

Maintenance

Regular maintenance and care for your MLS laser equipment will ensure its longevity and optimal performance.

By investing time and effort into taking care of your MLS laser, you can extend its lifespan and derive greater value from your purchase.

Regular maintenance involves a few simple yet essential steps.

1. It is crucial to keep your MLS laser **clean and free from dust** or debris. This can be achieved by using a soft cloth to wipe the external surfaces and ensuring that the vents are not blocked.
2. Pay attention to the recommended **maintenance schedule** attached. This includes cleaning and checking.
3. Treat the laser with **care and store** the MLS laser in a suitable environment, away from extreme temperatures or excessive moisture.

By following these maintenance practices, you will optimise the performance and lifespan of your MLS laser, ensuring years of reliable operation and satisfactory results.

Repairs

Your laser is a machine like any other and may need to be fixed. Here are the steps when you encounter a problem.

1. Refer to the **user manual** to see if you can find out what is wrong. It is a great reference. Most problems are easily fixed.
2. Take photo of any error message, or video of laser in use showing the problem. In describing the problem, please document as much as possible so we can best help.
3. Send information via email samantha@digitaldental.com.au or SMS to 0429 420 988.
4. Contact our office (as per information below) once you have done this. We will see if we can advise immediate solutions or whether it needs to be sent to Technician for repair.

We understand the importance of uninterrupted laser treatments for your patients and the inconvenience caused by being without your MLS laser.

We are pleased to offer a **Loaner Laser Program**, where you can rent a replacement laser while your equipment is being serviced. This is subject to availability, and we only have a small number of lasers we can offer. We will make every effort to help.

Contact

Should you have any further questions or require assistance with maintenance procedures, please do not hesitate to reach out to our support team. We are here to ensure that your MLS laser continues to serve you effectively for years to come.

- samantha@digitaldental.com.au
- (07) 3040 3031
- 0429 420 988

MLS[®] Laser Maintenance Guide

Maintenance Schedule

Daily

- Keep unit clean and uncontaminated.
- Do all cleaning when the unit is switched off and the power cable is disconnected.
- Never use alcohol or detergent to wipe down the laser – only use hospital grade anionic neutral detergent wipes.
- Be careful not to scratch or damage the light emitting diodes as this will affect the therapeutic benefit of the laser.
- For more details see section 9 Maintenance of your User Manual.

Weekly

- Check the air filter in the handpiece. Clean if necessary.
- Wipe over laser including trolley, wheels and arm.

Monthly

- Check the casing, screen, and power cord for damage.
- Clean the unit, handpiece, multi-diode applicator and in particular, the optics of the applicators, with a soft cloth dampened in non-flammable, non-alcoholic disinfectant detergent. Use a clean cloth. Be careful not to contaminate the optic unit with detergents or disinfectants during the cleaning process.
- The battery should be charged, discharged, and charged again every month.

Annually

Annual maintenance should be performed by qualified personnel authorised by the manufacturer:

- Check the electrical safety of the device (resistance of protective conductor, leakage current etc) [you may engage a qualified electrician instead - to test and tag your device annually along with your other equipment].
- General check-up of the device.
- Inspect the power cord, replace it if it shows signs of wear.
- Check output of the laser sources (optical diodes).

MLS® Laser Maintenance Guide

ASA authorised service technicians

ASA have trained technicians at these companies:

Laser Service Medical

stevie@laserservices.com.au

www.laserservices.com.au

Unit 3, 88 Spencer Road

Nerang Qld 4211

07 5596 1421

Laser Technics

info@lasertechnics.com.au

www.lasertechnics.com.au

PO Box 6061

Silverwater NSW 2128

02 8958 9662

OHM Biomedical Engineering

sovit@ohmbiomedical.com.au

www.ohmbiomedical.com.au

3 Lowe Drive

Doreen VIC 3754

03 9115 7464

Innovative Medical Solutions (WA)

jason@innovativemedical.com.au

www.innovativemedical.com.au

Unit 8, 9 Merino Entrance

Cockburn Central WA 6164

1300 884 612

Annual Service

Service: Send Away or In-Clinic

We recommend you schedule an annual service of your machine with an expectation you may be without it for about a week. You should do this annually. It does not have to be exact, but you should schedule it around your personal and clinical commitments.

For **most models**, you can send your laser away to be serviced.

For best results, we advise the following:

1. Contact service company to schedule your service.
2. Clarify any fees for service directly with the service provider.
3. Plan your service to match clinic's schedule for optimal timing.
4. Send your machine directly to the service company. Ensure appropriate insurance for your device.
5. Ensure you have appropriate insurance for whatever shipping method you choose.
6. Take photo of your laser packed and ready for shipping (precaution).

If you need to schedule a service technician to attend at your clinic. Any of our service providers can arrange for a technician to travel to you. Technician's travel time will be added to cost of servicing. Fees for service should also be discussed directly with the service provider.

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General Information

ASA Laser Warranty and Repair Information

ASA provide a 24 month/2-year warranty on all lasers and appliances. In addition, Heal with Laser complies with your rights under the Australian Consumer Law.

Should your laser develop any malfunction during the guarantee period due to faulty materials or manufacture, ASA will replace or repair it at their discretion. Steps to follow:

1. Report problem to Heal with Laser.
2. We will confirm with ASA if something is covered under warranty.

Warranty does not cover misuse or negligent handling, and normal wear and tear. Similarly, your warranty does not cover freight, or any other costs incurred in making a claim.

Refer to the documents provided with your laser for a full copy of ASA's Replacement or Repair Guarantee.

Insurance

Customers are responsible for their own practice and equipment insurance. Any accidental damage or other issues that would normally be covered by your insurance are not covered by warranty.

Annual Service

Please note annual service costs are not covered under warranty. Annual service inspection will check your laser mechanically and will also check laser output.

Safety Glasses

Safety glasses should be treated with the same care as prescription glasses. Any scratching or damage to the protective film on the lenses will render them unsafe to use with the laser.

We recommend cleaning with a quality lens cleaner and drying with a soft, clean, microfibre cloth to remove any residue.

You can purchase additional glasses directly from us.

Battery

Please note the battery is subject to usual wear and tear and will need to be replaced from time to time.

1. The device should not be left for long periods with a flat battery (no more than 2 months). To increase battery life, avoid deep discharge and recharge.
2. The User Guide provides a complete description about caring for the unit's rechargeable battery. The battery can be charged and discharged hundreds of times but will eventually need to be replaced depending on use.