EauFlow

Failed RO dipslides - mitigation procedures

When to use EauFlow RO cleaning kit & bacterial filters?

NB- failed dipslide RO water can still be used in autoclaves, but not in dental chair waterlines. A dipslide is a sign of raised microbiological activity and further investigation is needed.

Practice sends email about issue to **technical@tec-safe.com** *(5 mins)*

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Tec-Safe replies with RO questionnaire (QC607) *(typically same day)*

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Practice fills in and returns with photo of dipslide - waiting for advice on next steps *(same day)*

Areas for further inspection:
facilities/plumbing issues, user error, temperature, stationary/storage water, mains water

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Problem solved - dipslides clear?

YES → **Yes**
Use as normal.
Retest in 3 months

NO →

No
If retest fails, then send water samples *(RO & decon room tap)* to external water lab for verification of raised TVC levels (total viable count) @ TEST of Stoke

NB - wait for Tec-Safe to confirm external testing - Head office needs to raise PO to lab. (1 week)

→ **Depending on lab test results**

'TNTC' (too numerous to count) on both **mains tap & RO**

Carry out following on same day:
- Install ***Baclyser filter & water meter*** on RO feed water
- Carry out ***EauFlow cleaning*** kit procedure with ***CleanCert***
- Change all cartridges (5 on soft water model, 6 on hard water)
- Flush through tank once and redo dipslide
- Once confirmed all clear (5 days later), then use in dental chair waterlines again

'TNTC' on **RO only**

Carry out following on same day:
- Use ***EauFlow cleaning*** kit procedure with 5L ***CleanCert***
- Change all cartridges (5 on soft water, 6 on hard water)
- Flush through tank once and redo dipslide
- Once confirmed all clear (5 days), then use in dental chair waterlines again

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