

Dental- Information

Sirona Dental Systems • Fabrikstrasse 31 • D-64625 Bensheim

June 2002

The topics in this issue:

General

The new Sirona Customer Service Centre commences operations Page 4

Seminar and training dates

Training for dental sales representatives Page 6

Treatment centres

Spare parts list for C1/C1⁺: correction of REF. no. for connecting hose Page 7

Wiring diagrams for C4⁺: correction of wiring layout for X-ray viewer Page 7

Studio 5000/Function 5000: waste bags no longer available Page 9

C1 (mod. 94)/C1 (mod. 96): HF modulation module no longer available as repair-exchange part Page 9

C2/C2⁺/C3/C3⁺/C4/C4⁺: improved elec. connection between cable and ultrasound module Page 9

C2⁺/C3⁺/C4⁺: new service manual now available Page 10

Lye pump M1/E/A: use of aluminium oxide in air abrasion polishers reduces the service life of the lye pumps Page 10

Lye pump M1/E/A: please pay attention to the enclosed installation instructions Page 11

SIROLUX E/F: lamp handles with improved accuracy of fit Page 11

Patient communication

SIVISION 2 mounted on C2⁺ (stand-alone configuration): monitor does not switch automatically to live image Page 12

Second monitor function for C2⁺ Page 12

Discontinuation of SIVISION 2 Page 13

X-ray

SIDEXIS sensors – USB Box Page 14

Quality of products and services, 13th issue Page 15

CEREC

CEREC *Scan*/CEREC inLab Page 18

Sterilizers/care systems

Hygiene presentation on CD-ROM Page 19

SIROCLAVE Page 19

Float switch/thermostat/tank lid Page 20

SIROSEAL Page 20

Delivery times

Status: June 2002 Page 21

Topics covered in previous issues

Index

General

Diagnostic system
Credits
General conditions of sale
Price lists
Paintwork and upholstery colours
Quality of products and services

03/02, p. 3; **06/02, p. 4**

Seminar and training dates

01/02, p. 4; 02/02, p. 3; 03/02, p. 4; 04/02, p. 4; 05/02, p. 4; **06/02, p. 6**

Treatment centres

General
E generation
M1
C1+
C2+
C3+
C4+ / C4+ cart version
C6
C8
SIROLUX S/Fantastic
Tray
Chairs

01/02, p. 5; 02/02, p. 4; 03/02, p. 5; **06/02, p. 7**
06/02, p. 10
06/02, p. 10
03/02, p. 5; **06/02, p. 7**
02/02, p. 4; 03/02, p. 5; **06/02, p. 9**
03/02, p. 5; **06/02, p. 9**
03/02, p. 5; **06/02, p. 9**
03/02, p. 5
03/02, p. 5
06/02, p. 11

Patient communication

General
SIROCAM
SIVISION

01/02, p. 9; 02/02, p. 5; 03/02, p. 6; 04/02, p. 5; 05/02, p. 5; **06/02, p. 12**
01/02, p. 9
01/02, p. 9; 02/02, p. 5; 03/02, p. 6; 05/02, p. 5; **06/02, p. 13**

X-ray

General
HELIODENT DS
HELIODENT *Vario*
ORTHOPHOS 3
ORTHOPHOS 3 Ceph
ORTHOPHOS 3 DS
ORTHOPHOS 5
ORTHOPHOS Plus
ORTHOPHOS Plus Ceph
ORTHOPHOS Plus DS
ORTHOPHOS Plus DS Ceph
SIDEXIS
USB Box

03/02, p. 7; 05/02, p. 6; **06/02, p. 14**
06/02, p. 14
06/02, p. 14
06/02, p. 14
06/02, p. 14
06/02, p. 14
06/02, p. 14
06/02, p. 14
06/02, p. 14
06/02, p. 14
01/02, p. 14; 03/02, p. 7; 04/02, p. 6; 05/02, p. 6; **06/02, p. 14**
01/02, p. 10; 04/02, p. 6

CEREC

General
Software
Further training
CEREC 2
CEREC 3
CEREC *Scan*
CEREC *Link*
CEREC inLab

02/02, p. 6; 03/02, p. 10; **06/02, p. 18**
04/02, p. 5
03/02, p. 10; 04/02, p. 9
02/02, p. 6; **06/02, p. 18**
03/02, p. 10; **06/02, p. 18**

Sterilizers/care systems

HYGIENE CENTER
VALIDATOR Plus
SIROCLAVE B / VS / S
SIROSEAL

02/02, p. 7; **06/02, p. 19**
01/02, p. 16; **06/02, p. 19**
06/02, p. 20

Handpieces

General
High-speed handpieces
T1 TITAN
T1 LINE
T1 CLASSIC
SIROSON L
SIROSON S
SIROSONIC
SIROSONIC L
SIROPRO
SIROTOM S
SPRAYVIT
SIRONA motors

02/02, p. 8; 03/02, p. 5
02/02, p. 8; 03/02, p. 12
03/02, p. 11
04/02, p. 10
04/02, p. 10

Practice furniture

STUDIO 5000 / FUNKTION 5000

Advertising/advertisements

General

The new Sirona Customer Service Centre commences operations

With effect from 3 June 2002 our product-support services and order services have been amalgamated under the following telephone number:

+ 49 (0)6251 – 161616

After the voice computer has been activated, you have the option of entering a three-digit code. Your call will then be routed straight to the appropriate person. For example, if you want to talk to a English-speaking member of our service team about placing a product order, you should enter the code "221".

1st digit = language	2nd digit = service sector	3rd digit = subject matter
<ul style="list-style-type: none">1 German2 English	<ul style="list-style-type: none">1 Product services	<ul style="list-style-type: none">1 Treatment centres/handpieces/hygiene systems2 X-ray3 CEREC
<ul style="list-style-type: none">1 German2 English3 French4 Italian5 Spanish	<ul style="list-style-type: none">2 Order services	<ul style="list-style-type: none">1 Product orders2 Spare parts3 Returned goods

We can also be reached at all times by e-mail or fax:

- **Product services**
E-mail: product.service@sirona.de
Fax: + 49 (0)6251 – 161618

- **Order services**
E-mail: order.service@sirona.de
Fax: + 49 (0)6251 – 161617

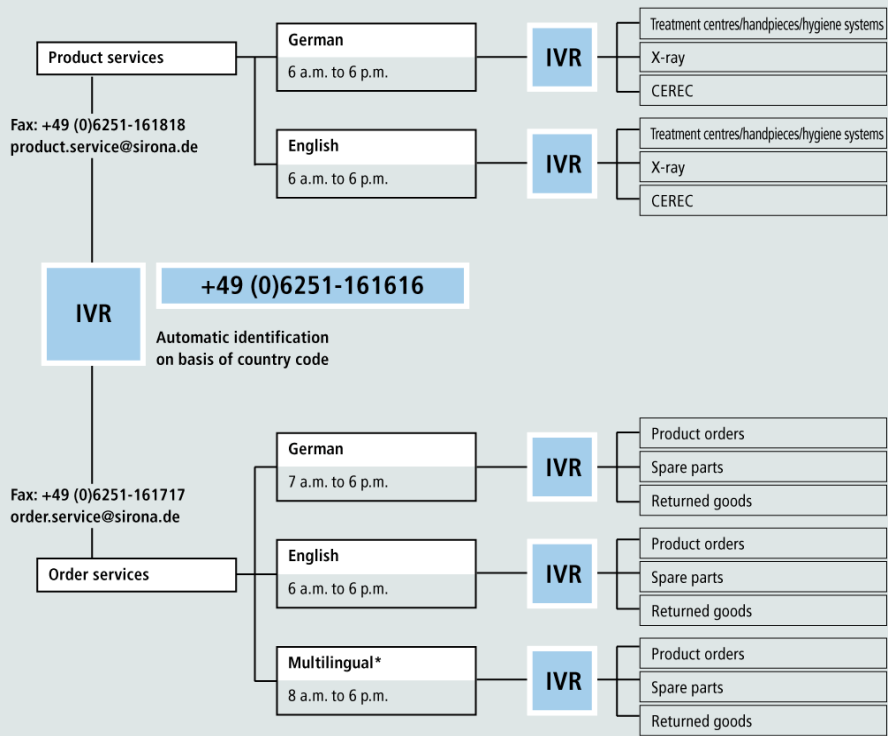
Further details about the structure of the Customer Service Centre are shown on the following page.

You Customer Service Centre Team



Customer Service Centre

Our Customer Service Centre at a glance:



IVR = Automatic identification on basis of country code

Seminar and training dates

Training for dental sales representatives

The following is an extract from the training programme for 2002, which was circulated together with the October 2001 edition of Dental-Information (No. 10/01).

For further details about the content and goals of individual courses please refer to the 2002 programme.

Advanced training: Treatment centres:
22 – 23 July 2002

Advanced training: Hygiene systems and handpieces:
23 July 2002

Advanced training: X-ray systems:
24 – 25 July 2002

Treatment centres

Spare parts list for C1/C1⁺: correction of REF. number for connecting hose

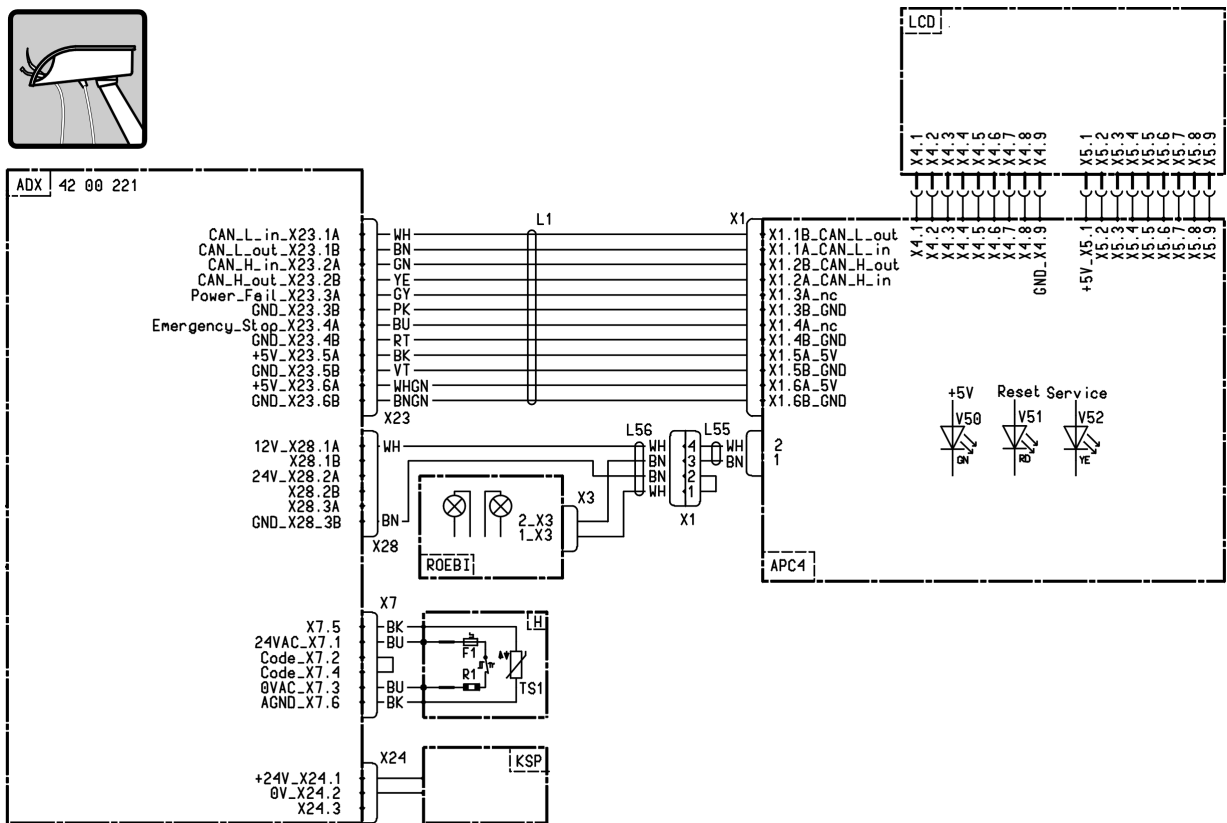
Page 127 of the spare parts list for C1 (model 96) and C1⁺ contains incorrect REF. numbers for the connecting hose between the water unit and the assistant's element. We therefore request you to use the correct reference numbers as shown on page 105 of the parts list:

- 51 71 017 Hose, water unit – assistant's element, thermally disinfectable
- 51 71 009 Hose, water unit – assistant's element

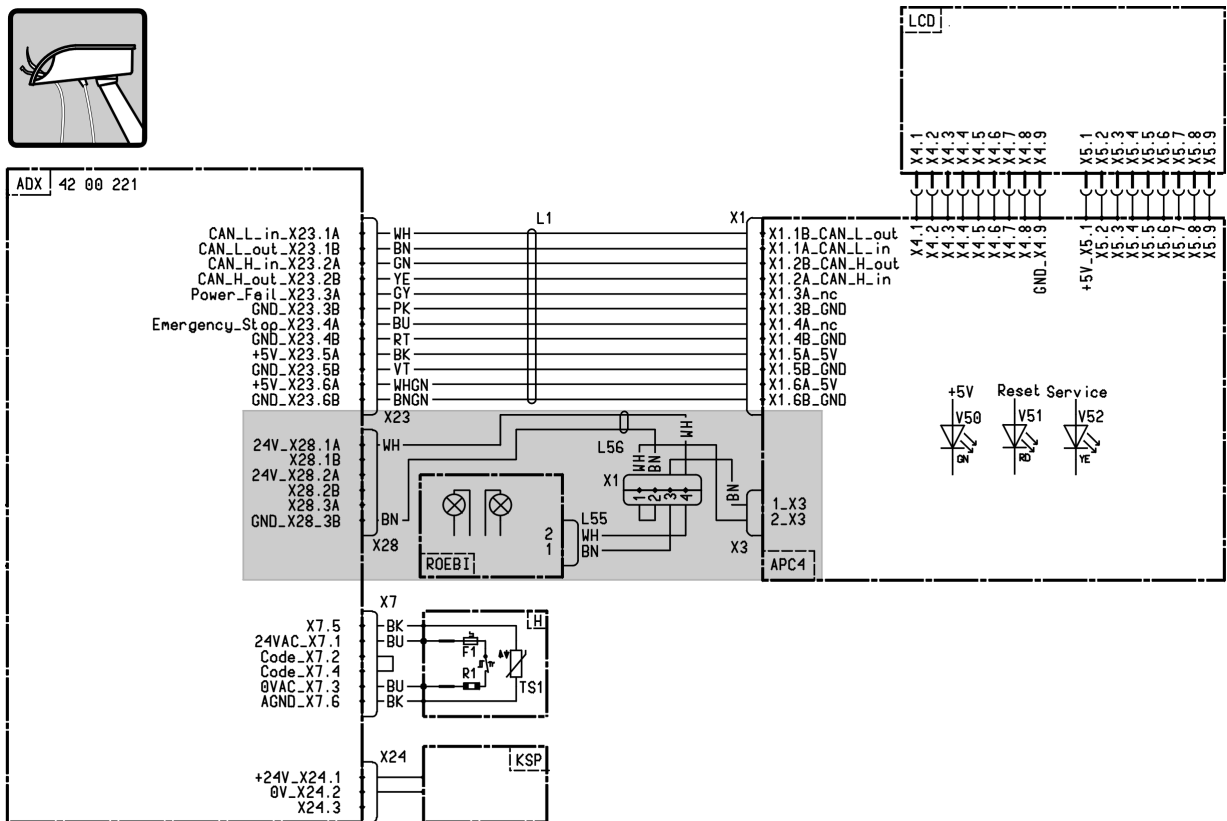
Wiring diagrams for C4⁺: correction of wiring layout for X-ray viewer

Sheet 2A of the **wiring diagrams for the C4⁺, REF. 59 02 981** shows an incorrect wiring layout for the X-ray viewer attached to the dentist's element. The correct layout is shown on the following page. The wiring diagrams supplied together with the treatment centres will be corrected as soon as possible.

Incorrect



Correct



Studio 5000/Function 5000: waste bags no longer available

The **waste bags (REF. 37 46 955)** for Studio 5000/Function 5000 have been withdrawn from our product range due to the fact that these are consumable items. The remaining stocks will be sold off. Customers within the EU should now order the waste bags (570 x 550 x 0.06 mm; sold in boxes of 100) from the following address:

GeKa Dental-Möbel GmbH
Bahnhofstrasse 17a
D-91578 Leutershausen

Telephone: +49 (0)98 23 - 927380
E-mail: info@geka-dental.de

Please contact GeKa to arrange deliveries to destinations outside the EU.

C1 (model 94) / C1 (model 96): HF modulation module no longer available as repair-exchange part

With immediate effect the HF modulation module is available only as a **replacement part (REF. 33 19 550)**. Due to the small numbers involved, repair-exchange is not economically viable. We therefore request you to delete **repair-exchange part "HF modulation module" (REF. 46 85 181)** from your spare parts list.

C2/C2+/C3/C3+/C4/C4+: improved electrical connection between cable and ultrasound module

There have been isolated reports of malfunctions in the SIROSON oscillator, which can be rectified by switching the treatment centre off and on. These malfunctions are accompanied by the service code **AE 68**. The problem is caused by an inadequate electrical contact between the ultrasound module and the connection cable. We have reinforced the contact strip of the ultrasound module. At the same time the contact strip of the connection cable has been fitted with additional contacts. These two modifications have resulted in a more reliable electrical connection.

We request you to replace the ultrasound module **and** the connection cable. The following replacement parts are available:

Ultrasound module	REF. 41 89 614
Connection cable C2/C3/C3+/C4	REF. 33 18 776
Connection cable C2+/C4+	REF. 58 67 986

C2⁺/C3⁺/C4⁺: new service manual now available

The service manual has been completely revised and now also includes the C3⁺ and C4⁺ treatment centres. The manual describes the main functions and provides useful troubleshooting tips. In combination with the service code explanations, the manual is an indispensable resource for the technician.

The service manual for the C2⁺/C3⁺/C4⁺ is available in the following languages:

Service manual C2 ⁺ /C3 ⁺ /C4 ⁺ , German	REF. 58 72 119
Service manual C2 ⁺ /C3 ⁺ /C4 ⁺ , English	REF. 58 77 977
Service manual C2 ⁺ /C3 ⁺ /C4 ⁺ , French	REF. 58 77 985
Service manual C2 ⁺ /C3 ⁺ /C4 ⁺ , Spanish	REF. 58 77 993

These manuals are available free of charge from:

Sirona Dental Systems
Abteilung DZP
Fabrikstrasse 31
D-64625 Bensheim

Fax: +49(0)6251 - 16-2271

Important note: The service manual for SIVISION 2/SIVISION 3 is now available. We will provide you with further details in a later issue of "Dental-Information".

Lye pump M1/E/A: use of aluminium oxide in air abrasion polishers reduces the service life of the pumps

Individual customers have reported a significant reduction in the service life of the lye pumps. After carrying out detailed investigations, we have come to the conclusion that this problem is due to the use of aluminium oxide in air abrasion polishers.

Aluminium oxide powder (Al₂O₃) is deployed in order to achieve a particularly strong abrasive effect. This powder finds its way into the waste water system of the treatment centres. As it is insoluble in water, the powder quickly clogs up the bearings of the lye pump.

We are working on this problem and will communicate our findings to you as soon as possible.

Irrespective of this, aluminium oxide powder can lead to the formation of permanent deposits in the suction and waste water channels, with corresponding detrimental effects.

We recommend that a separate suction system is used for aluminium oxide powder.

The use of **water-soluble salts** in air abrasion polishers does not cause any problems.

Lye pump M1/E/A: please pay attention to the enclosed installation instructions

We request you to observe the enclosed installation instructions for the **lye pump (REF. 59 26 485)** for the M1/E/A treatment centres. This applies in particular to the installation of the additional hose. The original pump mountings can be used for the replacement pump. If required, replacement pump mountings can be ordered under **REF. 29 61 654**. By adhering to the installation instructions, you can avoid teething troubles with the new pump, as well as excessive noise.

SIROLUX E/F: lamp handles with improved accuracy of fit

In some cases, the handles of the SIROLUX E and SIROLUX F lamps shipped in the 3rd quarter of 2001 do not display a tight fit. The handle mounting has been modified accordingly. This problem has been rectified in the light crowns with serial numbers ≥ 11545 (SIROLUX E) and ≥ 18728 (SIROLUX F).

The modified **handle mounting replacement kit (REF. 47 07 407)** is available with immediate effect.

Patient communication

SIVISION 2 mounted on C2⁺ (stand-alone configuration): monitor does not switch automatically to live image

In individual cases, the SIVISION 2 monitor fails to switch to the live video image when the camera is picked up. This problem occurs sporadically and is restricted to stand-alone configurations of SIVISION 2 and C2⁺. It can be rectified by switching the monitor off and on.

To eradicate this problem completely, we have modified the software of the converter (VGA board). Version 1.5/C3 of the **converter software (REF. 59 34 836)** can be ordered free of charge until 30 September 2002.

The new software has been fitted to all C2⁺ treatment centres with serial numbers ≥ 55927 .

Second monitor function for C2⁺

Following the discontinuation of SIVISION 2, new REF. numbers will be used for the second monitor function (monitor mounted on the light support column of C2⁺).

The REF. numbers are the same as those used for C3⁺ and C4⁺:

SIVISION 3 as a second monitor in combination with a separate PC:

New C2⁺ treatment centres (factory-fitted configuration):

Mounting options for SIVISION 3 monitor	REF.	BP EUR, excl. VAT
Mounted on the tray	58 99 419	4,600.00
Mounted on the lamp support column	58 99 435	3,070.00

Retrofitting of existing C2⁺ treatment centres:

Mounting options for SIVISION 3 monitor	REF.	BP EUR, excl. VAT
Complete with tray	59 08 624	5,370.00
Mounted on an existing tray	59 08 632	4,120.00
Mounted on the lamp support column	59 08 640	3,830.00

Important note:

To ensure full PC functionality, the following software conversion kit must be ordered for C2⁺ treatment centres with serial numbers ≤ 56000 :

Software conversion kit C2⁺, REF. 59 27 897, Pr Gr. 01, BP EUR 79.00, excl. VAT.

Discontinuation of SIVISION 2

SIVISION 2 will be discontinued with immediate effect. This applies to factory-fitted as well as retrofitted configurations.

As a result, the following REF. numbers have been deleted from our product range:

58 48 358, 58 48 366, 58 48 374, 58 48 382, 58 48 390, 58 48 408
58 49 752, 58 49 760, 58 49 778, 58 49 786, 58 49 794, 58 49 802
58 50 925, 58 50 941, 58 50 933

As we announced in the May issue of Dental-Information, all orders for SIVISION 2 will be upgraded to SIVISION 3.

It will still be possible for users to convert from the stand-alone version of SIVISION 2 to the PC version of SIVISION 2. The relevant **upgrade kit (REF. 58 50 958, Pr Gr. 91, BP EUR 575.00, excl. VAT)** will continue to be available. This kit comprises a set of cables plus the necessary chair mountings.

X-ray

SIDEXIS sensors – USB Box

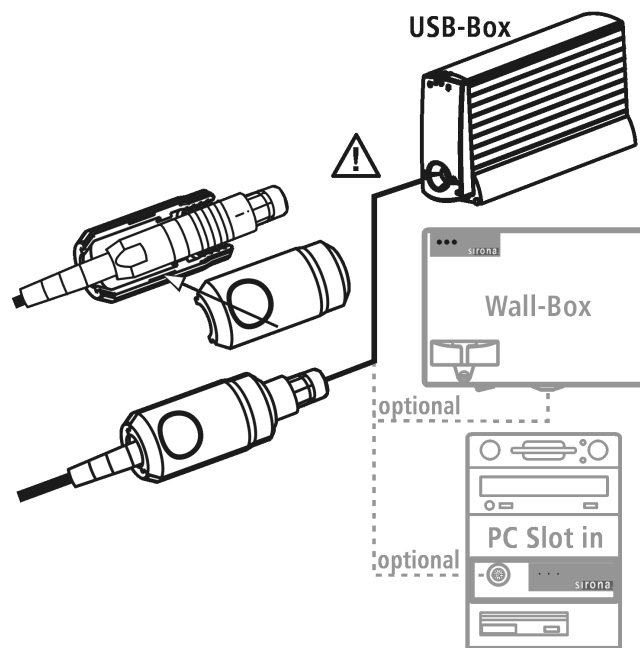
Sensor plug sleeve

With effect from June 2002, the **sensor plug sleeve (REF. 59 22 187)** will be supplied automatically together with **all** sensors (1 x per sensor). Previously, this plug sleeve had been restricted to the USB Box.

Please note that the plugs used in combination with the USB Box must **always** be fitted with the above-mentioned sleeve. In the case of the wall box and the PC slot-in, the plug sleeve is optional.

The sleeve makes it easier to grip the plug when connecting/disconnecting the sensor.

The sensor sleeve plug can also be ordered separately. Please quote the above mentioned REF. number when placing orders.



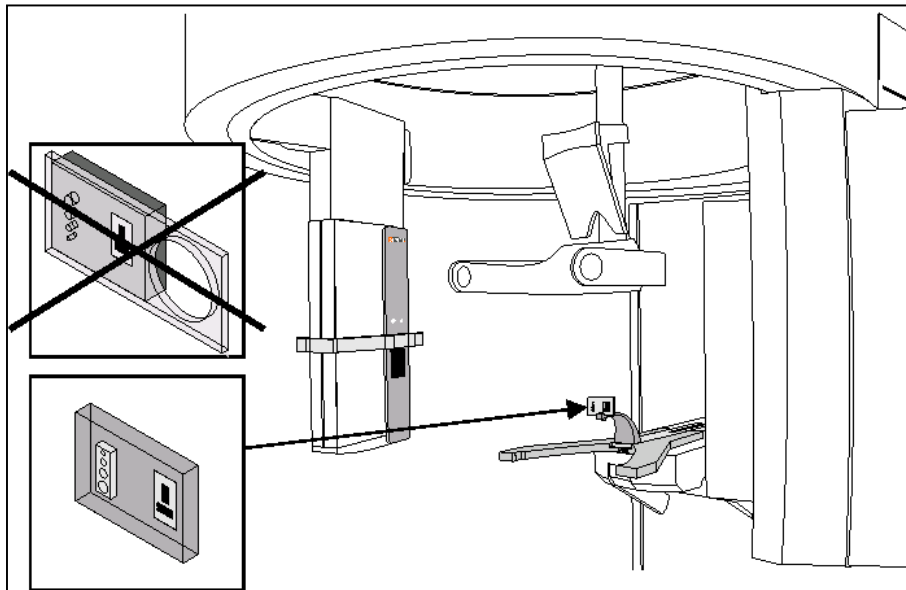
Quality of products and services 13th issue

Product/ component	Problem	Solution
ORTHOPHOS Plus/Ceph/ TSA ORTHOPHOS Plus DS/ Ceph/TSA ORTHOPHOS 3/Ceph/DS complete system	Incorrect mains voltage and/or fluctuations in mains voltage in excess of the specified tolerances cause equipment malfunctions – up to and including permanent damage to the surface mounted electronic components.	In cases where mains voltage does not conform to the equipment specification (230V + 6%/-10%), a pre-transformer should be fitted in accordance with the relevant installation instructions. We recommend that the mains voltage is measured at various times of day. If voltage fluctuations in excess of the specified tolerances (see technical documentation) are likely to occur, an AC power regulator should be installed in order to ensure reliable operation (see Table 1 on the next page).
ORTHOPHOS Plus DS Ceph TSA (Germany only) Contrast element	Component dimension tolerances can lead to the inadequate fixing of the contrast element in the blue bite block. As a result, the position of the contrast element can shift during acceptance tests and/or consistency tests. Image quality of contrast element is inadequate.	The component dimensions have been corrected with effect from calendar week 11/02. In the medium term, redesign work will be carried out in order to optimize the positioning of the two contrast elements. If problems occur in the meantime, the contrast element can be fixed in position using adhesive tape. To achieve optimum image quality, we recommend that the contrast element is mounted transversally on the bite block (see illustration on following page). Please note: this procedure is at variance with Edition 11.2001 of the X-Ray System Manual. We also recommend that the bar grid of the contrast element is aligned with the outer edge of the bite block. These recommendations are currently being incorporated into the X-Ray System Manual.
ORTHOPHOS 3 DS (Germany only) ORTHOPHOS Plus DS/Ceph/TSA (Germany only) Complete system	System does not pass acceptance test in accordance with the new DIN V 6868–151 standard.	All new digital ORTHOPHOS systems (as well as those fitted with replacement generators) are accompanied by manufacturer's certificates stating the K_b dose measured at the factory (see X-Ray System Manual). The K_b dose is determined for each individual system using highly sensitive special-purpose measuring apparatus positioned within the orbital curve. During the acceptance test it is sufficient to carry out the (static) substitute dose measurement described in the X-Ray System Manual in order to demonstrate the reproducibility of the dose yield. This substitute dose measurement is carried out using a pre-filter consisting of 0.8 mm Cu und 6 mm Al. These pre-filters are already integrated into the test object/contrast element used for consistency testing purposes (panoramic, cephalometric and TSA). For this reason, these pre-filters are not supplied as standard together with our panoramic X-ray systems. Since November 2001, the Sirona X-Ray System Manual has taken account of the requirements laid down in DIN V 6868–151. Compliance problems will not occur provided that the technician applies the X-Ray System Manual consistently .

Table 1:

Technical data	Pre-transformer	AC current controller
Feature	Mains voltage	Mains voltage tolerance
Input	Local mains voltage: 50/60 Hz	208 V to 260 V / 50/60 Hz
Output	230 V~	230 V~
Power	2.8 kVA, ED 20 sec	2.8 kVA, ED 20 sec
Amperage	$I_{\max} 25 A_{\text{peak}}$	$I_{\max} 25 A_{\text{peak}}$
Voltage drop	max. 6 V at 10 A	max. 6 V at 10 A

Fig. 1:



Product/ component	Problem	Solution										
ORTHOPHOS Plus/Ceph/TSA ORTHOPHOS Plus DS/Ceph/TSA Complete system	ORTHOPHOS systems malfunction. Sporadic error message E 3-48 = Inserted memory card invalid.	<p>a) ORTHOPHOS Plus/Ceph/TSA (conventional systems)</p> <p>Exchange the E²PROM J115 (boot SW) and the GAL J1121 on the DX1 if the software versions are lower than:</p> <table border="0"> <tr> <td>V021</td> <td>Boot SW ORTHOPHOS Plus/Ceph/TSA</td> </tr> <tr> <td>04.50</td> <td>System SW ORTHOPHOS Plus/Ceph</td> </tr> <tr> <td>05.52</td> <td>System SW ORTHOPHOS Plus Ceph TSA</td> </tr> </table> <p>An upgrade kit for film-based units (REF. 59 36 591) is available free of charge. Please quote the serial number of the ORTHOPHOS unit when ordering this upgrade kit. Installation is in accordance with the enclosed instructions. When making the settings, follow the same procedure as for the exchange of the DX1. This upgrade kit will be shipped automatically in cases where the Technical Customer Service has already been notified of problems.</p> <p>The above-mentioned modifications have already been incorporated in ORTHOPHOS systems shipped after 1 May 2002.</p> <p>b) ORTHOPHOS Plus DS/Ceph/TSA (digital systems)</p> <p>Exchange the memory card and the GAL J1121 on the DX1 if the software versions are lower than:</p> <table border="0"> <tr> <td>06.10</td> <td>System SW ORTHOPHOS Plus DS/Ceph</td> </tr> <tr> <td>03.12</td> <td>System SW ORTHOPHOS Plus DS Ceph TSA</td> </tr> </table> <p>Order a new memory card (quote ref. no. of the original memory card) and the free upgrade kit for digital units (REF. 59 35 742) and replace these components in accordance with the enclosed instructions. The user will receive a credit when the old memory card is returned. The memory card and upgrade kit will be shipped automatically in cases where the Technical Customer Service has already been notified of problems.</p> <p>The above-mentioned modifications have already been incorporated in ORTHOPHOS systems shipped after 1 May 2002.</p>	V021	Boot SW ORTHOPHOS Plus/Ceph/TSA	04.50	System SW ORTHOPHOS Plus/Ceph	05.52	System SW ORTHOPHOS Plus Ceph TSA	06.10	System SW ORTHOPHOS Plus DS/Ceph	03.12	System SW ORTHOPHOS Plus DS Ceph TSA
V021	Boot SW ORTHOPHOS Plus/Ceph/TSA											
04.50	System SW ORTHOPHOS Plus/Ceph											
05.52	System SW ORTHOPHOS Plus Ceph TSA											
06.10	System SW ORTHOPHOS Plus DS/Ceph											
03.12	System SW ORTHOPHOS Plus DS Ceph TSA											
ORTHOPHOS Plus DS Ceph/TSA Complete system	ORTHOPHOS systems malfunction. Sporadic error message E 4-04 = Motor for secondary diaphragm not moving.	<p>Exchange the memory card if the software versions are lower than:</p> <table border="0"> <tr> <td>06.11</td> <td>System SW ORTHOPHOS Plus DS Ceph</td> </tr> <tr> <td>06.12</td> <td>System SW ORTHOPHOS Plus DS Ceph TSA</td> </tr> </table> <p>Order a new memory card (quote ref. no. of the original memory card). The user will receive a credit when the old memory card is returned. The memory card will be shipped automatically in cases where the Technical Customer Service has already been notified of problems.</p> <p>The above-mentioned modifications have already been incorporated in ORTHOPHOS systems shipped after 1 May 2002.</p>	06.11	System SW ORTHOPHOS Plus DS Ceph	06.12	System SW ORTHOPHOS Plus DS Ceph TSA						
06.11	System SW ORTHOPHOS Plus DS Ceph											
06.12	System SW ORTHOPHOS Plus DS Ceph TSA											

CEREC

CEREC *Scan*/CEREC inLab

PC or notebook without an RS232 port

Wherever possible the CEREC *Scan* and CEREC inLab systems should be connected to a notebook computer via a 9-pin Sub-D RS232 port.

If the customer's notebook computer has only a USB port, the milling unit can be connected via a USB-RS232 converter.

We recommend the following USB-RS232 converters. They have been tested in combination with conventional cables, as well as the wireless modules sold by Sirona :

Country/wireless module version	Converter type	Manufacturer
Europe	SSU-100	Quatech
USA	SSU-100	Quatech
Japan	USB-RSAQ2	I-O-Data

These USB-RS232 converters are available from specialist computer dealers.

PC or notebook without a printer port

The softguards "Crown, Veneer and Crown and Bridge Framework AK100-AK 2000" require a 25-pin Sub-D parallel printer port. In the event that the user's notebook or PC does not have a such a port, the softguards can be attached via a **PCMCIA parallel port converter**.

We recommend the **QUAT-SPP-100** PCMCIA parallel port converter made by Quatech.

This converter is available from:

Fa. Communi Ports® AG
Breslauer Strasse 34
D-82194 Gröbenzell

Tel.: +49 (0)8142 - 47 28 40
Fax: +49 (0)8142 - 47 28 477
E-mail: office@communiports.de
Internet: www.communiports.de

or from other computer dealers.

Sterilizers/care systems

Hygiene presentation on CD-ROM

A **CD-ROM (REF. A91100-M45-A736-01-6400)** is now available in the languages **German/English/French/Italian/Spanish** for sales presentations of our hygiene units. The CD-ROM can be ordered from:

RI-LZF
Postfach 23 52
D-90713 Fürth-Bislohe

Tel: +49 (0)911 - 65 44 271
Fax: +49 (0)911 - 65 44 256

SIROCLAVE

Technical documentation

To facilitate easy distribution, the SIROCLAVE **Operating Instructions and Quick Instructions** are now available in ten languages on a single **CD-ROM (REF. A91100-M45-A747-01-2800)**. The technical documentation is now available in five languages. The CD-ROM can be ordered from:

See above address.

Technicians' software

A new version of the **technicians' software (REF. 58 36 189, Pr. Gr. 94, BP EUR 176.00, excl. VAT)** is now available for the grey-handled and blue-handled models.

Vacuum pump

To facilitate the reconditioning of the vacuum pump, we now offer a service kit consisting of a diaphragm, connecting rod, ball bearings, O-rings and membranes. Pumps that are suitable for reconditioning can be identified by the dark-coloured metal of the pump head.

The **service kit should be used only for pumps which are being reconditioned for the first time and/or for pumps which have not exceeded 2000 cycles**. In other cases we recommend the repair-exchange of the pump.

Service kit for pumps which have not exceeded 2000 cycles:

SIROCLAVE B as from serial number 1973:
2 x REF. 59 31 592, Pr. Gr. 94, BP EUR 246.00, excl. VAT

SIROCLAVE VS as from serial number 1070:
1 x REF. 59 31 592, Pr. Gr. 94, BP EUR 123.00, excl. VAT

Repair-exchange pump B REF. 58 36 007, Pr. Gr. 44, BP EUR 330.00, excl. VAT
Repair-exchange pump VS REF. 59 11 842, Pr. Gr. 44, BP EUR 324.00, excl. VAT

We once again request you to state the number of cycles and (where applicable) the cause of the defect when returning the pumps.

The altitude compensation setting and (in older systems) the EPROM software version have a determining influence on the service life of the pump. We therefore request you to check the altitude setting and the software version and to carry out appropriate modifications.

Software versions:

- **SIROCLAVE B (old model with grey handle)**
The existing EPROM should be replaced by the EPROM with the marking SIROGEF7:
EPROM, REF. 58 36 312, Pr. Gr. 94, BP EUR 43.30, excl. VAT
- **SIROCLAVE B (new model with blue handle)**
The existing EPROM should be replaced by the EPROM with the marking DN 210W:
EPROM, REF. 59 05 760, Pr. Gr. 94, BP EUR 59.00, excl. VAT.
- **SIROCLAVE VS**
The existing EPROM should be replaced by the EPROM with the marking DN 50N:
EPROM, REF. 59 05 778, Pr. Gr. 94, BP EUR 59.00, excl. VAT

Float switch/thermostat/tank lid

The following modifications apply to

**SIROCLAVE B as from serial number 2368,
SIROCLAVE VS as from serial number 100,
SIROCLAVE S as from serial number 1102:**

- Improved float switches have been fitted. These can be identified by their transparent white colour and the red dot next to the cable outlet.
- For improved temperature control, the safety thermostat has been relocated to the upper side of the vacuum chamber.
- The tank lid has been omitted. In isolated cases, condensation had occurred between the lid and filler tube, thus causing water to enter the SIROCLAVE unit .
- The funnel for filling the SIROCLAVE unit from the front has been omitted. (The funnel is available as an optional extra.)
- The second bacteria filter has been omitted.

SIROSEAL

As from serial number 1900, the roll holders have been moved inwards in order to avoid damage to the paintwork. The distance between the roll holder points has been reduced by approximately 20 mm. The roll fixing bolts are now fitted with 4 guide slots instead of 2. This ensures that the roll is compatible with the old and new version of SIROSEAL.

Delivery times

Status: June 2002

To help you plan more effectively, we provide you with this list of delivery times, updated on a monthly basis. The quoted delivery times are calculated as from the receipt of your order at the Bensheim factory. To avoid delays, please make sure that you submit all the required information when placing your orders. Subsequent changes to orders can lead to corresponding shifts in the delivery times.

Please pass this information on to the persons responsible in your company.

Treatment centres

C1 ⁺	4	weeks
C2 ⁺	4–5	weeks
C3 ⁺	4–5	weeks
C4 ⁺	4–5	weeks
C6	4–5	weeks
C8	4–5	weeks
C SOLO	4	weeks
C chair	2–4	weeks
SIROLUX Fantastic light (all models)	1–2	weeks
Accessories for treatment centres	1–2	weeks

Sterilizers/care systems

HYGIENE CENTER	4	weeks
SIROCLAVE B	2–4	weeks
SIROCLAVE VS	2–3	weeks
SIROCLAVE S	2–3	weeks
SIROSEAL	1–3	weeks
SIRODEM	1–3	weeks

X-ray

HELIODENT DS	4	weeks
HELIODENT <i>Vario</i>	3	weeks
ORTHOPHOS 3/3 CEPH	6–8	weeks
ORTHOPHOS 3 Digital	5–6	weeks
ORTHOPHOS Plus/Plus CEPH	4–6	weeks
ORTHOPHOS Plus/Plus CEPH Digital	4–6	weeks
SIDEXIS	4–6	weeks

CEREC

CEREC 2 (used equipment)	Upon request	
CEREC 3	4–6	weeks
CEREC <i>Scan</i>	4–6	weeks
CEREC <i>Link</i>	1–2	weeks

Handpieces (high-speed, straight, contra-angle)

T1 CLASSIC	2	weeks
T1 LINE	2	weeks
T1 / T2 / T3 high-speed handpieces	2	weeks

The delivery times relate to the current standard colours (grey-white).

In the case of combined orders of equipment with different delivery times, you should be guided by the longest delivery time.

Depending on the day-to-day situation, the delivery times may be shorter or longer. The delivery date confirmed by us will apply. In urgent cases, please contact our Customer Service Center.

For further information, please contact our Customer Service Centre:

Telephone:

- **+ 49 (0)6251 - 161616**

E-mail and fax:

- ***Product services***
E-mail: product.service@sirona.de
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Customer Service Centre

