



To Our Valued Solmetex Customers,

Every dentist knows that having a functioning mechanical room is critical to every successful dental practice. While you focus on your patients, the last thing you need to worry about is the equipment that keeps your office running efficiently. This has never been truer as practices begin to re-open during the Covid-19 pandemic.

Over the past few weeks, Solmetex has continued to operate and provide the high level of customer service and support we are known for. Customer Service Professionals have been in constant contact with dentists, and we continue to answer questions and take orders from practices taking this time to upgrade or order a new NXT Hg5™ Amalgam Separator System, Collection Containers, PowerScrub™ Vacuum Line Cleaner, and our Practice Waste Solutions.

As practices prepare to re-open, and in recognition of the EPA Regulation scheduled to go into effect on July 14, 2020, we are receiving inquiries regarding re-starting the Solmetex Amalgam Separator System. Although the Solmetex Amalgam Separator System requires very little maintenance, aside from routine line cleaning and collection container changeout, we wanted to provide you with some valuable tips:

As You Reopen Your Practice:

- Following standard procedures, clean your vacuum line with PowerScrub™ Vacuum Line Cleaner, with an EPA recommended pH between 6 and 8, approved for use with all Solmetex Amalgam Separator Systems.
- If your current collection container is full, or has not been used in several weeks, replace it with a new collection container (visit <https://www.youtube.com/watch?v=WFAFuBGZH1w&feature=youtu.be>)
- In anticipation of increased patient visits, order additional Collection Containers to ensure you have ample supply to address the increase in office procedures.
- Visit the Solmetex Compliance Center (<https://www.solmetex.com/dentalcerts/login.php>) to ensure that your office is in compliance.

Should you have any questions, our Customer Service Team is here to help. Please call 800.216.5505 to talk to a Solmetex Customer Service Professional.

Stay safe...we are all in this TOGETHER!

Your Friends at Solmetex