



Sterisil® Straw FAQs

DOES THE TYPE OF WATER I USE MATTER?

- Yes it does! The Distilled formulation of the Sterisil® Straw V2 must be used with water that has a total dissolved solids (TDS) level between 0-100 parts per million (ppm).
- The municipal formulation of the straw must be used with water that has a TDS level between 101-250 ppm.
- Source water levels of TDS can be measured using a handheld TDS meter. Meters can be purchased through your dealer or other online vendors.

WHAT IS TDS?

- TDS is an acronym for Total Dissolved Solids and its measurement informs you of the amount of extra "stuff" that you have in your water besides H₂O. This may include many things commonly found in water such as minerals like calcium, magnesium, or sodium, all of which could impact the performance of your straw.

CAN I RUN BLEACH THROUGH THE STERISIL® STRAW V2?

- NO! Bleach is not registered with EPA for use in cleaning dental unit waterlines. Additionally, bleach contains an oxidizing agent that compromises the performance of the straw. If you are attempting to shock your lines, Sterisil recommends the use of Citrisil™ Shock Tablets in conjunction with regular use of the Sterisil® Straw.

WHAT DO I DO IF I FAIL A WATER TEST?

- Check that your source water TDS falls within the correct range for the type of straw you are using (Distilled: 0-100ppm TDS vs. Municipal: 101-250ppm TDS).
- Make sure no waterlines are stagnant! Stagnant water causes bacteria to build up which can spread to and contaminate the rest of the dental unit.
- Shock through the straw with a Citrisil™ Shock tablet according to the Citrisil™ Shock IFU and then continue normal use of the straw.
- The Organization for Safety, Aesepsis, and Prevention (OSAP) recommends testing your dental unit waterlines on a quarterly basis to ensure continued compliance.
- Contact Sterisil Customer Support if the problem persists.

WHY IS WATER NOT FLOWING OUT OF MY STRAW?

- Move the straw to another chair that doesn't have this symptom. If the water flows as normal, check chair components for blockages.
- Ensure no other products (except for Citrisil™ Shock) have ever been used in the water flowing through the straw. The Sterisil® Straw is not compatible with oxidizing agents (chlorine, iodine, etc.) If those products have been used through the straw, replace the straw.

WHAT IF MY LUER LOCK FITTING BREAKS?

- No problem, contact Sterisil Customer Support and they will send you a new one.

WHY IS MY STRAW SPUTTERING?

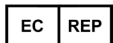
- Ensure the Sterisil® Straw is securely twisted onto the luer lock fitting. If needed, contact Sterisil Customer Support and they can send you a new luer lock.

WHY IS THE BOTTOM OF MY BOTTLE A DARK COLOR?

- Sometimes silver leaves residue on the bottom of the bottle when it is used for an extended period of time. Simply clean the bottle with a bottle brush and warm water to remove any particulate that has formed over time, then it will be good as new!



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For more information contact your **Sterisil® sales representative or local dealer.**

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