

AquaCare

Dentistry's New Norm



*Troubleshooting
Guidelines*

1) NO WATER AT THE HANDPIECE

Bottle, airline, and disposable tip:

- Is there water in the bottle/reservoir?
- Have you change the disposable tip AND line on the nozzle?
- The disposable tip can be worn out so it doesn't create the Venturi effect.
- The airline may become loose on its connection if it's not changed each time, so air will leak which also stops creating the Venturi effect.
- Disposable tip can be faulty; change it again to new one and see if problem still occurs.

The nozzle:

- Check that the curved part of the nozzle part is not pierced at any point, even a small hole could stop the system from create the Venturi effect and will drive the water.
- If the hand piece has a hole or is damaged, it needs to be renewed as it cannot be repaired.



1) NO WATER AT THE HANDPIECE

Check valve:

- The check valve on the handpiece twin tube could be causing a problem, disconnect the end of the smallest section tube from the front panel of your machine and plunge it into a goblet of water. Hit the pedal of the unit on any position: air / fluid / powder, it should deliver water to the handpiece.
- IF NOT: disconnect the check valve section on the unit side of the twin tube and replace it, before replacement you can validate the problem by re-trying the procedure from previous step. If it delivers water, this means that the check valve was faulty. If you have liquid coming at the handpiece with the original check valve in the water goblet, then the problem may come from inside the unit.
- One of the pipe can be disconnected from the system or the water regulation valve can be faulty which will need replacement.
- If the level of air on the first stage of the pedal is very low or almost non-existent on either dry or rinse positions, then check inside the unit that the flow regulator situated in the green pipe connected from dual connector is not blocked by powder, or see if this tube is not "kinked" stopping the air flow.
- Do not run the unit without a check valve, this may pollute the unit with filthy material.



2) NO POWDER AT THE HANDPIECE

- Is there any powder left in the pots you are using?
- Have you recently change the powder container? If so, check that you have taken away the two yellow tags from the pot.
- Withdraw the powder pot from the dosing chamber and tap it with your nail as you hold it upright. Does the powder fall out from the delivery tray? If not, check that nothing is blocking the area.
- Hold the tray part of the pot and shake it, does the powder move normally and freely in the pot?
- Look at the bottom of the pot to see if there is any trace of dampness. Wet powder agglomerates at the bottom and blocks the flow. Dampness comes from the air supply which means you have a problem with your compressor. The unit should never be supply with anything but dry air.



3) TOO MUCH POWDER COMING OUT FROM THE UNIT

- Did you take all the yellow tags off the powder containers? If so, are the four holes of the top one cleared or are they blocked by remaining broken parts of the tags? This would unbalance the pressure in the container and help a lot of powder to drop in the dosing chamber. **EXTRACT THE REMAINING PARTS OF THE TAGS IF NECESSARY.**
- Have you set the powder level correctly on the regulator on the front of the machine: the indicator only shows the position of the setting when the AquaCare is in action.
- Can you hear an air leak coming from the unit? This would cause a permanent dropping of powder in the chambers.



4) THERE IS NO EFFICIENCY OR IT LOOKS THERE IS NO POWDER COMING OUT OF THE HANDPIECE NOZZLE

- First check there is powder in the pot situated in the dosing chamber selected.
- When you press the pedal to the third position, is there air coming through the nozzle of the handpiece?
- If so, can you hear the vibrator running?
- If you change the settings on the media, can you hear the sound pitch going up and down accordingly to the way you turn the knob? If not, it means that there is a problem with the vibrator or pressure regulator.
- Is the handpiece undamaged with no small holes? The majority of the powder would escape this way instead of through the nozzle.
- Check for blockages in the handpiece.

5) THERE IS A SOUND OF AIR LEAK IN THE AQUACARE

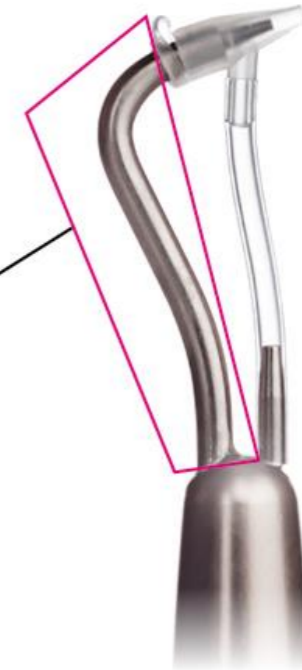
- Raise the pressure fairly high, around 5/6 bars and listen near to the unit:
- If you put your hands around the dosing chamber lid, does the noise change? If so, the lid seal may be damaged and needs replacement.
- Double test this with a other lid to validate, and then unscrew the lid and clean the black seal inside with a dry cloth as well as the top external face of the dosing chamber.
- Replace the seal, if the leak is still occurs then replace the seal.
- If the noise is not coming from this part of the dosing chamber, it may come from one of the quick fitting connectors at the bottom of the dosing chamber. You need to open the body of the AquaCare unit to access this part. In case the leak is coming from either of the connectors, withdraw the pipe and cut 5/6mm of the end. Replace it if you still have the leak. You will need to replace the dosing chamber



6) THERE IS A PERMANENT AIR LEAK AT THE NOZZLE OF THE HANDPIECE

- When the unit is under pressure, there is a permanent air leak at the handpiece. Not strong but persistent and you can feel it when you approached the nozzle from your lips or it makes bubbles when you drop the handpiece in a glass of water.
- The delivery pipes, abrasives tubes and pinch valves inside the unit needs to be changed. The internal walls of the tube is damage by the abrasive powder when closing, it is important that the unit is installed with enough pressure coming from the compressor as this will influence the speed of the pistons when closing down, causing early problems on the abrasive pipes.

Check for holes in this area



7) PROBLEMS ON THE FOOT CONTROL

- The majority of the trouble you will encounter on the foot control is the damaged O-ring in the system.
- Permanent air leaks or no activation of functions are generally due to damaged seals O-ring into the drawer. The foot control needs to be serviced and the O-rings to be change. You must change the whole set, not just the one, that is clearly causing a problem as they need to be leveled.

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