



replacement parts industries, inc.

INTRODUCTION TO SERVICING THE A-dec Handpiece Control Blocks

August, 2017



Presented by

Mark Micucci

Product Engineer

Replacement Parts Industries, Inc.



This presentation will provide an overview of the operation of the A-dec Handpiece Control Blocks for models:

- **Century II**
- **Century Plus**
- **300 & 500 Series**

It will provide attendees with knowledge of how these blocks function and interact with the other components of the A-dec Dental Delivery System.

The presenter will also provide an introduction to the servicing of these Control Blocks, including:

- Exploded Views
- Troubleshooting Information
- Service Tips & Planned Maintenance
- Information about key parts and assemblies of the system

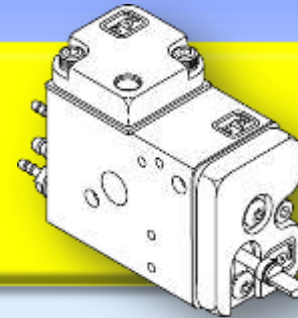




The History of the Handpiece Control Block

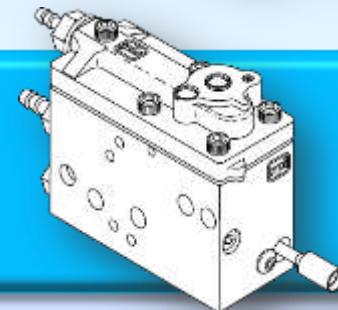
Century II

1979 – 1993 (OEM Part #38.0223.00)



Century Plus

1992 – 2006 (OEM Part #38.0540.00)

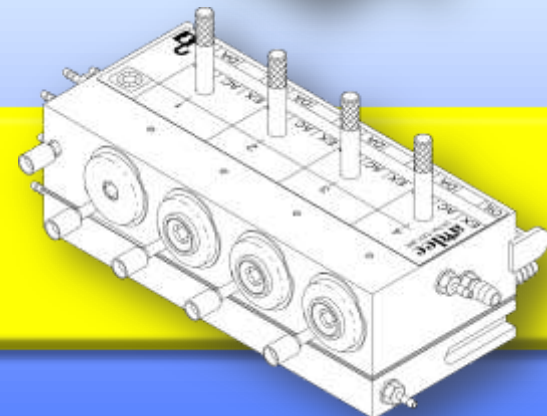


300 & 500 Series

2006 – Present

(300 Series OEM Part #38-1831-00)

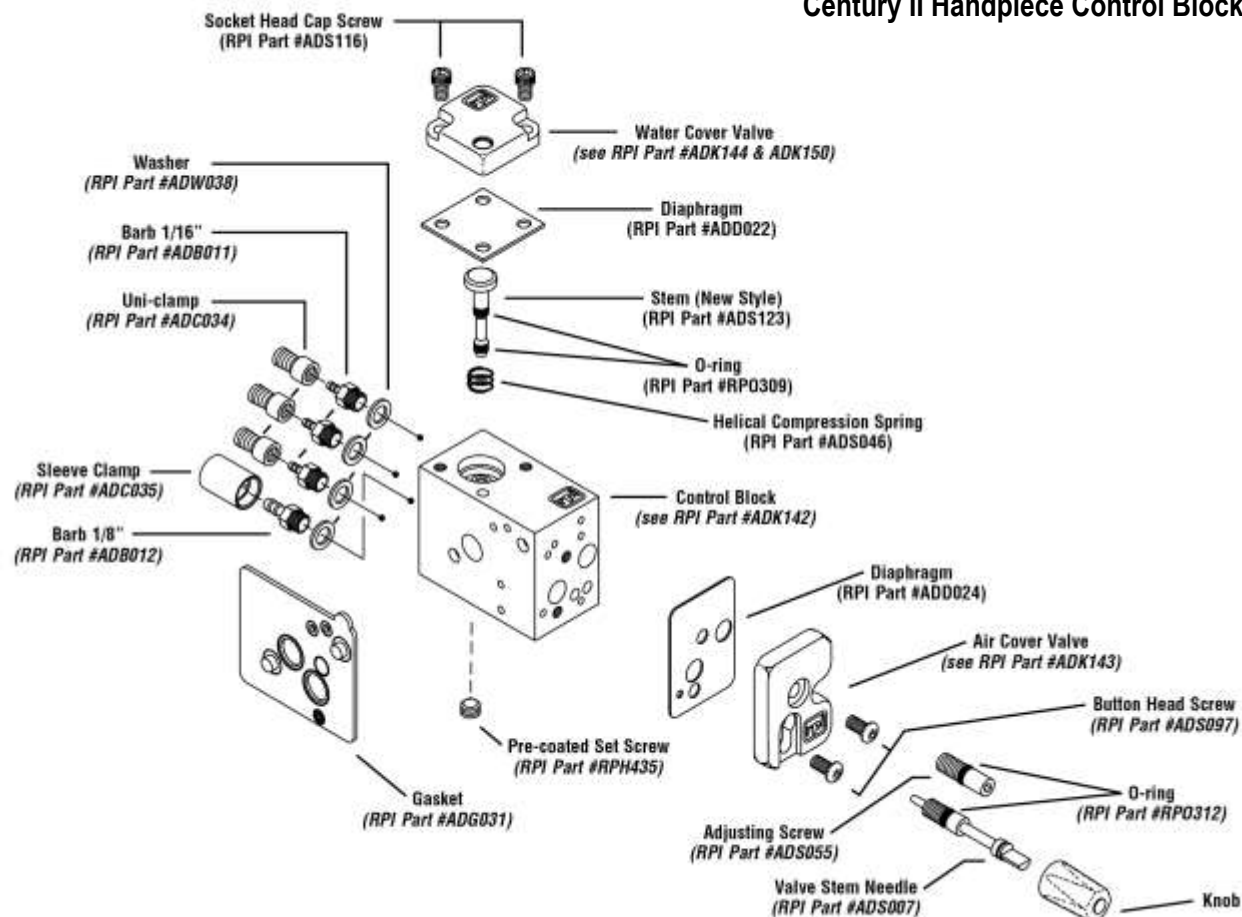
(500 Series OEM Part #38.1776.00)





Century II Handpiece Control Block Exploded View & Parts to Fit

Exploded View & Parts to Fit Century II Handpiece Control Block





Century II Handpiece Control Block Functions & Interaction with Other Components

The Control Block ...

Controls the routing of air and water to the handpiece

Mounts to a Master Block

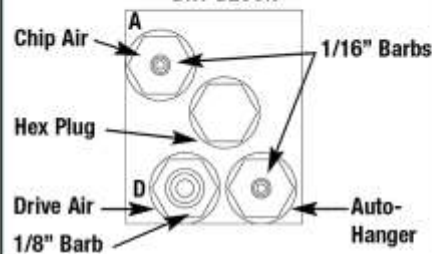
May use a manual selector valve or automatic handpiece hangers to complete the control system

Each Control Block gets air and water from the Master Block that is regulated and filtered from the J-Box

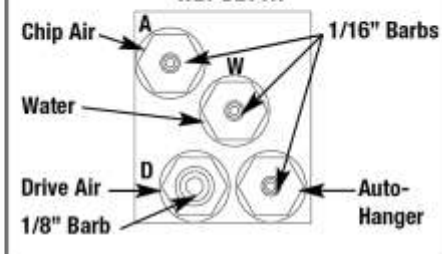
For your reference, shown here are wet and dry handpiece tubing hook-ups.

TUBING HOOK-UP

PORT IDENTIFICATION REAR VIEW
FOR SLOW SPEED HANDPIECE
DRY BLOCK

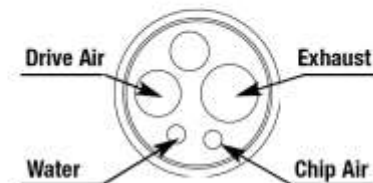


PORT IDENTIFICATION REAR VIEW
FOR HIGH SPEED HANDPIECE
WET BLOCK



Service Tip: After installing and before calibrating, verify proper hook-up of handpiece tubing. See "Handpiece Tubing Connection - End View" to the right.

HANDPIECE TUBING CONNECTOR
END VIEW





Century II Handpiece Control Block Troubleshooting

Troubleshooting Century II Handpiece Control Block

Problem	What to check	Solutions
Handpiece drips water in holder	Valve Stem (New Style) O-rings	Lube O-rings, and if this does not solve the problem then replace Valve Stem (RPI Part #ADS123)
Water leaks from water cover on top of block	Diaphragm	Replace Diaphragm (RPI Part #ADD022)
	Water Cover Valve	If Water Cover Valve is worn, replace it using Kit (RPI Part #ADK144)
Water stops when handpiece is in use	Valve Stem (New Style) O-rings	Lube O-rings, and if this does not solve the problem then replace Valve Stem (RPI Part #ADS123)
	Diaphragm	Replace Diaphragm (RPI Part #ADD022)



Century II Handpiece Control Block Troubleshooting (continued)

Troubleshooting Century II Handpiece Control Block (continued)

Problem	What to check	Solutions
Air leaks from drive air adjusting screw or unable to maintain proper drive air pressure	O-ring on Adjusting Screw	Lube O-ring, and if this does not solve the problem then replace Adjusting Screw (RPI Part #ADS055)
Air leaks from the air cover valve	Air Cover Valve	If air cover valve is loose, tighten button head screws, and if that does not solve the problem then replace the Air Cover Valve if worn (RPI Part #ADK143)
	Diaphragm	Replace Diaphragm (RPI Part #ADD024)
Handpiece will not run or the drive or chip air are very weak	Drive Air Adjusting Screw Diaphragm Air Cover Valve	Adjust the Drive Air Adjusting Screw, replace Diaphragm (RPI Part #ADD024), replace Air Cover Valve if worn – see kit (RPI Part #ADK143)



Century II Handpiece Control Block Troubleshooting (continued)

Troubleshooting Century II Handpiece Control Block (continued)

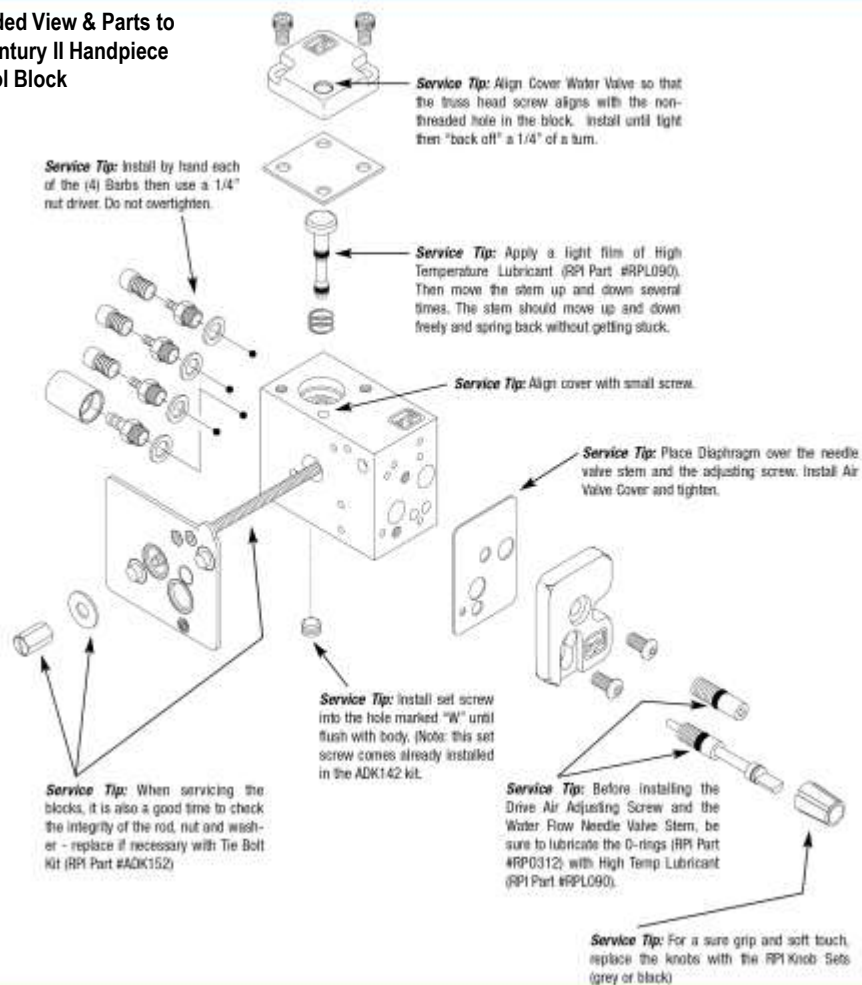
Problem	What to check	Solutions
Unable to adjust the water coolant to a fine mist	Needle Valve Stem and Valve Stem	Lube O-rings, and if this does not solve the problem then replace Needle Valve Stem (RPI Part #ADS007) or Valve Stem (RPI Part #ADS123)
Water leaks from Needle Valve Stem or unable to adjust water flow	O-rings on the Needle Valve Stem	Lube O-rings, and if this does not solve the problem then replace Needle Valve Stem (RPI Part #ADS007)
	Valve Stem (New Style) O-rings	Lube O-rings, and if this does not solve the problem then replace Valve Stem (RPI Part #ADS123)
Air and water are leaking from the sides of the handpiece block and the handpieces may not be running well	Loose Tie Bolts	Tighten the Tie Bolts
	Gasket	Replace the Gaskets if needed (RPI Part #ADG031)



Century II Control Block Service Tips

EXPLODED VIEW OF CENTURY II HANDPIECE CONTROL BLOCK AND SERVICE TIPS

Exploded View & Parts to Fit Century II Handpiece Control Block



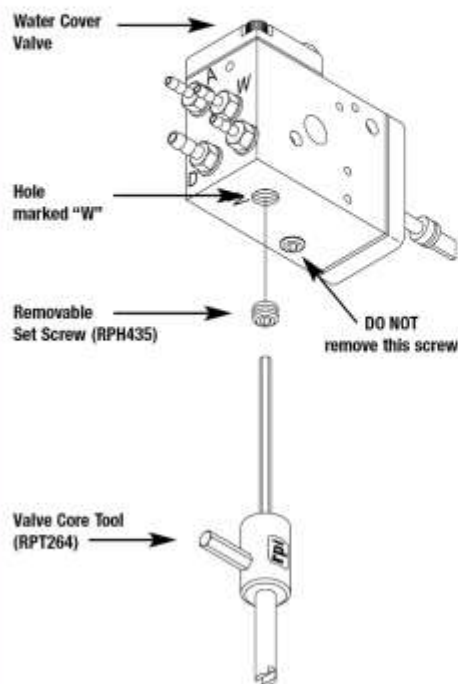


Century II Control Block Removal of a Broken Stem

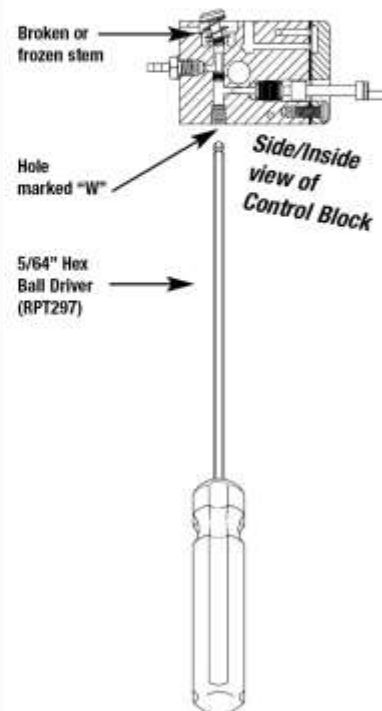
REMOVAL OF A BROKEN STEM IS AS EASY AS 1-2-3 WITH RPI's CONTROL BLOCK

1 Remove set screw (RPI Part #RPH435) from the hole marked "W" using the Valve Core Tool (RPI Part #RPT264).

2 Remove the water cover valve.



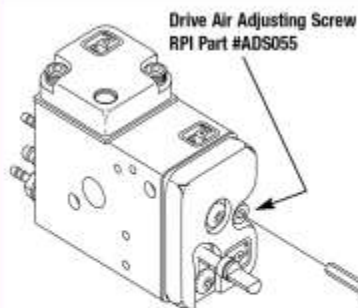
3 Gently insert the 5/64" Hex Ball Driver (RPI Part #RPT297) through the hole marked "W" and push the broken or frozen stem out of the block.





Century II Control Block Calibration Guide

CENTURY II HANDPIECE CONTROL BLOCK CALIBRATION GUIDE



After each installation or servicing of the Handpiece Control Block, calibrate the Drive Air Adjusting Screw (RPI Part #ADS055). Using the Valve Core Tool (RPI Part #RPT264), adjust the Drive Air by turning clockwise to decrease and counter-clockwise to increase. Then, using a calibration gauge to adjust the Drive Air to conform to what headpiece is being used.

CALIBRATION GUIDE

- HIGH SPEED use 32 - 38 PSI
 - SLOW SPEED use ~45 PSI
- For specific air pressure calibration, see manufacturer specifications.



Valve Core Tool
RPI Part #RPT264

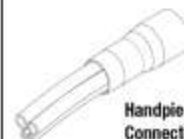
Calibration
Gauge



Handpiece



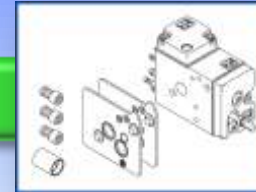
Handpiece Tubing
Connector



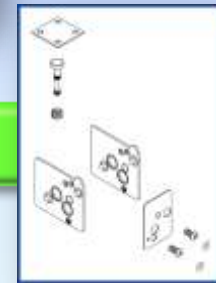


Century II Control Block Handpiece Control Block Kits

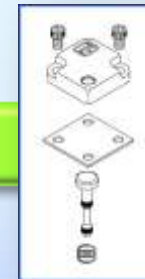
Handpiece Control Block (RPI Part #ADK142)



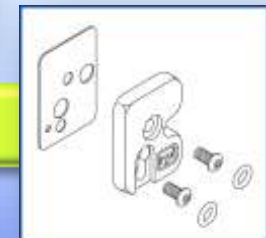
Control Block Service Kit (RPI Part #ADK094)



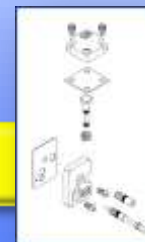
Water Cover Valve Kit (RPI Part #ADK144)



Air Cover Valve Kit (RPI Part #ADK143)



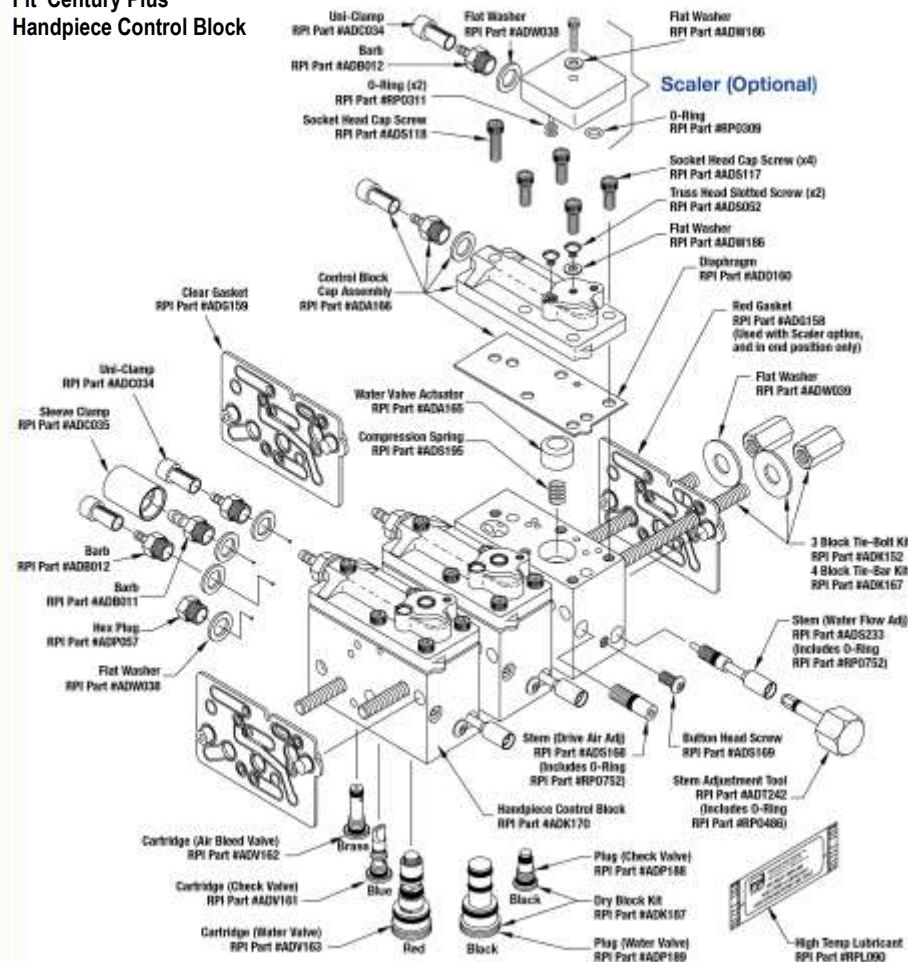
Master Control Block Kit (RPI Part #ADK150)





Century Plus Handpiece Control Block Exploded View and Parts to Fit

Exploded View & Parts to Fit Century Plus Handpiece Control Block





Century Plus Handpiece Control Block Functions & Interaction with Other Components

The Control Block ...

Controls the routing of air and water to the handpiece

Mounts to a Master Block

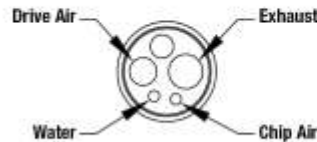
Uses automatic handpiece hangers to complete the control system

Each Control Block gets air and water from the Master Block that is regulated and filtered from the J-Box

For your reference, shown here are Handpiece tubing hook-ups.

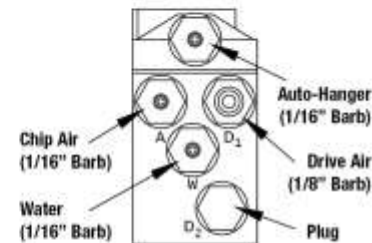
TUBING HOOK-UP

HANDPIECE TUBING CONNECTOR
END VIEW



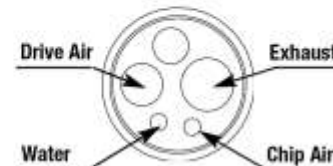
Service Tip: After installing and before calibrating, verify proper hook-up of handpiece tubing as shown.

PORT IDENTIFICATION REAR VIEW
FOR HANDPIECE CONTROL BLOCK



Service Tip: After installing and before calibrating, verify proper hook-up of handpiece tubing. See "Handpiece Tubing Connection - End View" to the right.

HANDPIECE TUBING CONNECTOR
END VIEW





Century Plus Handpiece Control Block Troubleshooting

Troubleshooting Century Plus Handpiece Control Block

Problem	What to check	Solutions
Handpiece drips water in holder or drips a lot then stops after use	Water Valve Cartridge Check Valve Cartridge Air Bleed Valve Cartridge	Replace one Cartridge at a time, and check if problem is solved before replacing the next Cartridge in the following order: <ul style="list-style-type: none">- Water Valve Cartridge (RPI Part #ADV163)- Check Valve Cartridge (RPI Part #ADV161)- Air Bleed Valve Cartridge (RPI Part #ADV162)
Water leaks from Control Black Cap or the vent hole on top of the Block	Diaphragm	Replace Diaphragm (RPI Part #ADD160)
	Water Valve Cartridge	Replace Water Valve Cartridge (RPI Part #ADV163)
Water stops when handpiece is in use	Diaphragm Water Valve Cartridge Check Valve Cartridge	Replace Diaphragm (RPI Part #ADD160) Replace Water Valve Cartridge (RPI Part #ADV163) Replace Check Valve Cartridge (RPI Part #ADV161)
Water leaks from Water Flow Adjustment Stem	O-ring on Water Flow Adjustment Stem	Lube O-ring, and if this does not solve the problem then replace Water Flow Adjustment Stem (RPI Part #ADS233)



Century Plus Handpiece Control Block Troubleshooting (continued)

Troubleshooting Century Plus Handpiece Control Block (continued)

Problem	What to check	Solutions
Air leaks from drive air adjusting screw or unable to maintain proper drive air pressure	O-ring on Drive Air Adjustment Stem	Lube O-ring, and if this does not solve the problem then replace Drive Air Adjustment Stem (RPI Part #ADS168)
Air leaks from the Control Block Cap on top of the Block	Loose Control Block Cap	Tighten Socket Head Cap Screws Replace Control Block Cap Assembly (RPI Part #ADA166)
	Diaphragm	Replace Diaphragm (RPI Part #ADD160)
Handpiece will not run or the drive air is very weak	O-ring on Drive Air Adjustment, Foot Control	Lube O-ring, and if this does not solve the problem then replace Drive Air Adjustment Stem (RPI Part #ADS168)
		Check and repair Foot Control as needed



Century Plus Handpiece Control Block Troubleshooting (continued)

Troubleshooting Century Plus Handpiece Control Block (continued)

Problem	What to check	Solutions
Unable to adjust the Water Coolant to a fine mist	Water Flow Adjustment and Handpiece Control Block	Lube O-ring, and if this does not solve the problem then replace Water Flow Adjustment Stem (RPI Part #ADS233), and Handpiece Control Block (RPI Part #ADK170)
Two handpieces run at the same time – one in the hanger, and the other out of the hanger	Loose Control Block Cap, Cap Barb on Control Block Cap, or Tubing from the Hanger Valve to the Cap	Tighten the five Socket Head Cap Screws; tighten Cap Barb and cut back Hanger Tubing and re-attach
	Diaphragm	Replace Diaphragm (RPI Part #ADD160)
	Control Block Cap	Replace Control Block Cap Assembly (RPI Part #ADA166)
Air and water is leaking from the sides of the handpiece block, and the hand-pieces may not be running well	Loose Tie Bolts Red or Clear Gasket	Tighten Tie Bolts. If that does not solve the problem then replace Red Gasket (RPI Part #ADG158) and/or Clear Gasket (RPI Part #ADG159)



Century Plus Control Block Exploded View & Service Tips

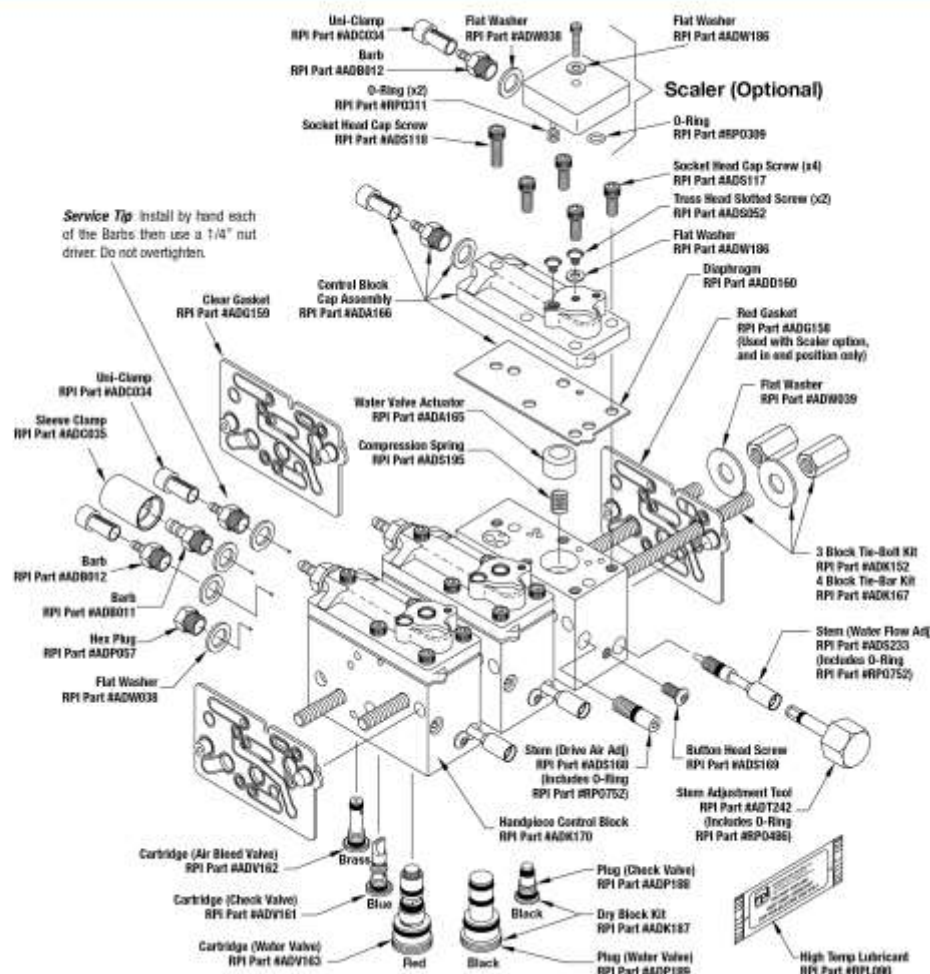
EXPLODED VIEW OF CENTURY PLUS CONTROL BLOCK ASSEMBLY AND SERVICE TIPS

SERVICE TIPS

- Turn **OFF** the master ON/OFF Switch and operate the syringe to release air and water trapped in system.
- Always apply a light coat of lubricant (RPI Part #RPL090) to the O-Rings on stems and Cartridges prior to replacement.
- Clear Gasket (RPI Part #ADG159) to be used in all positions except end position when using optional Scaler Block.
- When re-assembling 3 or 4 block assemblies, install Tie Bolt Kit and take care to tighten enough to effect sealing of Clear Gaskets (and/or Red Gasket). **DO NOT OVER TIGHTEN!**

TESTING AFTER RE-ASSEMBLY

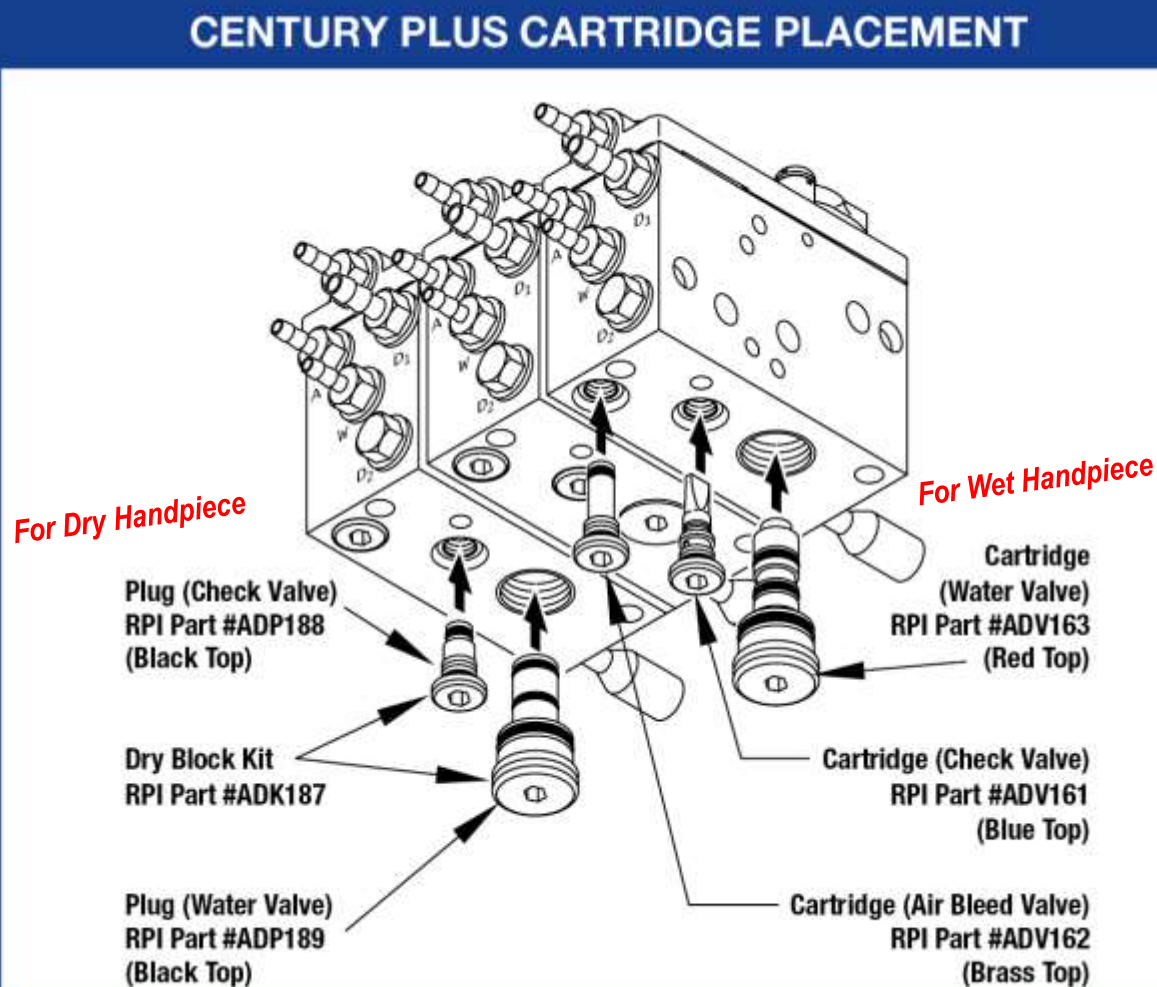
- Turn **ON** the master ON/OFF Switch. Remove Handpiece from Holder (or lift Handpiece/Whip Assembly from its resting position). Then activate Handpiece by stepping on the Foot Control. Check for air and/or water leaks all around block assembly, between block and cap, and around stems and cartridges. If leaks are detected, ensure all parts are properly tightened and re-check. If leakage is still present, the Control Block may be damaged and need to be replaced.





Century Plus Control Block Cartridge Placement

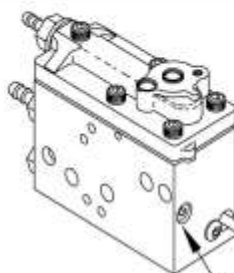
Note where
the cartridges
are and for
what they
are used.





Century Plus Control Block Calibration Guide

CENTURY PLUS HANDPIECE CONTROL BLOCK CALIBRATION GUIDE



Drive Air Flow -
Stem (Drive Air adj.)
RPI Part #ADS168 (3/32" Hex)

DRIVE AIR FLOW ADJUSTMENT

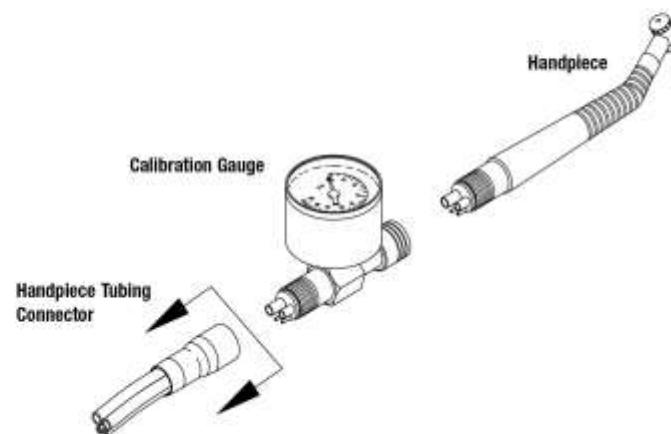
After each installation or servicing of the Handpiece Control Block, calibrate the Drive Air by adjusting the Stem (Drive Air adj.) (RPI Part #ADS168). Adjust Drive Air by turning Stem clockwise to decrease and counter-clockwise to increase flow. Use a calibration gauge to monitor adjustment to conform to handpiece manufacturer's recommendation. **CALIBRATION GUIDE:** High Speed use 32-38 psi. Slow Speed use ~45 psi. For specific air pressure calibration, see manufacturer's specifications.

WATER FLOW ADJUSTMENT

Adjust the water flow as desired by turning the Stem (Water Flow Adj.) (RPI Part #ADS233) using the Stem Adjustment Tool (RPI Part #ADT242) clockwise to decrease and counter-clockwise to increase flow.

Water Flow -
Stem (Water Flow Adj.)
RPI Part #ADS233 (1/8" Hex)

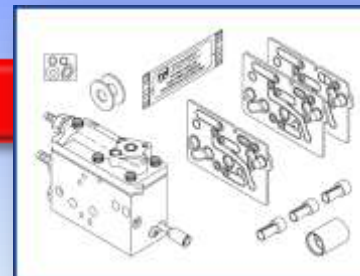
Water Flow -
Stem Adjustment Tool
RPI Part #ADT242 (1/8" Hex)





Century Plus Control Block Handpiece Control Block Kits

Handpiece Control Block (RPI Part #ADK170)



Control Block Service Kit (RPI Part #ADK164)



Control Block Kit (Major) (RPI Part #ADK190)







300 & 500 Series Handpiece Control Block Functions & Interaction with Other Components

The Control Block ...

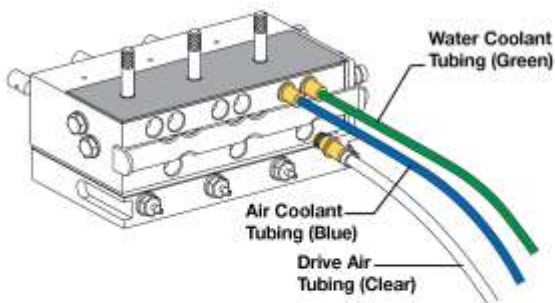
Controls the routing of air and water to the handpiece

Uses an automatic handpiece hangers to complete the control system

Gets air and water from the air and water valves located in the J-Box

For your reference,
shown here are the
Wet handpiece
tubing
hook-ups.

Silicone Handpiece Tubing Connections



Silicone Handpiece Tubing Colors and Functions

Color	Function
Clear	Drive Air
Red	Exhaust
Blue	Air Coolant
Green	Water Coolant

Handpiece Tubing Types

Handpiece Tubing with Borden Terminal, 3-Hole



Handpiece Tubing with Midwest Terminal, 4-Hole



Handpiece Tubing, Fiber Optic with Bulb, 4-Hole



Handpiece Tubing, Fiber Optic, 6-pin





300 & 500 Series Handpiece Control Block Troubleshooting

Troubleshooting 300 & 500 Series Handpiece Control Block

Problem	What to check	Solutions
Air leaks from Air Coolant Stem or unable to adjust the Water Coolant Stem to a fine mist	Check O-ring on Air Coolant Stem	Replace the O-ring or the Air Coolant Stem (RPI Part #RPO484)
	Check Air Coolant Stem	Replace the Air Coolant Stem (RPI Part #ADS234)
Air leaks from the Air Drive Stem or unable to dial in or maintain the proper air drive pressure	Check the O-ring on the Air Drive Stem	Replace the O-ring on the Air Drive Stem (RPI Part #RPO752)
	Check the Air Drive Stem	Replace the Air Drive Stem (RPI Part #ADS235)



300 & 500 Series Handpiece Control Block Troubleshooting (continued)

Troubleshooting 300 & 500 Series Handpiece Control Block (continued)

Problem	What to check	Solutions
Handpiece leaking water in holder	Handpiece Holder Valve	If leaking repair or replace Handpiece Holder Valve
	Handpiece Coupler	Check or replace Coupler O-rings
	Water Coolant Cartridge	Check external O-rings, if OK replace Cartridge (RPI Part #ADC236)

Water leaks from Water Flow Stem or unable to adjust the Water Flow Stem to one drop of water every 2 seconds

Check O-ring on the Water Flow Stem	Replace O-ring (RPI Part #RPO484) or Water Flow Stem (RPI Part #ADS233)
Check the Water Flow Stem	Replace Water Flow Stem (RPI Part #ADS233)

Water leaks from vent holes on top of block

Water Coolant Cartridge	Check external O-rings, if OK replace Cartridge (RPI Part #ADC236)
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300 & 500 Series Handpiece Control Block Troubleshooting (continued)

Troubleshooting 300 & 500 Series Handpiece Control Block (continued)

Problem	What to check	Solutions
Water stops when handpiece is in use	Control Block Diaphragm	Split Block; check, clean or replace Diaphragm (RPI Part #ADD238)
Intermittent water coolant to handpieces or sputter water from either syringe or handpieces	Check the O-rings in the handpiece Coupler	Check or replace Coupler O-rings
	Check O-ring on Air Coolant Stem	Replace the O-ring (RPI Part # RPO484) or the Air Coolant Stem (RPI Part #ADS234)
	Check the Air Coolant Stem	Replace Air Coolant Stem (RPI Part #ADS234)
	Check the O-ring on the Water Bottle Pickup Tube	Check or replace the O-ring on the Water Bottle Barb
	Length of Water Bottle Pickup Tube	If too long, shorten the Tube
	Pickup Tube	If damaged or bent, replace the Tube

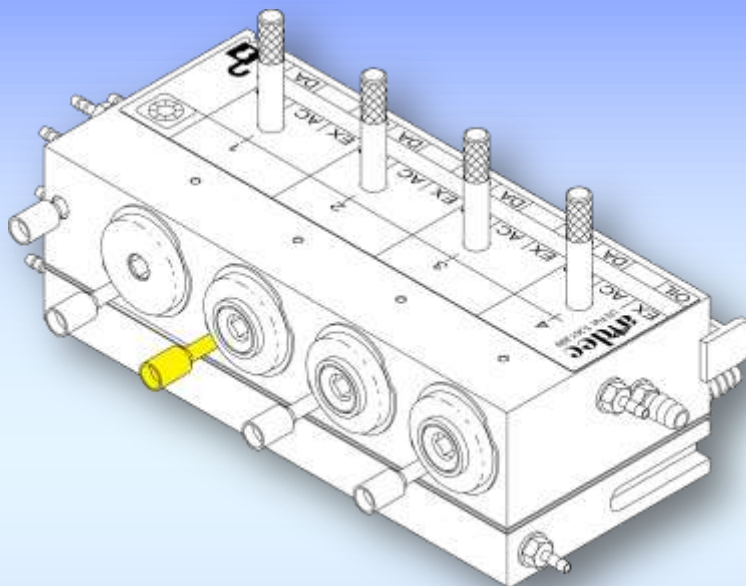


300 & 500 Series Handpiece Control Block

Service Tip: Water Coolant Adjustment

Water Coolant Adjustment

- 1) Close all control valves: Drive Air, Air Coolant, and Water Coolant.
- 2) Remove the handpiece from the handpiece holder.
- 3) While pressing down on the Foot Control, use the corresponding stem (Water Control).
- 4) Turn the Stem (Water Control) to open the flow control till you have one drop of water every 2 seconds.



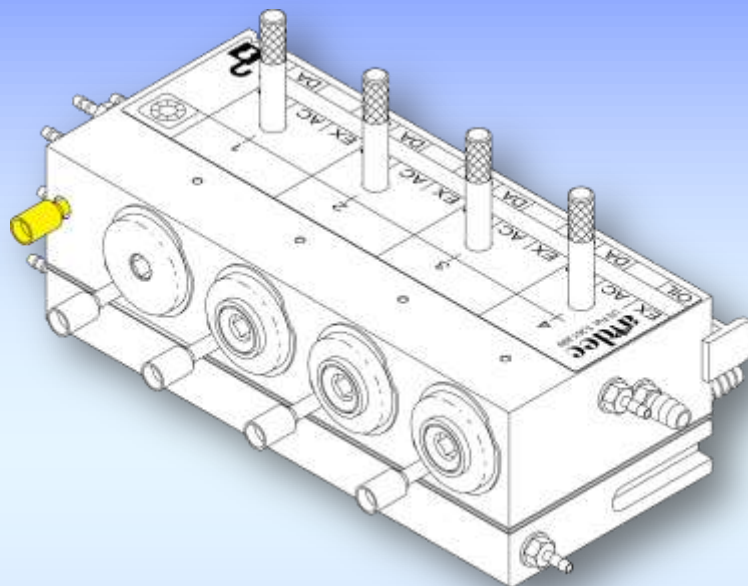


300 & 500 Series Handpiece Control Block

Service Tip: Air Coolant Adjustment

Air Coolant Adjustment

- 1) Close all control valves: Drive Air, Air Coolant, and Water Coolant.
- 2) Remove the handpiece from the handpiece holder.
- 3) While pressing down on the Foot Control, use the Air Coolant Control.
- 4) Turn the Air Coolant Control Stem to open the flow until you have a fine mist.



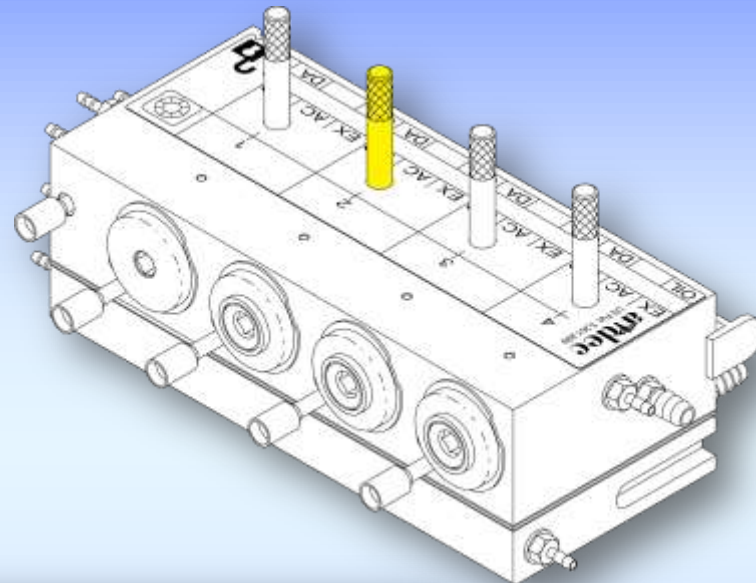


300 & 500 Series Handpiece Control Block

Service Tip: Drive Air Adjustment

Drive Air Adjustment

- 1) Install a PSI Test gauge between the hose and the handpiece to be adjusted.
- 2) Remove the handpiece from the handpiece holder
- 3) While pressing down on the Foot Control, use the Drive Air Stem with the selected handpiece position.
- 4) Turn the Drive Air Stem to adjust the Drive Air adjustment until you have the proper PSI rating for the handpiece.



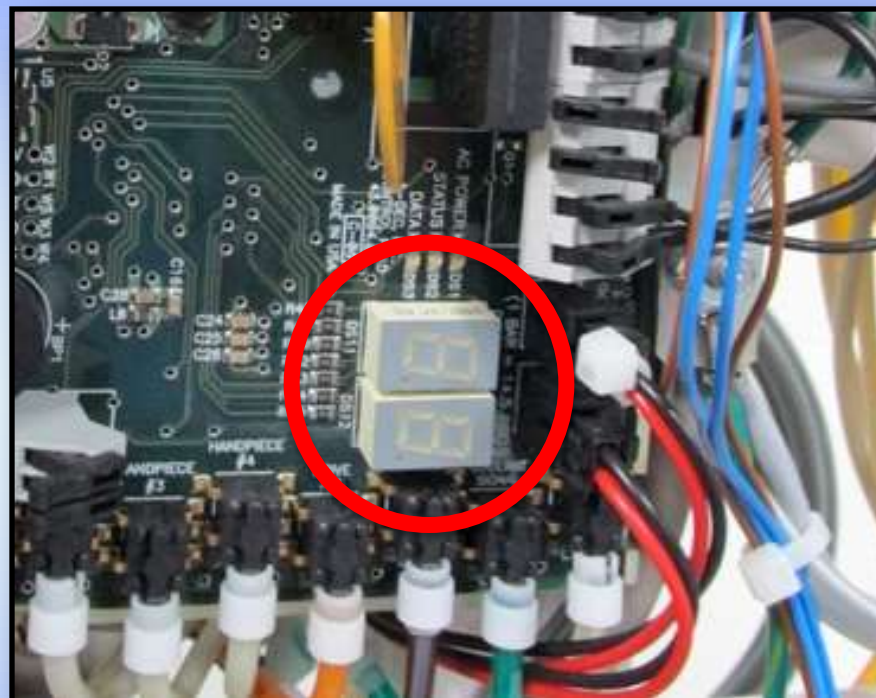


300 & 500 Series Handpiece Control Block

Service Tip: Checking the Drive Air Adjustment

Checking the Drive Air Adjustment when using the Digital readout on the Control PC Board.

- 1) Remove the handpiece from the handpiece holder.
- 3) While pressing down on the Foot Control, note the LED readout on the Control PC Board.
- 4) The LED reading will be higher than actual PSI reading, due to the difference in the handpiece and tubing lengths and material.
- 5) The LED reading can be used to confirm the handpiece or Control Block operation.

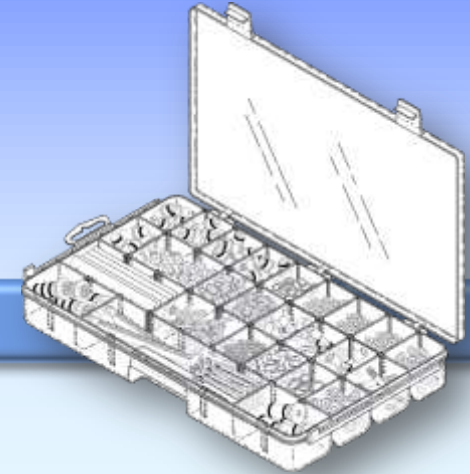


The location of the LED reading can be found on the board. It is circled in red in the photo above.

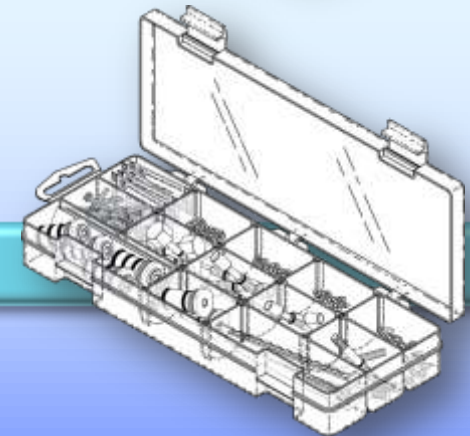


Century Plus Control Block Handpiece Control Block Kits

Control Block Kit (Major) (RPI Part #ADK241)



Control Block Kit (Minor) (RPI Part #ADK257)





Century II, Century Plus, 300 & 500 Series Tubing Functions and Descriptions

TUBING FUNCTION	DESCRIPTION	OD SIZE AND COLOR
Chip Blower/Accessory Button	Chip blower air	1/8" OD; Brown/White long dash
Air Coolant Signal	Air coolant signal air from foot control; Signal air for cuspidor cupfill and vacuum actuator	1/8" OD; Green/White long dash
Water Coolant Signal	Signal air/water coolant from foot control; Signal air for cuspidor bowl rinse	1/8" OD; Green/White Short dash
Unregulated Air	Unregulated air to flex arm brake	1/8" OD; Black
Water Coolant Signal Air	Signal air from foot control valve to we/dry toggle and in control head	1/8" OD; Clear
Water Supply	Cold Water Regulated; Oral cavity water	1/8" OD; Blue
Oral Cavity Water	Syringe water with/without water heater	1/8" OD; Red
Unregulated Air, Master Air	Continuous, filtered, unregulated air ; 1/8" OD from air filter regulator to master toggle(1)	1/8" OD; Yellow/Red stripe(1)
Pilot Air	Filtered unregulated air controlled by master toggle	1/8" OD; Yellow/Red dash
Regulated Air	Continuous, filtered, regulated air(1); Supplies regulated air to the air QD and AVS(2)	1/8" OD; Yellow (1); 1/4" OD; Yellow (2)
Regulated Air (40 psi)	Regulated Air at 40 psi to pressurize the water bottle	1/8" OD; Yellow/Green dash
Miscellaneous	Miscellaneous line for use with A-dec authorized accessories	1/8" OD; White
Hydraulic Fluid	Low pressure hydraulic system supply for chair(1); Handpiece drive air(2)	3/8" OD; Clear (1); 1/4" OD; Clear (2);
Drive Air	Drive air from foot control to delivery system(1); Drive air from control block to touch pad(2)	5/16" OD; Orange/Black dash(1); 1/8" D; Orange/Black dash(2)
Regulated Air	Supplied regulated air to flush toggle and syringe(1); Regulated Air(2)	5/16" OD; Yellow(1); 3/8" OD; Yellow (2)
Water Supply	Water bottle and city water	15/16" OD; Blue
Water Supply	Unregulated water	1/8" OD; Blue/White dash



RPI Handouts With This Presentation Including Service Tips, Exploded Views, and More

LOOK INSIDE THE RPI FOLDER FROM TODAY'S PRESENTATION – HERE'S WHAT YOU WILL FIND!

RPI EXPLODED VIEWS & MORE

- **“Service Call Diagnostic Checklist”** (Checklist)
- **“Parts to fit Utility Module and Filter Regulators”** (Exploded View)
- **“New Parts and Upgrades to fit A-dec Utility Module and Regulators”** (Key Information about RPI's “clear” Valve Body and upgrades to the Valve Body Repair Kits)
- **“Clear Housing Now Available to fit A-dec Utility Module & Regulators”** (Key Information about RPI's “clear” Filter Housing)
- **Service Tips regarding “Clear Filter Housing” and “Preventing Dangerous “Suck Back” in Dental Delivery Units** (Article from RPI's Newsletter dated 04/2007)
- **“Parts to fit A-dec Foot Control Assembly”** (Exploded View)

RPI NEW PARTS FLYERS

- **RPI Yellow Flyer: “4 New Kits and More Parts to fit A-dec Dental Delivery Units:**
Page 1: Models 300 & 500 - Exploded Views of Control Blocks (Major and Minor), and Water Coolant Relay featuring the Kits.
Pages 2-3: Models 300 & 500 - Control Blocks Kits Major and Minor Kits' details; plus the Water Coolant Relay Kit details.
Pages 4-5: All Models – Featuring Foot Control Service Kits to rebuild air and water controls with listing of parts, plus many other parts including Spring Cap, Toggle Level, Micro Valve, Dowell Pin, and more
- **RPI Yellow Flyer: “New Parts to fit A-dec Century Plus Handpiece Control Block”:**
Page 1: Model Century Plus – Features Handpiece Control Block, Control Block Service Kit, Control Block Cap Assembly, Dry Block Kit, 3 Block Tie Bolt Kit, and more
Page 2: Model Century Plus - Control Block Kit (Major) features listing of all parts included in Kit



EASY AS 1-2-3!

How to Use the RPI Website

Easy as 1-2-3! To Search for a Part

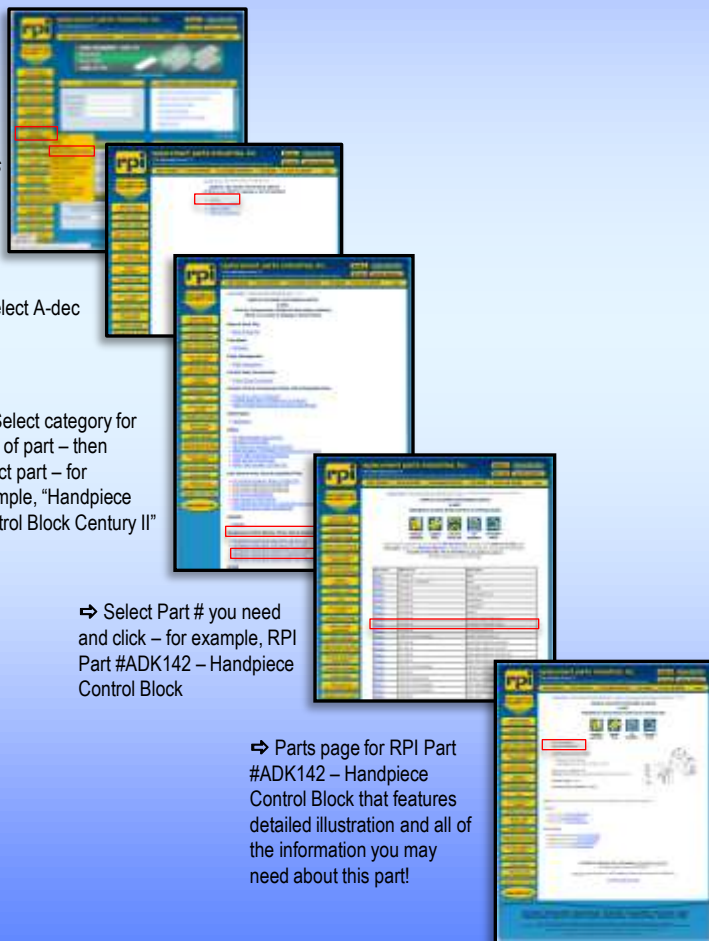
- ⇒ Go to www.rpiparts.com
- ⇒ Select *Dental Equipment*
- ⇒ Select *Delivery Systems and Units*

⇒ Select *A-dec*

⇒ Select category for type of part – then select part – for example, “Handpiece Control Block Century II”

⇒ Select Part # you need and click – for example, RPI Part #ADK142 – Handpiece Control Block

⇒ Parts page for RPI Part #ADK142 – Handpiece Control Block that features detailed illustration and all of the information you may need about this part!



Easy to Access Online Tech Assistance

- ⇒ Go to www.rpiparts.com
- ⇒ Select *Tech Support*
- ⇒ Select *Technical Assistance Center*



⇒ Select **eLibrary** for a complete listing of all Service Tips, Exploded Views, Installation Instructions, Troubleshooting Guides, and more!

⇒ Select **Create a Parts Listing** for a complete listing of all parts that fit a specific model, or all of the models for one OEM.

⇒ Select **Tech Help Video** for online videos that show how to service specific equipment ... including Service Tips!

⇒ Select **RPI Catalog** for a digital version of the RPI Catalog that you can download.

⇒ Select **New Parts Index & Flyers** to access any of the RPI New Parts “Yellow” flyers!

⇒ Select **RPI Newsletters** to access of the RPI newsletters dating back to the very first newsletter!



Also located on the RPI Website: Service Call Diagnostic Checklist

Your customers are the best source of information when troubleshooting equipment.

Call your customer before you arrived on site and ask the questions presented here – in the **RPI Service Call Diagnostic Checklist**.

This way you can get a good idea of what the problem is, and be prepared with the right tools and parts needed to service the equipment.

You can access and download a PDF of the **RPI Service Call Diagnostic Checklist** from the RPI website www.rpiparts.com → Homepage → Tech Support → Technical Assistance Center → eLibrary → Select A-dec from the OEM pull down menu → Select any part or model from the Model pull down menu → Select 'Service Call Diagnostic Checklist' from under the Resource column.

It's a great idea to leave a copy of the Checklist with your customers for the future, and ask them complete it before they contact you.

What's more, from the RPI website you can even personalize the Checklist to include the name of your company, and your telephone number. It's the perfect "leave-behind" for your customers!

This Checklist has been provided by
For Quality Service & Repair Call Dave Evans ABC Dental Repair 212-555-1234

SERVICE CALL DIAGNOSTIC CHECKLIST

To help us better assist you, please take a moment to provide the information below about the unit that is not functioning as normal. We appreciate your taking the time to do this before we arrive at your location. This vital information will give us an idea of exactly what the concerns are and how to best address them at the time we service your equipment. Thank you.

1. What is the equipment type, make, model name and serial number of the equipment that needs repair?
Equipment Type: _____ Manufacturer Name: _____
Model Name: _____ Serial Number: _____
2. Exactly what is not working? What are the symptoms?

3. What are the error codes showing (if any)?

4. What was happening just before it stopped functioning as normal?

5. What is the date that it stopped functioning as normal? _____
6. What is the name of the person who first noticed the problem? _____
7. Are there any other things that need to be looked at or addressed during the service call?

8. How quickly do you need the unit serviced? _____
9. Have you tried turning the unit off and back on again? YES ☐ NO ☐
10. What is the maintenance history of the unit?

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RPI Technical Assistance Center

Replacement Parts Industries, Inc. (RPI) has been the leader in replacement parts since 1972.

Service Technicians have come to rely on RPI for our valuable technical assistance, including:

- **One-on-One Tech Help**

- Available via Phone, Fax, and Email

*Please feel free to email a photo of the trouble so that we can help you find a solution even faster!
(Monday – Friday, 8:00 am – 4:30 pm, Pacific Time)*

- **Mobile Site!**

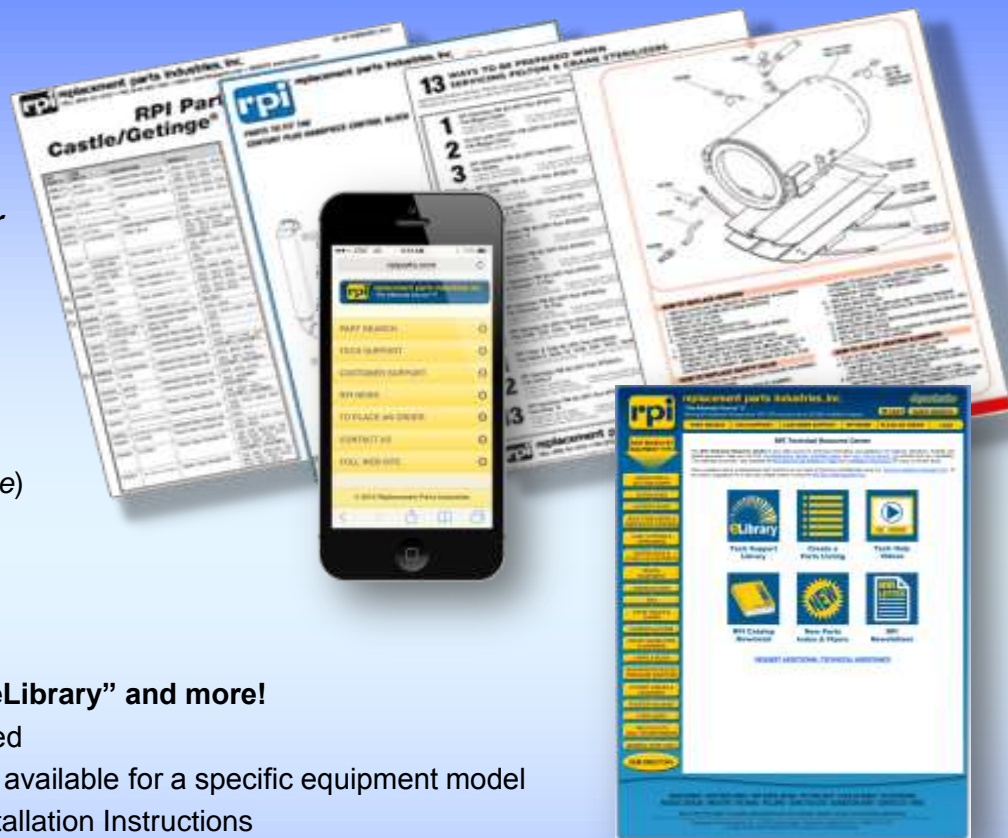
- Go to www.rpiparts.com/mobile.html

- **RPI Website – Technical Assistance Center with “eLibrary” and more!**

- “Quick Search” feature to help identify parts needed
- “Create a Parts Listing” feature to identify all parts available for a specific equipment model
- Troubleshooting Guides, Exploded Views and Installation Instructions
- Tech Talk and Service Tip Articles
- At-a-glance Cross References and Quick Reference Guides

- **RPI Planned Maintenance Kits and Posters**

- Kits specifically for planned maintenance of a variety of dental and medical equipment
- Informative posters featuring planned maintenance service tips and technical assistance articles



Phone (800) 221-9723 or (818) 882-8611 • Fax (818) 882-7028 • Email: techsupport@rpiparts.com • Website: www.rpiparts.com

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