

To Our Valued Customers:

Henry Schein Canada recognizes that you are facing unprecedented challenges due to COVID-19. In addition to creating a resource site where you can access information on COVID-19, we have also created this checklist you can follow if you choose to temporarily close your dental office. Following these recommended items will help protect the investment you have made in your office.

Dental Equipment – Shut down and start up tips



Before you leave the office:

Mechanical Room

- Turn off nitrous units including shut-off valves on all tanks.
- Confirm that vacuum is powered off, but electricity is still supplied to vacuum system, some brands perform line cleaning prior to shut off
- Shut down power to air compressor so unit doesn't run while out.
- If you have a dryvac please contact your local Henry Schein tech to help you shut it down
- If office is not equipped with main master water shutoff valve, shut off water inlet valve to vacuum pump by hand.

Operatory

- Clean chairside vacuum traps and replace screens.
- Run recommended vacuum cleaner through lines.
- Clean and lubricate all valves and O-rings in HVE and saliva ejectors.
- Perform shock treatment on delivery system water lines and flush system following guidelines from the manufacturer.
- Remove water from water bottles
- If office is not equipped with main master water shutoff valve, shut off water valves by hand at foot of chair.
- Remove and clean slow speeds and motors from delivery unit hoses.
- Remove all handpieces, lubricate and sterilize.
- Turn off all power to dental units.
- Clean dental chair upholstery with a mild soap - do not use an alcohol based cleaner
- If you do not have a water bottle we recommend you come in once a week to flush the lines or have Dentapure installed prior to leaving so you do not have to come in

CAD/CAM

- Perform manufacturer recommended cleaning procedure for mill, and unplug unit and empty out water tray (if applicable).

Technology

- Run or perform a backup of server.
- Turn off computer peripherals such as scanners, speakers and desktop printers.
- Do Not Turn Off
 - Fax machines
 - Phones
 - Servers and backup drive systems
 - Security systems

Sterilization – Lab

- Follow manufacturer recommended cleaning on sterilizers.
- Drain all sterilizer water reservoirs – If possible suction out reservoirs where needed with HVE.
- Unplug sterilizers to avoid any power surges.
- Run water through model trimmer to avoid plaster buildup, flush extra water through drain, and hand shut-off water inlet valve.
- Drain ultrasonic cleaner and remove any instruments.
- Run sink tap for plaster trap for a couple of minutes
- Hydrim users should run shipping cycle

Imaging

- Turn off all x-rays and unplug conebeam/panoramic units.
- Remove all hand held x-ray batteries from charging cradles.
- Processors need to be drained of developer/fixer fluid

What to do while you are closed:

- Someone should be coming into the office once a week to run vacuum and compressor - run for at least 15 min

What to do when you get back:

- Turn on master water valve, compressor, vacuum (turn water on first)
- Fill sterilizer tank
- Refill ultrasonic and Processor
- Turn on dental units
- Flush water through all handpiece and syringe lines 2 minutes
- Allow up to an hour for equipment to warm up
- Always listen for any air and vacuum leaks

Henry Schein's goal is to partner with you during this time and when business returns to normal, we look forward to continuing to work closely with you as you deliver dental care to your patients.

If your office remains open for routine or emergency care, our Technical Service Team is available to you should the need for technical service arise. To submit a technical service request, you can email servicerequests@henryschein.com with your office details and what is needed and a Team Schein Member will contact you to schedule.