877-DSCAN4U (1-877-372-2648)

Dentsply Legacy (Cavitron, Midwest) choose **Option # 1**

or email: [service.canada@dentsplysirona.com](mailto:service.canada@dentsplysirona.com)

Sirona Legacy (Treatment Centers, Imaging, Cadcam) choose **Option # 3**

or email: [treatmentcentersupportUS@dentsplysirona.com](mailto:treatmentcentersupportUS@dentsplysirona.com)

[imagingsupportUS@dentsplysirona.com](mailto:imagingsupportUS@dentsplysirona.com)

[cadcamsupportUS@dentsplysirona.com](mailto:cadcamsupportUS@dentsplysirona.com)

Cavitron Integrated Chair install and general troubleshooting: **1-800-263-1437 Ext 46402**

Midwest Technical Support: **1-800-263-1437 Ext 56001** or [airrepair@dentsplysirona.com](mailto:airrepair@dentsplysirona.com)

Charlotte Technical Support: **1-800-659-5977**

Quick Queue Connect (go directly to the phone queue of choice):

### 1-800-263-1437:

- |   |                  |
|---|------------------|
| ▪ Woodbridge Support (Cavitrons, Handpieces, Automates, SWO# request/follow up) | <b>Ext 42163</b> |
| ▪ Charlotte Imaging Support (2D, 3D, Orthophos, Heliodont, Schick)              | <b>Ext 85950</b> |
| ▪ Charlotte Cerec Support (Cadcam, Blue Cam, Omnicam, Primescan, MC, MCX, MCXL) | <b>Ext 85951</b> |
| ▪ Charlotte Treatment Center Support (Teneo, Intego, Sinus)                     | <b>Ext 85707</b> |
| ▪ Charlotte Sirolaser Support   | <b>Ext 85949</b> |

# WHERE DO DEALERS BUY OUR EQUIPMENT?

## ❖ Sirona Legacy – Purchased from DS Germany (Through Portal)

- Treatment Centres
- CAD/CAM / Cerec Equipment (Primescan, Omnicam, MCXL, MCX5)
- Imaging Equipment (Orthophos, Heliodont, 2D, 3D)
- SiroLasers
- T Line Instruments (Handpieces)

## ❖ Dentsply Legacy – DS Canada (Woodbridge Office)

- Cavitrons
- Midwest Handpieces
- Automate
- Schick 33 Sensors
- Triad, Enterra, Eclipse
- Vulcan and NTX Furnaces
- Promix & Wig-I-bug amalgamators

# INTEGRATED G139 UNITS

## DIFFERENCE IN PACKAGE CONFIGURATIONS



Item number	Item name	Contents
8800001	CAVITRON G139 - 66" GREY W/STERIMATE 360 - OTHER	Scaler Module, Install Kit, Cable as outlined, Sterimate as outlined, Potentiometer, Pwr Supply
8800002	CAVITRON G139 - 82" GREY W/ STERIMATE 360 - OTHER	Scaler Module, Install Kit, Cable as outlined, Sterimate as outlined, Potentiometer, Pwr Supply
8800003	CAVITRON G139 - 66" SURF W/ STERIMATE 360 - OTHER	Scaler Module, Install Kit, Cable as outlined, Sterimate as outlined, Potentiometer, Pwr Supply
8800004	CAVITRON G139 - 82" SURF W/ STERI-MATE 360 - OTHER	Scaler Module, Install Kit, Cable as outlined, Sterimate as outlined, Potentiometer, Pwr Supply
8800005	CAVITRON G139 - 66" GREY W/ STERI-MATE - OTHER	Scaler Module, Install Kit, Cable as outlined, Sterimate as outlined, Potentiometer, Pwr Supply
8800006	CAVITRON G139 - 82" GREY W/ STERI-MATE - OTHER	Scaler Module, Install Kit, Cable as outlined, Sterimate as outlined, Potentiometer, Pwr Supply
8800007	CAVITRON G139 - 66" SURF W/ STERI-MATE - OTHER	Scaler Module, Install Kit, Cable as outlined, Sterimate as outlined, Potentiometer, Pwr Supply
8800008	CAVITRON G139 82" SURF W/ STERIMATE - OTHER	Scaler Module, Install Kit, Cable as outlined, Sterimate as outlined, Potentiometer, Pwr Supply
8800101	66" GREY W/ STERI-MATE 360 - NO POWER	Scaler Module, Install Kit, Cable as outlined, Sterimate as outlined, Potentiometer
8800102	82" GREY W/ STERI-MATE 360 - NO POWER	Scaler Module, Install Kit, Cable as outlined, Sterimate as outlined, Potentiometer
8800103	66" GREY W/ STERI-MATE - NO POWER	Scaler Module, Install Kit, Cable as outlined, Sterimate as outlined, Potentiometer
8800104	82" GREY W/ STERI-MATE - NO POWER	Scaler Module, Install Kit, Cable as outlined, Sterimate as outlined, Potentiometer
8800201	CAVITRON G139 - 66" GREY W/ STERIMATE 360 - ADEC W/TOUCHPAD	Scaler Module, Install Kit, Cable as outlined, Sterimate as outlined
8800202	CAVITRON G139 - 82" GREY W/ STERIMATE 360 - ADEC W/TOUCHPAD	Scaler Module, Install Kit, Cable as outlined, Sterimate as outlined
8800203	CAVITRON G139 - 66" GREY W/ STERIMATE - ADEC W/TOUCHPAD	Scaler Module, Install Kit, Cable as outlined, Sterimate as outlined
8800204	CAVITRON G139 - 82" GREY W/ STERIMATE - ADEC W/TOUCHPAD	Scaler Module, Install Kit, Cable as outlined, Sterimate as outlined
8801001	66" GRAY HANDPIECE CABLE G139	Replaced with 8134801
8801002	66" SURF HANDPIECE CABLE G139	Replaced with 8134802
8801003	82" GRAY HANDPIECE CABLE G139	Replaced with 8134803
8801004	82" SURF HANDPIECE CABLE G139	Replaced with 8134804
8134801	G139 HDPC CABLE ASSY STERI 360 W/ SHORT FLOW CONTROL 57" GRAY	
8134802	G139 HDPC CABLE ASSY STERI 360 W/ SHORT FLOW CONTROL 57" SURF	
8134803	G139 HDPC CABLE ASSY STERI 360 W/ SHORT FLOW CONTROL 72" GRAY	
8134804	G139 HDPC CABLE ASSY STERI 360 W/ SHORT FLOW CONTROL 72" SURF	
570256001	G98/G139 POWER SUPPLY	Power Supply Only
81365	CAVITRON INTEGRATED G98/G90/G139 POTENTIOMETER	Potentiometer Only
8800701	SCALER MODULE ASSY, COMPLETE G139	Scaler Module Only

❖All G139 units come with either the standard black Steri-Mate or the black 360 Steri-Mate depending on sku purchased

# COMMON PART NUMBERS - CAVITRON

Item number	Item name
STERI-MATES	
78688	STERI-MATE HNDPC SINGLE PACK
78703	STERI-MATE HANDPIECE 3-PACK
8183201	30K STERI-MATE 360 HDPC. 1-PAK
8183203	30K STERI-MATE 360 HDPC. 3-PAK
8170201	JET-MATE HANDPIECE 1 PK
8170203	JET-MATE HANDPIECE 3 PK
8183001	STERI-MATE HDPC 1-PK (GRAY)
8183003	STERI-MATE HDPC 3-PK (GRAY)
HANDPIECE CABLES	
81277	G124 SWIVEL CABLE ONLY-SPS SELECT
81657	G131 HDPC CABLE,FC SWVL
81718	G132 DEC HDPC CABLE,FC SWVL
81858	G136 HANDPIECE CABLE, GRAY
81884	G137 HANDPIECE CABLE, BLACK
82507-1	G310 G1000 HP CABLE,BLK 6.5 SWV

\*Note that most parts for units prior to the G118 are no longer available

Item number	Item name
FOOT CONTROLS AND AUX CABLES	
565162005	FOOTSWITCH,2 POS,MONOJACK-G124
81674	CAVITRON PLUS FOOT CONTROL FOR G131 G132
81872	TAP-ON FOOT PEDAL WIRELESS G136 G137
82565	<HAZ> FOOTPEDAL, WIRELESS - G310 G1000
81663	AUX.FOOTSWITCH CABLE,G131/G132
81663-2	AUXILLARY FOOT PEDAL CABLE WITH FERRITE - G136/G137/G138
82525-2	AUXILIARY FOOT PEDAL CABLE USB G310/G1000
81680	BATTERY DOOR & SCREW KIT
MISC (ORINGS, FILTERS)	
62351	INSERT O-RING PK OF 12 F/TFI BLACK
62605	INSERT O-RING 12PK GREEN F/NOZZLE
79357	O-RING FOR STERI-MATE CABLE CONNECTION (12 PK)
90158	FILTER F/SPS CAVITRON /10
90125	CAVITRON WATER SUPPLY LINE ASSY W/FILTER (8 FT)
81708	POWDER BOWL ASSY-G132,G137
90146	G124 PUMP AND RESERVOIR (BOTTLE INCL)
776030199	CLEANING WIRE FOR P-J & C-JET (small white diamond head)
81075	JETMATE CLEANING TOOL (Long sterilization wire with loop)
81717	MLDED RECEPTACLE/NOZZLE GRIP JET-MATE

# COMMON PART NUMBERS - MIDWEST

Item number	Item name
<b>Lube/Cleaner nozzles</b>	
380180	MIDWEST PLUS AUTOMATE SPRAY
380080M	MIDWEST® PLUS AEROSOL SPRAY 250ML
380085	MIDWEST PLUS SPRAY NOZZLE - STYLUS
380086	MIDWEST PLUS SPRAY NOZZLE - TRADITION, QA & LS
380087	MIDWEST PLUS SPRAY NOZZLE - E-TYPE
380205	K-TYPE SPRAY NOZZLE
380130	MW PLUS LUBE - 2 OZ DROPPER
380140	MW PLUS HANDPIECE CLEANER - SPRAY BOTTLE (8OZ)
<b>Couplers</b>	
790245	MW XGT/STYLUS 5 HOLE COUPLER
790246	MW XGT/STYLUS 6 PIN COUPLER
790335	5 HOLE COUPLER K-STYLE
790336	6 PIN COUPLER K-STYLE
790338	COUPLER 4-HOLE SIRONA-STYLE
790435	5-HOLE COUPLER SIRONA STYLE
790436	6-PIN LED COUPLER SIRONA STYLE

Item number	Item name
<b>Maintenance Couplers (Automate)</b>	
880090	MAINTENANCE COUPLER - STYLUS ATC
380090	MAINTENANCE COUPLER - STYLUS REGULAR/LITE/MINI
380420	MAINTENANCE COUPLER - MW LS ATTACHMENTS
380421	MW LS MOTOR ADAPTER FOR AUTOMATE
380430	MAINTENANCE COUPLER - E-TYPE
380440	MAINTENANCE COUPLER - KAVO LS INTRAHEAD
380450	MAINTENANCE COUPLER - MULTIFLEX TYPE
380480	MAINTENANCE COUPLER - NSK TYPE
<b>MISC (ORINGS, BULBS, etc)</b>	
790255	O-RING F/5 HOLE COUPLER 2/PK
790256	O-RING F/6 PIN COUPLER 2/PK
790335R	REPL O-RINGS, 5 HOLE K-COUPLER
790336R	REPL O-RINGS, 6 PIN K-COUPLER
790259R	MAINTENANCE COUPLER O-RING SET - STYLUS
880070	ATC COUPLER O-RING KIT (5 ORINGS)
380520	MIDWEST AUTOMATE ABSORPTION PAD (6 PACK)
790257	STYLUS COUPLER BULB 2/PK
790337R	REPL LED BULB, K-COUPERS
880045	ATC REPLACEMENT LED BULB
880040	ATC BULB 2 PACK



# RDH Freedom and NUPRO Freedom



Item number	Item name
RDH Freedom (Parts only - Unit discontinued)	
9070301	RDH FREEDOM - METAL OUTER SHEATH
9070701	RDH FR POWER SUPPLY
9070402	RDH FR INNER MODULE LAVENDER
9070601	RDH FR CORDLESS FOOT PEDAL
9071001	RDH FR COLOR BANDS
9070502	RDH FR CHARGING BASE LAVENDER
9070901	RDH FR CARRYING CASE
Nupro Freedom	
90742	<b>OPTIONAL</b> NUPRO FREEDOM WIRELESS FOOT PEDAL
90796	NUPRO FREEDOM OUTER SHEATH
90799	NUPRO FREEDOM INNER MODULE
9070801	NUPRO FREEDOM HANDPIECE CRADLE
90741L01	NUPRO FREEDOM CORDLESS PROPHY SYSTEM *
90741L03	NUPRO FREEDOM CORDLESS PROPHY PACKAGE *
90797	NUPRO FREEDOM CHARGING BASE
90798	NUPRO FR PWR SUPPLY FOR BASE & FOOT PEDAL

**\* WIRELESS FOOT PEDAL DOES NOT COME WITH UNITS**

# INSERT & STERI-MATE DATE CODES

## Cavitron Inserts and Nozzles

-90 day warranty

-Date Code = YYMM (original pre 2006)  
(year) (year) (month) (month)

-4 digit Julian Code = YDDD (pre 2016)  
(year) (day) (day) (day)

-5 digit Julian Code = YYDDD (2016 onwards/current)  
(year) (year) (day) (day) (day)

Examples:

0207 = July 2002

0412 = Dec 2004

6335 = 335<sup>th</sup> day of 2006

6195 = 195<sup>th</sup> day of 2006

16025 = 25<sup>th</sup> day of 2016

18224 = 224<sup>th</sup> day of 2018

## Steri-Mate and JET-Mate

-6 month warranty

-4 digit code = MMYR (original)  
(month) (month) (year) (revision)

-5 digit code = MMYR (current)  
(month) (month) (year) (year) (revision)

Examples:

1185 = Nov 1998

0597 = May 1999

01041 = Jan 2004

09171 = Sept 2017

## Steri-Mate 360

-6 month warranty

-6 digit code = YYYY-MM (current)  
(year) (year) (year) (year) (month) (month)

Examples:

2017-11 = Nov 2017

2018-03 = Mar 2018



DS Logo      Date Code      Description      Tip Lot      Batch #





## WARRANTIES- Midwest Products

Listed below in summary form are the warranties for DENTSPLY Professional Midwest products. For specific details, conditions and/or limitations, see the full statement of warranty packaged with each product, where applicable.

Product	Time from date of original purchase
<b>High Speed Handpieces</b>	
Midwest E™ Plus attachments	24 months
Midwest E™ Pro Plus attachments	24 months
Midwest E Mini	24 months
Midwest E Pro	36 months
Midwest E™ (Control source, motor and tubing)	36 months
Phoenix™ Handpiece	24 months*
Phoenix™ ZR Handpiece	24 months*
Phoenix™ Pro (ATC coupler) Handpiece	24 months*
Stylus™ Plus Handpiece	24 months
Tradition® Plus Handpiece	12 months
Stylus™ ATC Handpiece	24 months
Stylus™ ATC Coupler/Tubing	6 months
Stylus™ Standard Handpiece	24 months
Midwest Tradition/Pro	12 months
*30 months if maintained with Automated Maintenance Unit	
<b>Low Speed Handpiece Motors</b>	
Shorty® Single Speed; Shorty® Two Speed; Rhino® XP, Midwest RDH®	12 months
Nupro Freedom (1 battery replacement for inner module the first 3 years)	12 months
RDH Freedom (1 battery replacement for inner module the first 3 years)	12 months
<b>Low Speed Angles</b>	
Modular Angle System	90 days
Push Button Heads	90 days
Triple-Seal Prophy Heads	6 months
Straight Attachment	6 months
23:1 Reduction Angle Sheath	6 months
Turbines	6 months

Product	Time from date of original purchase
Midwest Automate Station (sn:2712 & lower covered under 10 yr)	10 years
Midwest Automate Station (Effective March 1 <sup>st</sup> , 2019)	3 years
<b>Hoses</b>	
Fiber Optic Hose; PowerOptic* Hose; Non-Fiber Optic Hose;* Does not include light bulb	6 months
<b>Replacement Parts Warranty</b>	
Phoenix, ZR, Pro Turbine Replacements	12 months
Stylus™ Plus Turbine Replacements	12 months
Tradition® Plus Turbine Replacements	12 months
Stylus™ ATC Turbine Replacements (751432/751435)	18 months
Stylus™ Standard Turbine Replacements	18 months
Stylus ATC Turbine Replacement (880150/880160)	12 months
Tradition® and Quiet-air® Turbine Replacements	6 months
Midwest Coupler	6 months
Maintenance Coupler	90 days

Manufacturer reserves the right to change design or construction of its products without prior notice or obligation. All goods will be billed at prices in effect at date of shipment. Prices are subject to change without notice. These units are warranted against defects arising from faulty materials or workmanship for the warranty period stated above. Parts will be repaired or replaced at our discretion.

## WARRANTIES- Caulk Products

Product	Time from date of original purchase
Smartlite Focus (1 Year on Battery)	24 months
Out of warranty: All repairs and batteries are covered for 90 days.	

## WARRANTIES- DPD Professional Products (Cavitrons & Ultrasonic Inserts)

Product	Time from date of original purchase
Cavitron® JET Plus Tap ON (G137)	36 months*
Cavitron® Plus Tap ON (G136)	36 months*
Cavitron® Prophy JET Tap ON (G138)	36 months*
Cavitron Select SPS- Ultrasonic Scaler (G124)	36 months*
Cavitron® SPS™ Ultrasonic Scaler Surface Mount (G98A)	24 months
Bobcat® Pro Ultrasonic Scaler (25K) (G130)	12 months
DualSelect™ Dispensing System (G118)	12 months
Select™ Reservoir (G123)	12 months
Cavitron integrated unit (G139)	24 months
Cavitron Touch (G1000)	36 months*
Cavitron 300 (G310)	48 months**
Cavitron Handpiece Cable (purchased with unit)	Same as unit purchased
Cavitron Handpiece Cable (purchased as replacement part)	6 months
Cavitron Steri-Mate and Jet-Mate	6 months
Cavitron Ultrasonic Inserts	3 months

\*3 yr warranty if package purchased – 2 Year if unit only

\*\* 4 yr warranty if package purchased – 3 Year if unit only

The Cavitron® Ultrasonic Scalers, air polishing and combination units and handpieces listed below are designed for use in a dental operatory, and this warranty is not applicable to other uses. These units are warranted against defects arising from faulty materials or workmanship for the warranty period stated above. Parts will be repaired or replaced at our discretion. The units must be installed and operated in accordance with DENTSPLY SIRONA written instructions furnished with the units.

### Limited 90 Day Warranty

Cavitron inserts and accessories are warranted for ninety (90) days against defects arising from faulty materials or workmanship. Parts will be repaired or replaced at Dentsply Sirona's discretion.

### Cavitron® Product Warranty Statement

DENTSPLY Professional Cavitron® products are designed expressly for dental use, and this warranty is not applicable to other uses. The products are warranted against defects arising from faulty materials or workmanship from date of purchase for the period stated in the Directions for Use manual furnished with the product. Parts will be repaired or replaced at the discretion of DENTSPLY SIRONA.

### Cavitron® Product Warranty Terms

This warranty extends to Cavitron products purchased from an authorized DENTSPLY SIRONA distributor, and only to the original purchaser. The Warranty is subject to the following conditions:

- Any installation or routine servicing of Cavitron product must be performed by DENTSPLY SIRONA or authorized DENTSPLY SIRONA distributor service personnel.
- Any warranty repair must be performed by DENTSPLY SIRONA or authorized DENTSPLY SIRONA distributor service personnel.
- Cavitron Systems and handpieces must not be subjected to abuse or improper installation or operation.
- Cavitron Ultrasonic Inserts and air polishing nozzles are subject to these additional terms:
  - Inserts and air polishing nozzles must not be subjected to abuse, improper use or application, including, but not limited to, bending and reshaping.
  - Inserts and air polishing nozzles must not be subjected to improper cleaning, disinfection or sterilization procedures.
  - Warranty will not be honoured for inserts used in units other than Cavitron units.
- The use of any inserts or air polishing nozzles other than Cavitron will void the warranty on Cavitron Ultrasonic Scalers and Air Polishing Systems.
- Use of an air polishing powder other than Cavitron Prophy powders in the Air Polishing Prophylaxis systems will void their warranties.

THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. DENTSPLY SIRONA neither assumes, nor authorizes any person to assume for it, any other liability in connection with the sale or use of its products. DAMAGES ARE LIMITED STRICTLY TO REPAIR OR REPLACEMENT OF PARTS. DENTSPLY SIRONA EXPRESSLY DISCLAIMS LIABILITY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THE PRODUCTS.

Claims covered by this warranty will be honored when presented through your DENTSPLY SIRONA distributor within thirty (30) days from discovery of defect within the applicable warranty period.

## WARRANTIES- Other Products

Product	Time from date of original purchase
Enterra VLC unit	24 months
Triad 2000 (Expect lamp)	60 months
Drufomat Scanner	24 months
Turbo Max Alginate Mixer	6 months
ProMix Amalgator	12 months
Success Injection System	12 months
Lucitone FRS	12 months
Multimat NTX/ NTX Press	24 months
Elite Mix	24 months
Vulcan	24 months
Sirolaser Advance	24 months

# Requesting a Service Work Order Number (SWO#) to send in equipment for evaluation and repair

Fill in the SWO request form and click submit form.

Info required on the form:

- Shipping and billing info
- PO#
- Item info including description and serial number
- Detailed account of product issue(s)
- Confirm warranty status and include copy of end-user invoice if warranty requested
- When sending in the repair, ensure the SWO# is clearly visible on the shipping package

To request the form or for assistance, please contact:

[service.canada@dentsplysirona.com](mailto:service.canada@dentsplysirona.com)

Or call 1-877-DSCAN4U (1-877-372-2648) and press option 1.

Note: A SWO# may not be provided if all required info is not provided. Warranty will not be honoured if proof of purchase is not provided. An estimate refusal fee of \$104 will be billed if estimate is refused.

**Dentsply Sirona** 1.800.263.1437 Option 3  
service.canada@dentsplysirona.com

**SERVICE WORK ORDER (SWO#) REQUEST FORM** DATE (MM/DD/YYYY)

SHIPPING ADDRESS		BILLING ADDRESS	
*COMPANY NAME	<input type="text"/>	<input type="checkbox"/> SAME AS SHIPPING	<input type="text"/>
*ADDRESS	<input type="text"/>	*COMPANY NAME	<input type="text"/>
*POSTAL CODE	<input type="text"/>	*ADDRESS	<input type="text"/>
*CITY	<input type="text"/>	*POSTAL CODE	<input type="text"/>
*TELEPHONE	<input type="text"/>	*PROVINCE	<input type="text"/>
*FAX	<input type="text"/>		
*EMAIL	<input type="text"/>		
*PO#	<input type="text"/>	*COUNTRY	<input type="text"/>
*CONTACT NAME	<input type="text"/>	SWO#	<input type="text"/>

ITEM FOR REPAIR		
*ITEM DESCRIPTION	*S/N#	*WARRANTY STATUS
<input type="text"/>	<input type="text"/>	<input type="radio"/> Warranty <input type="radio"/> Non-warranty
*Nature of Complaint (*NOT WORKING* is not a COMPLAINT)		
<input type="text"/>		
ACCESSORIES BEING SENT WITH THE UNIT		COMMENTS
<input type="text"/>		<input type="text"/>

\* Fields must not be empty. If you are sending a unit for warranty repair, please send the invoice with the unit. \$104 estimate/refusal fee will be charged if the repair is declined.

RESET FORM SAVE A COPY PRINT FORM SUBMIT FORM

THE DENTAL SOLUTIONS COMPANY™ 1.877.393.3687 | www.dentsplysirona.com |

# Foot Pedal Sync Process – G131/G132

The wireless foot control supplied with the system has been factory synchronized with the base unit. Should a replacement foot control be necessary, synchronization will be required prior to system operation. Perform the following steps to synchronize the foot control with the base unit:

1. Turn the Main Power switch located at the center front underside of the system to the OFF (O) position.
2. Install a new set of “AA” batteries into the foot control. Leave the battery cover of the foot control open so the red push button is accessible.



3. Maintain a distance of no more than 10 feet between the base unit and foot control during the synchronization process.
4. Turn the Main Power switch to the ON (I) position and wait for the Diagnostic Display graphics to light (refer to Section 7.2 of the DFU).
5. While all graphics are lit, press the Purge button, located on the Diagnostic Display. The graphics will begin to blink in a sequential pattern, representing the synchronization mode. This mode will last 5 to 6 seconds.



6. During this mode, press the red button located in the battery compartment of the foot control. This will complete the synchronization process.
7. Synchronization is successful when all graphics blink at the same time.
8. To verify proper communication, press the foot control to the Boost position (foot control fully pressed – 2<sup>nd</sup> position) and ensure the Boost graphic on base unit lights.
9. Replace battery cover and the screw.

# Foot Pedal Sync Process G136/G137

The Tap-OnWireless Foot Pedal supplied with the system has been factory synchronized with the base unit. Should a replacement Tap-OnFoot Pedal be necessary, synchronization will be required prior to system operation. Perform the following steps to synchronize the Tap-OnFoot Pedal with the base unit:

1. Turn the Main Power switch located at the center front underside of the system to the OFF (O) position.
2. Install a new set of “AA” batteries into the foot control. Leave the battery cover of the Tap-OnFoot Pedal open so the red push button is accessible.
3. Maintain a distance of no more than 10 feet (3 meters) between the base unit and Tap-OnFoot Pedal during the synchronization process.
4. Remove any inserts from the handpiece and adjust the Power Level Control out of Rinse Mode. Turn the Main Power switch to the ON (I) position and wait for the Diagnostic Display graphics to light.
5. While all graphics are lit, press the Purge button, located on the Diagnostic Display.



The graphics will begin to blink in a sequential pattern, representing the synchronization mode. This mode will last 5 to 6 seconds.

6. During this mode, press the red button located in the battery compartment of the Tap-On™ Foot Pedal. This will complete the synchronization process.



7. Synchronization is successful when all graphic lights blink at the same time.
8. To verify proper communication, press the foot control to the Boost position (Tap-OnFoot Pedal fully depressed – 2<sup>nd</sup> position) and ensure the Boost graphic on base unit illuminates.
9. Attach battery cover and tighten the screw.
10. In the event communication cannot be established, temporarily use the supplied Auxiliary Tap-OnFoot Pedal Cable to connect the Tap-OnFoot Pedal directly to the unit.



# Foot Pedal Sync Processes G1000/G310

The Tap-On Wireless Rechargeable Foot Pedal supplied with the system has been factory synchronized with the base unit. Should a replacement Foot Pedal be necessary, synchronization will be required prior to system operation. Perform the following steps to synchronize the Foot Pedal with the base unit.

1. Turn the Main Power switch located at the rear of the system to the ON (I) position. The Main screen will appear. This is also referred to as the Scale screen.
2. Press and hold the Settings icon until the Settings screen appears.
3. Maintain a distance of no more than 10 feet (3 meters) between the base unit and Tap-On Foot Pedal during the synchronization process.
4. Remove any inserts from the handpiece.
5. Ensure the foot pedal power is ON.
6. Press the Sync icon on the Settings screen.
7. Press the red sync button on the bottom of the foot pedal - hold for at least three seconds.
8. Synchronizing is complete when the Sync icon has stopped rotating and sound indication occurs.
9. To verify proper communication, press the Scale icon to return to the Main screen (scale screen). Depress the foot pedal to the second position and ensure that Boost is activated (seen in Power Level icon).



# Foot Pedal Sync Process RDH Freedom

## NOTE:

Follow this procedure when:

- the foot pedal or handpiece inner module is replaced for any reason
- the handpiece and foot pedal do not seem to be communicating properly

11.1 Place the foot pedal within 10 feet of the charging base.

11.2 Invert the foot pedal and remove the screw and the access door.



11.3 Remove the inner module from the outer sheath of the handpiece.

11.4 Place the inner module on the charging base, ensuring that the three indicator lights are scrolling or all are solid green.



11.5 Invert the inner module and place it on the charging base as shown. The LED shown below will blink green if the position is correct for synchronization.



11.6 When the indicator lights display a scrolling green and orange pattern, press the red button in the bottom compartment of the foot pedal within 15 seconds.



## NOTE:

- The LED beside the synchronization switch of the foot pedal flashes orange to indicate that the foot pedal is in synchronization mode.

11.7 If the synchronization was successful, the three indicator lights on the handpiece and the LED in the foot pedal will flash green several times.

11.8 If all three handpiece indicator lights, and the foot pedal LED flash orange, the syncing was unsuccessful. Return the inner module to an upright position in the charging base and repeat the procedure.

# Foot Pedal Sync Process Nupro Freedom

Follow this procedure when:

- the optional wireless foot pedal or cordless handpiece inner module is replaced for any reason
- the cordless handpiece and optional wireless foot pedal do not seem to be communicating properly

**11.1** Place the optional wireless foot pedal within 10 feet of the charging base for cordless handpiece.

**11.2** Verify that the foot pedal is ON (when you press the foot pedal the charge light should turn either Green or Orange depending on its level of charge). If it is OFF press the power button approximately 1 second to turn it on.

**11.3** Invert the optional wireless foot pedal.



**11.4** Verify the charging base is plugged in and turned on (the power indicator on the back of the charging base should be green).

**11.5** Place the cordless handpiece inner module on the charging base for cordless handpiece, ensuring that at least one of the three Charge Indicator lights on the handpiece are Green. If the bottom charge indicator is solid Orange, the inner module may not have enough charge to be synchronized.

**11.6** Depress the On/Off/Mode button on the cordless handpiece inner module twice within 3 seconds and release.



**11.7** When the Mode indicator and bottom charge Indicator begin blinking Blue alternately, the cordless handpiece inner module is ready to sync.



Mode Indicator

Charge Indicator

**11.8** Depress the Sync button on the selected optional wireless foot pedal for at least 2 seconds and release when handpiece mode indicator and bottom charge indicator blink green.



Sync Button

**11.9** A successful sync is indicated by the cordless handpiece inner module Mode Indicator and bottom Charge Indicator blinking Green simultaneously and the Sync Indicator on top of the optional wireless foot pedal turning solid Blue.

**11.10** A failed sync is indicated by the cordless handpiece inner module Mode Indicator and bottom Charge Indicator blinking Orange simultaneously.



Sync Indicator

**11.11** Synchronization Indicator Status (Cordless Handpiece and Optional Wireless Foot Pedal Sync Mode)

Mode Indicator Color	Functional Light Description
Blinking Blue	Ready to Sync: Mode Indicator and bottom Charge Indicator on cordless handpiece and Sync Indicator on top of selected foot pedal will blink Blue
Blinking Green	Sync was successful: Mode Indicator and bottom Charge Indicator on cordless handpiece will blink Green
Blinking Orange	Sync was not successful: Mode Indicator and bottom Charge Indicator on cordless handpiece will blink Orange

# 'OUT OF BOX' FAILURE PROCESS - EQUIPMENT

Out of box failure definition: An **out-of-box failure** refers to the perceived **failure** of a product that occurs immediately upon first usage or recognized during install.

Process: Dealer technician MUST call DS service department while on site at the customer location to troubleshoot and solve or confirm the issue. If confirmed, a SWO# will then be generated to have the unit sent in for final evaluation before any replacement/credit is approved.

**\*Failure to follow the above steps may result in the dealer taking on cost of replacement if replacement has been issued prior to approval by DS.**

**Please call 1-877-DSCAN4U (1-877-372-2648) and press option #1 for assistance.**

# CAVITRON REMINDERS

- Follow Maintenance Protocols as outlined in DFU
  - Day start, Between patients, Day end, weekly and waterline protocols.
- Keep in ventilated areas (avoid overheating)
- Water pressure 20-40 PSI
- Use Cavitron filters(#90158) on water lines to remove debris. If filters are not used, debris may build up in the solenoid and other parts of the unit causing failures. This can lead to leaks and expensive repairs (ie solenoid replacement).
- Do not cross the water and air lines when installing/setting up



# Cavitron System Sterilizable Steri-mate & Jet-mate

- All devices must be cleaned, disinfected & sterilized prior to each use. This also applies to the first use of devices supplied as non-sterile, as well as cases in which the sterile packaging has been damaged or opened.
- High level disinfection by itself is not appropriate for this device.
- Only use validated methods for cleaning / disinfecting and sterilizing.
- Only use cleaning and disinfecting solutions tested for compatibility with the device being disinfected. Tested disinfectants are listed showing active ingredient in parentheses.

**\*Please ask for the Cavitron Infection Control Procedures document for all details**

## Steri-Mate 360

Sterilization	• Place bagged instruments into the steam sterilizer per manufacturer's instructions.		
	<b>*Steam Sterilization Cycles</b>		
	ITEMS	STERILIZING TEMPERATURE	STERILIZING CYCLE TIME
	Steri-Mate 360 Handpiece	270°F / 132°C	10 minutes
	<b>*The steam sterilization parameters specified above are for Dynamic Air Removal steam sterilizers (pre-vacuum and steam flush pressure pulse).</b>		

**Alternate Method:**

- Place non-bagged instruments into the steam sterilizer and run at the listed cycles.
- Note: Instruments sterilized unbagged should be used immediately.

**Drying:**

- To dry, use the drying cycle of the sterilizer. Set cycle for 20-30 minutes.

## Steri-Mate & Jet-Mate

Sterilization	• Place bagged instruments into the steam sterilizer per manufacturer's instructions.		
	<b>*Steam Sterilization Cycles</b>		
	ITEMS	STERILIZING TEMPERATURE	STERILIZING CYCLE TIME
	Jet-Mate Handpiece Black Steri-Mate Handpiece Handpiece Adapters Reservoir Bottles Blue Interface Caps with Sip Tubes Gray Steri-Mate Handpiece	270°F / 132°C	3 minutes
	<b>*The steam sterilization parameters specified above are for Dynamic Air Removal steam sterilizers (pre-vacuum and steam flush pressure pulse).</b>		

**Alternate method:**

- Place non-bagged instruments into the steam sterilizer and run at the listed cycles.
- Note: Instruments sterilized unbagged should be used immediately.

**Drying:**

- To dry, use the drying cycle of the sterilizer. Set cycle for 20-30 minutes.

# Cavitron Ultrasonic Insert DFU & Sterilization (page 1 of 2)

## **INDICATIONS FOR USE**

Cavitron® inserts are to be used with magnetostrictive ultrasonic scalers to perform:

- All general supra and subgingival scaling applications.
- Periodontal debridement for all types of periodontal diseases.
- Endodontic Procedures.

## **CONTRAINDICATIONS**

- Cavitron inserts should not be used for restorative dental procedures involving condensation of amalgam.

## **WARNING**

- Tips with high usage which exceed the warranty period should be discarded to avoid possible in-use breakage and possible injury.

## **PRECAUTIONS**

- Cavitron ultrasonic inserts are designed and tested for maximum performance with Cavitron ultrasonic scalers. Companies that manufacture ultrasonic scaling systems carry the sole responsibility for proving the efficacy and performance of their systems when using Cavitron ultrasonic inserts. Please read the Warranty statement in this booklet before using Cavitron inserts with ultrasonic systems other than Cavitron systems.
- Do not bend or reshape insert. Inserts should be handled with care at all times. Ultrasonic Inserts tips that have been bent, reshaped or otherwise damaged are susceptible to in-use breakage and should be discarded and replaced immediately.
- Like bristles of a toothbrush, ultrasonic inserts “wear” with use. Refer to the Efficiency Wear Indicators supplied with your Cavitron system or insert and the How to Use the Efficiency Indicator section of these Directions for Use. If excessive wear is noted, discard the insert immediately.
- Never operate system without fluid flowing through handpiece.
- Follow Infection Control Information recommendations carefully.
- Dental Healthcare Professionals are responsible for knowing and complying with industry guidelines, standards of care, and statutory and regulatory requirements that apply to the safe practice of dentistry.
- Dental Healthcare Professionals are responsible for practicing asepsis where such precautions are required by regulations, to comply with the appropriate standards of care, or in their best judgment.

## **UNIT POWER SETTINGS**

- PEC, PEC-2, FSI® Slimline®-10S, L&R and Slimline®-10S. L&R inserts should be used up to medium power.
- All other Cavitron inserts may be used up to maximum power.

## **INSERT SELECTION**

Base insert selection on the following:

- Patient’s health or disease status.
- Root anatomy, considering concavities and furcations.
- Type and location of deposits to be removed.

### **For Gross Deposit Removal**

Classic P, TFI®, and FSI® Inserts

### **For Fine Definitive Debridement**

FSI® Slimline® and Slimline® straight inserts and Cavitron THINsert™ for light calculus removal and deplaquing pockets <4 mm deep.

FSI® Slimline and Slimline® left and right inserts for fine periodontal debridement, excellent access and adaptation to root anatomy in pockets >4 mm deep.

## **OPERATING INSTRUCTIONS**

1. Select the appropriate insert for the tooth or root to be treated.
2. Use the lowest effective power setting.
3. Adjust the water control until the water (lavage) flows with a rapid drip or small spray.
4. Use very light pressure with a light pen or modified pen grasp.
5. Use a light but stable intraoral or extraoral fulcrum.
6. Adapt the insert so the point is not directed into root surface.
7. Use a light, smooth gentle touch.
8. Keep the insert tip in motion at all times, using overlapping horizontal, vertical or oblique brush-like strokes.
9. Use the inactivated insert to explore/evaluate root surface.

### **O-RING CARE**

Before placing the insert into the handpiece, performing the following steps will increase the o-ring life on Cavitron inserts:

- Fill entire handpiece with water.
- Lubricate o-ring (black or green rubber material) with water.
- Gently twist the insert down into the handpiece until the insert is fully seated in place.

# Cavitron Ultrasonic Insert DFU & Sterilization (page 2 of 2)

## INFECTION CONTROL PROCEDURES

### **WARNINGS**

- Instruments are not sterile upon receipt and must be sterilized prior to first use as well as after each use in accordance with the following instructions.
- The use of cleaning and disinfectant solutions is not recommended.

### **LIMITATIONS ON PROCESSING**

- Repeated cleaning and sterilization cycles have minimum effect on these instruments. End of life is normally determined by wear and damage due to use.
- Do not use chemical disinfectants prior to sterilization or rapid deterioration of the material may occur. Always use a pH neutral cleaning solution. Product can be damaged by alkaline and acidic detergents.
- Cold liquid disinfection/sterilization, chemical vapor sterilization, and dry heat sterilization methods have not been tested or validated for efficacy and are not recommended for use.

### **INSTRUCTIONS**

#### **Point of use:**

- Ultrasonic inserts must be removed from the handpiece (sterimate) before processing.
- Do not allow residue or any form of contamination to dry on the insert.
- Remove excess soil with disposable cloth or paper.

#### **Containment and Transportation:**

Protect instruments from damage. Instruments should be reprocessed as soon as is reasonably practical following use. Instruments left standing wet may stain or corrode.

#### **Cleaning: Automated**

- May be cleaned using an ultrasonic water bath for 15 minutes.

#### **Cleaning: Manual**

- Rinse all instruments under running water to remove any gross debris.

#### **Disinfection:**

Additional disinfection is not necessary prior to sterilization.

#### **Packaging:**

Place instrument in a paper or paper/plastic steam sterilization pouch. Instruments may be loaded into dedicated instrument trays.

### **Sterilization:**

Use a steam autoclave. Place bagged instruments into the steam autoclave, paper side up when using a paper/plastic pouch. After warm-up is completed, operate at a sterilizing temperature and pressure of 273°F/134°C to 279°F/137°C and pressure of 31psi/216kPa for 6 to 12 minutes.

Alternate method: Place non-bagged inserts into the steam autoclave. After warm-up is completed, operate at a sterilizing temperature and pressure of 273°F/134°C to 279°F/137°C (do not exceed 279°F/137°C) pressure of 31psi/216kPa for 3 to 4 minutes. Instrument should be used immediately.

### **Drying:**

To dry, use the drying cycle of the autoclave. Set cycle for 20-30 minutes.

### **Maintenance, inspection and testing:**

- Visually inspect to ensure all contamination is removed.
- Visually inspect all o-rings for wear. Replace worn o-rings (Refer to O-Ring Replacement Kit Instructions). Lubricate o-rings with water before use.
- Check for distortion, damage and wear (Use Efficiency Wear Indicator card). Discard damaged, worn or corroded instruments.

# HANDPIECE REMINDERS

***\*\*DO NOT Spray, Wipe, or Soak the handpiece in disinfectants or alcohol!!***

## **MIDWEST MAINTENANCE GUIDE**

### **COUPLER BASED AIR HIGHSPEEDS & E-TYPE ANGLES AND ATTACHMENTS**

#### **Step 1**

Remove Bur -  
using safe  
methods



#### **Step 2**

Remove the Handpiece from  
the coupler and deliver to  
Central Sterilization via  
approved transport methods.  
(CDC states to run handpiece  
on unit with water for minimum  
20-30 seconds to flush water/air  
lines - CDC Guidelines for  
Infection Control in Dental  
Health-Care Settings — 2003,



#### **Step 3**

Spray exterior of handpiece  
with Midwest Cleaner (380140)  
and scrub under running water,  
using a soft sponge to remove  
external debris and bioburden.  
Pay close attention to remove  
debris from the fiber optic lens  
to prevent obstruction.





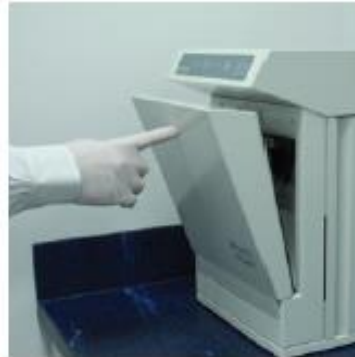
## Midwest Automate Maintenance

### Midwest Automate - SKIP Steps 4 & 5



- ✓ Position Handpiece onto the appropriate maintenance adapter ⚠

- ✓ Close the door
- ✓ Press Start
- ✓ Proceed to step 6 when cycle is complete



- ⚠ Use Correct Adapter for handpiece type:
- Midwest/Stylus type - 380090
  - ATC/Phoenix type - 880090
  - K/MULTiflex type - 380450
  - Sirona type - 380510
  - NSK type - 380480

### Weekly Maintenance

Manual



Spray/dropper oil into the chuck area once per week

Automate



### MIDWEST E-TYPE & ATTACHMENTS



- ✓ Position Angle or Attachment onto the E-type adapter (380430)



# Warning!

Electric Dental Micromotors generate significantly more power than traditional air turbines and air motors. Due to this increased power and torque - worn, poorly maintained, misused, abused, or damaged handpieces can potentially generate friction induced heat capable of causing serious burns to patients and staff. The following guidelines should be followed to ensure safe operation of electric handpieces:

- Carefully follow Midwest maintenance instructions
- Use only Midwest maintenance products
- Examine the handpiece for damage before each use
- NEVER use chemicals/disinfectants on handpieces
- NEVER cool a hot handpiece with water
- NEVER apply pressure to the chuck release button while the handpiece is rotating
- NEVER use the handpiece as a cheek or tongue retractor!
- Service should only be carried out by an AUTHORIZED repair center using genuine Midwest repair parts ONLY

# Automate Replacement Parts

MICROSWITCH ASM, SET/3, A-MATE  
**380230RS**



FLUID SENSOR, OPTICAL, A-MATE  
**380315RS**



HOSE SET, INT TUBING, A-MATE  
**380370RS**



POWER ENTRY ASSY, A-MATE  
**380385RS**



AIR CYLINDER, BOT PUSH A-MATE  
**380240RS**



SOLENOID VALVE BLOCK, A-MATE  
**380320RS**



SPRING, BOT PLUNGER, A-MATE  
**380375RS**



FUSE DRAWER, A-MATE  
**380395RS**



HINGE, FRONT DOOR, A-MATE  
**380290RS**



ADPTR, CHUCK-CONE&SHFT, A-MATE  
**380365RS**



GAUGE, PRESSURE ASSY, A-MATE  
**380380RS**



POWER SUPPLY ASSY, A-MATE  
**380435RS**





CONTROL PCB ASSY, A-MATE  
**380455RS**



TUBING, 10" CLEAR, A-MATE  
**380495RS**



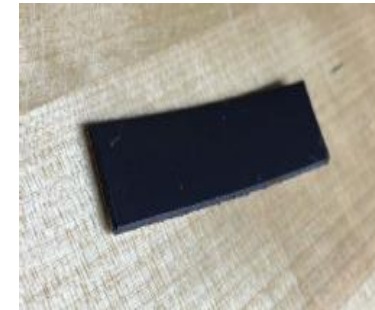
BUMPER, CLEAR DOOR  
**380525RS**



CABLE, PWR SUP/CNTRL PCB  
**380540RS**



MAGNET BAND 45, A-MATE  
**380555RS**



KEYPAD, FRONT PANEL, A-MATE  
**380475RS**



TUBING, 10" YELLOW OIL  
**380505RS**



GROUND WIRE, POWER ENTRY  
**380530RS**



TUBING, 2" BLUE INTERNAL  
**380545RS**



WIRE CLAMP, OIL SENSOR  
**380570RS**



SPRING-MICROSWITCH RODS  
**380485RS**



TUBING, 4" YELLOW OIL  
**380515RS**



CABLE, PWR ENTRY/PWR SUP  
**380535RS**



SENSOR, DOOR MAG&CABLE  
**380550RS**



CABLE, OIL SENSOR/PCB  
**380575RS**





HEX NUT, COUPLER RECEP  
**380580RS**



HINGE, CHEMICAL DOOR  
**380600RS**



HOUSING, OPT OIL SENSOR  
**380610RS**



HOUSING, OPT SENSR ASSY  
**380615RS**



LEVER, HP INSTALLED  
**380620RS**



COUPLER RECEP, 5 HOLE  
**380625RS**



GUIDANCE SET, A-MATE  
**380635RS**



THREADED BUSHING  
**380640RS**



CLAMPING SPRING, A-MATE  
**380645RS**



RUBBER LEAF (DOOR STOPPER)  
**380675RS**



DOOR MAGNET  
**380685RS**



EXHAUST TUBE  
**380695RS**



ANGLE AIRLINE FITTING  
**380710RS**



Thank You

