

Failed RO dipslides - mitigation procedures When to use EauFlow RO cleaning kit & bacterial filters?

Whilst your issue is being resolved, note that RO water can still be used in autoclaves, and in dental chairs if dosed with CleanCert at 2% continuously, remember to rinse through at end of each day.



Practice sends email about issue to
technical@tec-safe.com

Tec-Safe replies with RO questionnaire
(QC607)

Practice runs retest: empty RO tank by opening
dispensing point for 5 mins, allow tank to fill up for 60
mins, let water run for 2 min and redo dipslide test.

Practice fills in and returns with photo of dipslide -
waiting for advice on next steps.

Areas we will investigate with you:
facilities/plumbing issues, user error, temperature,
stationary/storage water, mains water

**Problem solved -
dipslides clear?**

NO

YES

Yes

Use as normal.
Retest in 3 months

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 the 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 the 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