

KaVo™ NOMAD Pro 2™

Frequently Asked Questions



The Device

What is the KaVo NOMAD Pro 2?

The KaVo NOMAD Pro 2 is the next generation of the NOMAD handheld X-ray device.

What updates were made to the NOMAD from the previous version (NOMAD Pro 2)?

The new KaVo NOMAD Pro 2 device has the following features:

1. New battery technology with industry leading capacity and reliability.
2. Innovative ergonomic handset that improves comfort and balance.
3. A refreshed appearance consistent with the KaVo Imaging Portfolio.

Why should my office buy a KaVo NOMAD Pro 2?

NOMAD is the world's most popular handheld X-ray device. With a strong history of continuous innovation and an unwavering commitment to safety, the NOMAD product line offers its newest model, the KaVo NOMAD Pro 2 that brings dental professionals industry-leading battery technology, innovative ergonomic design, and an intuitive user interface. This system delivers where it counts: sharp image quality, efficient workflow, and maximized uptime.

Safety and Use

Are NOMAD products safe?

Numerous studies have confirmed that NOMAD X-ray systems, when used properly, are safe for use in the dental office. Special internal and external backscatter shielding protects the operator, while true DC voltage and a controlled focal spot minimize the exposure to the patient. For more information on these studies, please contact KaVo Imaging Account Management at kavocomplete@kavokerr.com.

How do I get training on how to use NOMAD?

A CD, which includes training information, an electronic version of the operator manual, and other important information, is included in the box with every NOMAD device. Please ensure that all operators complete NOMAD training by reading the operator manual, viewing the information on the training CD, and then taking and passing the test prior to use. Individual states may have specific requirements for recording and maintaining training records. For details, check with your dealer or the state radiation control office.

Where are NOMAD products approved for use?

Within the United States, the KaVo NOMAD Pro 2 and its predecessors have received 510(k) clearance by the FDA. Individual states may have specific requirements for registration and use. For details, check with your dealer or the state radiation control office.

For use outside of the U.S., please contact NOMAD Support at NOMADsupport@kavo.com.

What is the warranty on the NOMAD, and how do I register my product?

All KaVo NOMAD Pro 2 devices sold in the United States come with a 1-year manufacturer warranty. To register your device with us, either mail in the warranty card that was provided with your unit, call KaVo Imaging Account Management at 1-866-340-5522 or register online at kavo.com/nomad-protection-plan.

How do I register my product with my state?

The owner is responsible for registering their device with their state. Because state registration processes for handheld X-ray devices can vary, please check with your state radiation control office for the specific process.

How do I properly clean and disinfect the NOMAD?

We recommend using CaviCide™ or CaviWipes™. Do not spray CaviCide directly onto the NOMAD. Instead, spray the liquid onto a clean, dry cloth and then wipe the unit. Please refer to the manual for further details.

Do I need to calibrate the NOMAD?

Your NOMAD was calibrated as a part of the manufacturing process and is provided “ready to go” out of the box. Periodic calibration requirements for handheld dental X-ray devices vary by state. For specific details for your device, please check with your state radiation control office. When calibration of your NOMAD is required, please call KaVo Imaging Account Management at 1-866-340-5522 to schedule your calibration appointment.

What personal protective measures should I take when using the NOMAD?

When used properly, NOMAD devices require no additional protection, such as a vest or apron, unless mandated by your state. Independent studies have shown that under proper use, operator exposure is one one-hundredth of the annual maximum set by the government for occupational safety.

Individual states may vary in their approval and requirements for handheld X-ray devices, including storage, use of protective vests, and dosimetry badges or rings. Check with your dealer or the state radiation control office for details.

Bystanders should maintain at least 6 feet from the X-ray by following local radiation safety regulations to avoid undue exposure.

What imaging media can be used?

NOMAD devices work equally well with film, digital media and phosphor plates. Exposure times will vary with the media used.

Service

Who do I call if I experience an issue with my NOMAD?

For questions and concerns, please contact KaVo Imaging Account Management at 1-866-340-5522. To start, the account manager will ask you for your information as well as the serial number of your NOMAD which is located on the underside of the tubehead.

Is there a recommended time interval when I should get my product serviced?

Different states may have periodic requirements for servicing and/or calibration. For details specific to your device, please check with your state radiation control office. When servicing or calibration of your NOMAD is required, please call KaVo Imaging Account Management at 1-866-340-5522 to schedule service.