

# IMS™ Cassettes Troubleshooting Guide

## Experiencing issues with your IMS™ Cassettes?

Review this document to find common problems and how to prevent them from occurring.

PROBLEM	CAUSE	PREVENTION
<b>Spotting</b>	Insufficient rinsing after ultrasonic cleaning	<ul style="list-style-type: none"> <li>Rinse thoroughly under steady stream of water for 30 seconds. Use distilled water if possible</li> </ul>
	Insufficient drying after ultrasonic cleaning	<ul style="list-style-type: none"> <li>Rinse with hot water</li> </ul>
	Not changing ultrasonic solution	<ul style="list-style-type: none"> <li>Solution should be changed at least once a day. Always follow Instructions for Use.</li> </ul>
	Sterilizer has not been cleaned	<ul style="list-style-type: none"> <li>Follow manufacturer's guidelines for maintenance and cleaning</li> <li>Use only distilled water for reservoir</li> </ul>
<b>Rust</b>	Corrosion from carbon steel instruments spreads to stainless steel instruments	<ul style="list-style-type: none"> <li>Separate stainless and carbon instruments</li> <li>For carbon steel instruments: Dip in pre-sterilization solution as suggested by sterilizer manufacturer</li> </ul>
	Abrasion can destroy the chromium/oxide surface	<ul style="list-style-type: none"> <li>Lubricate joints and lock area</li> </ul>
	Sterilizer not clean	<ul style="list-style-type: none"> <li>Follow manufacturer's guidelines for maintenance and cleaning</li> </ul>
<b>Pitting</b>	Chemical attack on instruments	<ul style="list-style-type: none"> <li>Rinse and dry instruments thoroughly</li> <li>Use approved cleaning and sterilization solutions only, never use household bleach or stain and tartar remover</li> </ul>
	Chlorides (water leakage from water softener or additives containing chlorides)	<ul style="list-style-type: none"> <li>Use demineralized or distilled water in final rinse.</li> </ul>
	Organic residues (blood, saliva, sweat)	<ul style="list-style-type: none"> <li>Use approved cleaning and sterilization solutions only. Never use bleach, tartar or cement remover</li> </ul>

PROBLEM	CAUSE	PREVENTION
<b>Staining   Resin Cassettes</b>		
<b>Black/ Purple</b>	Amalgam left in carrier	<ul style="list-style-type: none"> <li>Thoroughly remove amalgam or other compounds from the instrument prior to processing</li> <li>If carrier is plugged, sterilize separately and unplug while carrier is warm</li> </ul>
	Contact with ammonia	<ul style="list-style-type: none"> <li>Use only proper and approved cleaning agents and rinse thoroughly</li> </ul>
<b>Green</b>	Chrome breakdown of instruments	<ul style="list-style-type: none"> <li>Inspect instruments and replace those with cracked handles or peeled plating</li> </ul>
<b>Yellow/ Brown</b>	Sterilizer has not been cleaned	<ul style="list-style-type: none"> <li>Change reservoir water once a week</li> <li>Regularly clean chamber and filters according to manufacturer's instructions</li> </ul>
	Normal use discoloration	<ul style="list-style-type: none"> <li>Every 6 months soak resin cassettes (without instruments and not in the ultrasonic) in 2 cups bleach to 1 gallon of water for 5 to 30 minutes</li> </ul>
<b>Brown/ Blue</b>	Sterilizer has not been cleaned	<ul style="list-style-type: none"> <li>Regularly clean chamber and filters according to manufacturer's instructions</li> </ul>
<b>Turning Matte Gray</b>	Excessive lime in water	<ul style="list-style-type: none"> <li>Use demineralized or distilled water for softened water in cleaning stage</li> </ul>
	Cement remover has been in contact with instruments	<ul style="list-style-type: none"> <li>Wipe off cement removers prior to placing in an automatic washer</li> </ul>
<b>Cassette Issues</b>		
<b>Broken Hinges</b>	Overloading/ improperly placed instruments	<ul style="list-style-type: none"> <li>Instruments should not protrude from cassette</li> <li>Only light force is needed to close the cassette</li> </ul>
	Improperly placed rails	<ul style="list-style-type: none"> <li>Do not reposition cassette rails</li> </ul>
<b>Wet Packs</b>	Insufficient drying before or during sterilization	<ul style="list-style-type: none"> <li>Thoroughly dry cassette after cleaning, before wrapping</li> <li>Do not open autoclave door during dry cycle</li> </ul>
	Improper loading of cassettes in sterilizer	<ul style="list-style-type: none"> <li>Do not overpack sterilizer</li> <li>Do not stack cassettes on top of each other</li> <li>Always use sterilizer's cassette rack</li> </ul>

# IMS™ Cassettes Troubleshooting Guide

## Reprocessing Do's and Don'ts

### DO!

- ✓ Wear utility gloves when handling contaminated cassettes and instruments.
- ✓ Change the ultrasonic solution at least once a day or when visibly soiled. Dirty solution harbors particles that may inhibit efficient cleaning process.
- ✓ Wipe off cement residue, glass ionomer and/or other heavy debris at chairside immediately after use.
- ✓ Use Enzymax™ products when cleaning IMS™ Cassettes and instruments for best results.
- ✓ Sharpen instruments at chairside after sterilization and before a procedure. Sharpening Stones can be processed along with instruments in the IMS™ Cassette.
- ✓ Autoclave utility gloves in separate sterilization pouches.

### DON'T!

- ✗ Let instruments protrude from cassettes.
- ✗ Overload the cassette. If there is resistance when closing cassette, stop. Remove excess items and repeat the closing process. Forcing cassette to close under stress may inhibit future performance.
- ✗ Reprocess mixed metals in the same cycle.
- ✗ Reposition the location of the rails in cassettes. Improper rail location may cause undue stress on the cassette and can damage it.
- ✗ Use IMS™ Autoclave Wrap in dry heat sterilization.
- ✗ Run ultrasonic unit or steam autoclave without water.

For more information visit [HuFriedyGroup.com](https://www.hufriedygroup.com)

Hu-Friedy Mfg. Co., LLC, 1666 E. Touhy Ave., Des Plaines, IL 60018 | [HuFriedyGroup.com](https://www.hufriedygroup.com)  
All company and product names are trademarks of Hu-Friedy Mfg. Co., LLC its affiliates or related companies, unless otherwise noted.  
©2022 Hu-Friedy Mfg. Co., LLC. All rights reserved. IMS-375/0322