

a dec a dec ashboard A-dec Connect to what's next. OFFLINE EQUIPMENT Create account

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For required regulatory information and the A-dec warranty, see the *Regulatory Information, Specifications, and Warranty* document (p/n 86.0221.00) available in the Resource Center at www.a-dec.com.



For quick access to this document online, scan, tap, or click this QR code, which points to: a-dec.com/regulatory-guide.

Product Service

Product service is available through your local authorized A-dec dealer. For service information, or to locate an authorized dealer, contact A-dec at 1.800.547.1883 in the USA and Canada or +1.503.538.7478 worldwide, or visit www.a-dec.com.

Software Versions Covered in This Document*

The contents of this document are accurate to the software version listed below.

Models	Versions
A-dec+ Mobile Application	01.00.00
A-dec+ Web Application	n/a
DS7 System Software	00.04.140
CP5i/CP5 Software Driver	0.7.109

^{*} Some product models, versions, and options in this document may not be available in certain regions.

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A-dec+ Software Platform Instructions for Use Introduction

Introduction

Overview

Requirements

A-dec+ is a software platform that enables you to manage equipment and upgrade equipment software (some models) in a single practice or across a multi-clinic organization.

The Ethernet and Wi-Fi networking capability needed to access A-dec+ is built-in to A-dec 500 Pro delivery systems and can be added to other A-dec delivery systems and chairs by connecting an A-dec+ Gateway to those systems. The A-dec+ functionality available depends on the delivery system and chair.

Supported Delivery Systems and Chairs

A-dec+ can be used with A-dec delivery systems and chairs that use A-dec's DCS communication system (products introduced after 2004). Some earlier systems with upgraded power supplies can also work with A-dec+, although they will have limited features.

Network Requirements

A-dec+ requires one of the following networks to operate:

- Ethernet 10/100BaseT
- Wi-Fi 802.11a/b/g/n/ac

A-dec 500 Pro delivery systems have Ethernet and Wi-Fi built in. For A-dec 300 Pro delivery systems and older A-dec equipment, an A-dec+Gateway is required to use A-dec+.

A-dec+ Software Platform Instructions for Use Introduction

Mobile Devices Supported

You access A-dec+ using either an app on a mobile device, such as a phone or a tablet, or with a web browser. A-dec+ supports the following mobile operating systems:

- Android Version 10 or later
- iOS Version 16 or later

Web App Requirements

If you won't be using a mobile device to access A-dec+, you can use a PC or Mac web browser to access A-dec+. A-dec+ supports the following web browsers:

- Google Chrome
- Microsoft Edge
- Mozilla Firefox
- Apple Safari

Connect to A-dec+

Download the Mobile App

Access the Web Portal

There are three tasks to complete before you can use A-dec+.

- 1. Create an A-dec+ user account.
- 2. Configure your A-dec 500 Pro delivery system or A-dec+ Gateway to access the clinic network (Ethernet or Wi-Fi).
- 3. Register your A-dec products in your A-dec+ user account.

To complete this process, you will need:

- 1. Your mobile phone or tablet (running Android or Apple iOS) or a PC.
- 2. Your installed equipment, powered on.
- 3. Ethernet or Wi-Fi network connection. If you choose Wi-Fi, have your SSID and password ready.

To create an account or view your A-dec+ user account, download the A-dec+ mobile app from the Google Play Store or from the Apple App Store.

To view your A-dec+ user account, you can also use a browser on your personal computer or mobile device. Go to: www.a-dec.com, and click on the link to the A-dec+ web portal. You can also enter app.plus.a-dec.com into the browser.

Create An Account



1. Launch the A-dec+ app on your mobile device or navigate to A-dec.com and click on the link to the web portal.





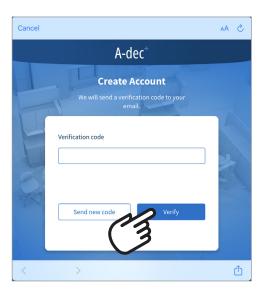
2. Select **Create account** on the mobile app or **Sign up now** in the web portal.



3. Select the type of account you want to create. If you don't know which type of account is best for your practice, select **Compare account types** to learn about the types of accounts.

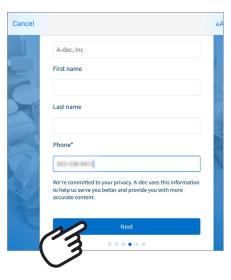


4. To create an account, you must verify your email address. To verify your email address, enter your email address and select **Next**. The system will send a verifcation code to the email address you enter.



5. Check your email and enter the verification code from the email and click **Verify**.





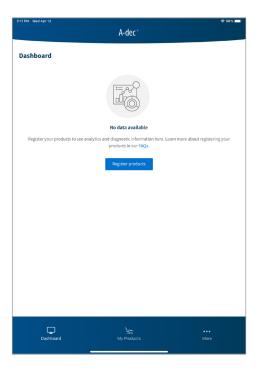
6. Enter your account information. Items with an asterisk are required. Once you have entered your information, select **Next**.



7. Enter the requested information. When you finish entering the information, select **Next**.



8. Enter a password. Check the box to accept the A-dec Terms of Service. To complete the account creation procedure, select **Create account**. After you select Create account, you will receive a welcome email from A-dec.



After your account is created, the A-dec+ app displays the Dashboard for your account.

If you created a Group account, your next step is to connect a clinic account to your group account. Continue with **Connect a Clinic Account to a Group Account** on page **10**.

If you created a Clinic account, the next step is to register your products. Continue with **Register Products** on page **16**.

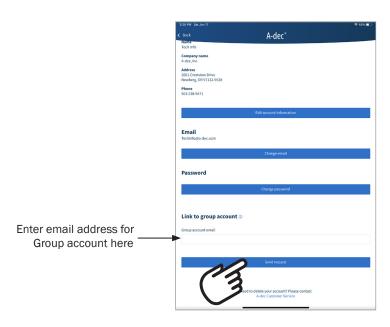
Connect a Clinic Account to a Group Account



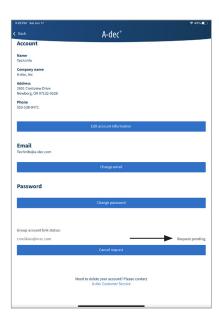
If you created a Group account, you will need to connect a Clinic account to your Group account before you can see any information about the clinic products. You connect a Clinic account to a Group account by requesting a link to the Group account from the Clinic account. The request must be accepted by the Group account for the link to be established.

To connect a Clinic account to a Group account:

1. Sign in to the Clinic account and go to the **More** screen. On the More screen, select **Account**.



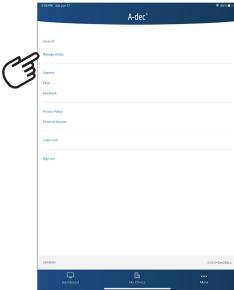
- 2. On the Account screen, look for **Link to group account**. In the text entry box, enter the email address for the Group account that you want to link your clinic account to.
- 3. Select **Send request** to submit your link request.



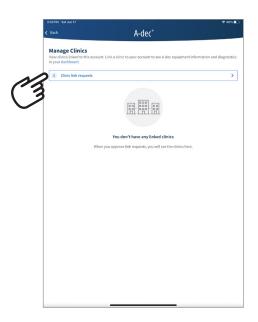
After you submit your link request, the screen will update showing that the request is pending and offers you the ability to cancel the request.



4. Sign in to the Group account you want to link your Clinic account to. Select the **More** screen.



5. On the **More** screen, select **Manage clinics**. This will display the **Manage Clinics** screen.



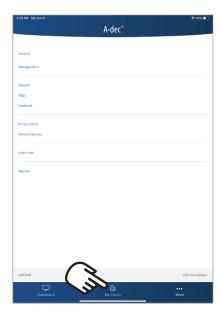
6. On the **Manage Clinics** screen, there will be a listing for the Clinic link request you submitted. Select **Clinic link request**.



7. Select **Accept** to approve the link request.



8. The screen will change to show information about the linked clinic. Select **Back** to leave the **Manage Clinics** screen. This will return you to the **More** screen.



9. On the **More** screen, select **My Clinics** to view details about a linked clinic.



10. On the **My Clinics** screen, select the name of the linked clinic. This will display product information for the linked clinic.





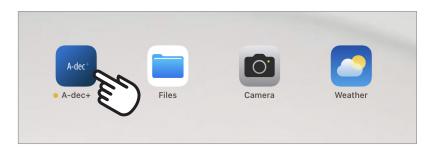
11. From the linked clinic screen, you can view an overview of product status or details about registered products by selecting **Overview** or **Products**.

Register Products

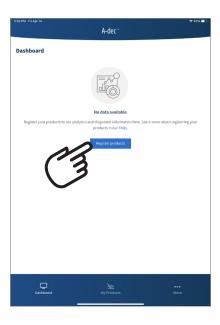
The following procedures describe how to register a product to your A-dec+ Clinic account (you can't register products from a Group account). The procedure varies slightly depending on whether your product connects to the clinic network by Ethernet or by Wi-Fi. A-dec 500 Pro systems can connect to the clinic network directly by Ethernet or Wi-Fi. A-dec 300 Pro or older systems connect to the clinic network through the Gateway. The Gateway can connect to the clinic network by Ethernet or Wi-Fi.

Select the following procedure based on the type of network your product will be connecting to.

Register Products via Ethernet Network

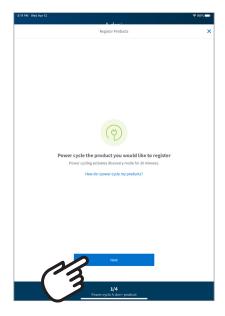


1. Select the A-dec+ icon and sign in, if necessary.





2. On the Dashboard screen, select **Register products**, if this is the first product you are registering. If you have already registered a product, select the **+** icon at the top-right of the screen to register another product.



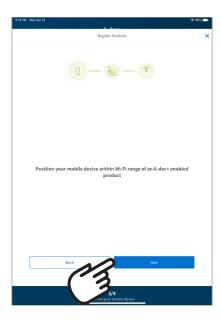
3. Power cycle the product you wish to register. This places the product into Discovery mode, so it can be seen in your mobile device's list of available networks. Select **Next**.

If you aren't sure how to power cycle the product, select the **How do I** power cycle my products link.

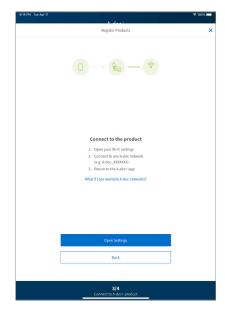


NOTE If your A-dec+ Gateway is powered by an external power supply rather than the chair circuit board, you will need to disconnect the Gateway from the power supply and reconnect it to power cycle the Gateway.

Devices that have not been registered will stay in Discovery mode for 30 minutes after being power cycled.



4. Place your mobile device near the product to be registered. Select **Next**.



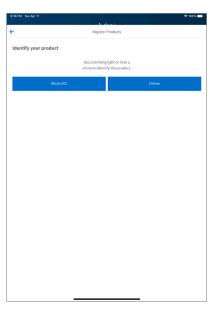
5. Open your mobile device's Wi-Fi Settings and look for the list of networks available.



6. In the list of networks, select one of the **A-dec_DS7...** (A-dec 500 Pro system) or **A-dec_GTW...** (A-dec+ Gateway connected system) networks. When the mobile device indicates it is connected to the selected network, return to the A-dec+ app.



7. The A-dec+ app will show that you are now connected to the selected device. To verify you are connected to the device you want to register, select **Need to identify which A-dec+ product you are currently connected to?** link.



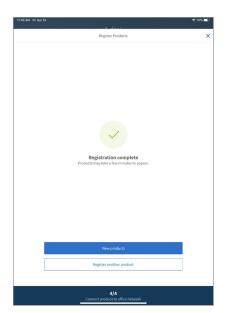
- Select either Blink LED or Chime to identify the product you are connected to. If you are not connected to the correct product, select the arrow at the top-left of the screen to return to the previous screen.
- Return to the mobile device Wi-Fi settings and select a different A-dec product from the list of available networks. Once your mobile device is connected to a different product, return to the A-dec+ app and check that you are now connected to the correct product. Repeat as needed until you are connected to the correct product.
- When you are connected to the correct product, select the arrow at the top left to return to the previous screen.

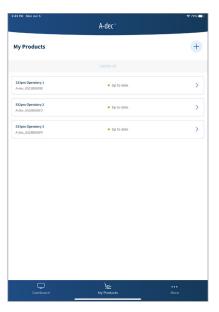


8. You can enter a custom name for the product if you wish (you can also enter or change a custom name later after the product is registered). When you are ready for the next step, select **Next**.



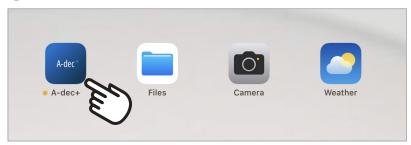
The app will display **Setting up registration** while the process continues.



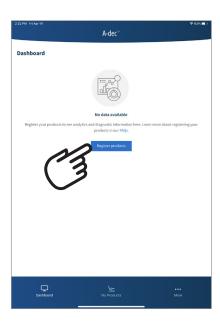


Once registration is completed, the **Registration complete** screen appears. Select **View products** if you are done registering products or select **Register another product** to continue registering additional products. Selecting **View Products** displays the **My Products** screen. It may take up to a minute for a product to appear in the **My Products** screen after registration is complete. If you are finished registering products, continue with **View Equipment Status** on page **29**.

Register Products via Wireless Network

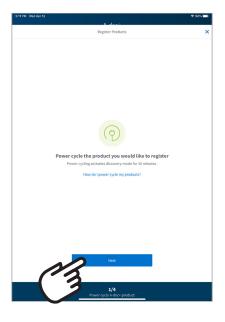


1. Select the **A-dec+** icon and sign in, if necessary.





2. On the Dashboard page, select **Register products** if this is the first product you are registering. If you have already registered a product previously, select the + icon at the top-right of the screen to register another product.



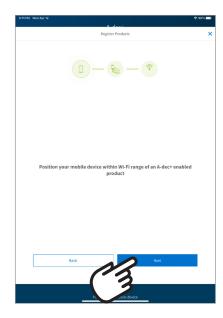
3. Power cycle the product you wish register. This places the product into Discovery mode, so it can be seen in your mobile device's list of available networks. Select **Next**.

If you aren't sure how to power cycle the product, select the **How do I power cycle my products** link.



NOTE If your A-dec+ Gateway is powered by an external power supply rather than the chair circuit board, you will need to disconnect the Gateway from the power supply and reconnect it to power cycle the Gateway.

Devices that have not been registered, will stay in Discovery mode for 30 minutes after being power cycled.



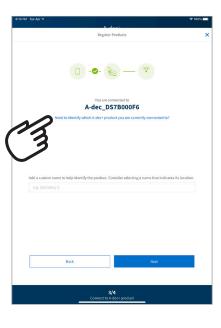
4. Position your mobile device near the product to be registered. Select **Next**.



5. Now you will connect to the product you want to register over Wi-Fi. Go to your mobile device's Wi-Fi Settings and look for the listing of networks available.



6. In the list of networks, select one of the **A-dec_DS7...** (A-dec 500 Pro system) or **A-dec_GTW...** (A-dec+ Gateway) entries. When the mobile device indicates it is connected to the selected network, return to the A-dec+ app.



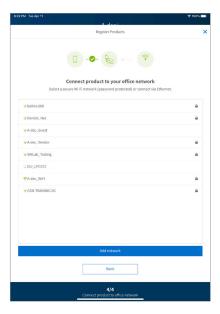
7. The A-dec+ app will show that you are now connected to the selected product. If you are unsure which product the mobile device is connected to, select the **Need to identify which A-dec+ product you are currently connected to?** link.



- Select either **Blink LED** or **Chime** to identify the product you are connected to. If you are not connected to the correct product, select the arrow at the top-left of the screen to return to the previous screen.
- Return to the mobile device Wi-Fi settings and select a different A-dec product from the list of available networks. Once your device is connected to a different product, return to the A-dec+app and check that you are now connected to the correct product. Repeat as needed until you are connected to the correct product.
- When you are connected to the correct product, select the arrow at the top left to return to the previous screen.



8. You can add a custom name for the product if you wish (you can also add or change a custom name later after the product is registered). When you are ready for the next step, select **Next**.



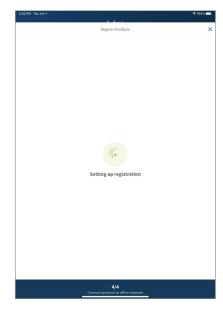
9. A window listing the available wireless networks will appear. Select the wireless network to which you wish to connect the product.



NOTE The A-dec+ app will not connect to all networks. If a network does not require a password, the A-dec+ app will display the network name in gray text at the bottom of the list and it will not connect to the network.

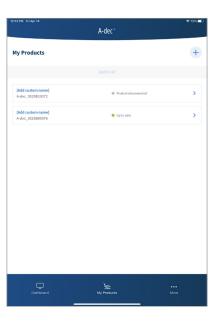


10. Enter the password for the selected network and select **Connect**.



The mobile app will display **Setting up registration** while the process continues.



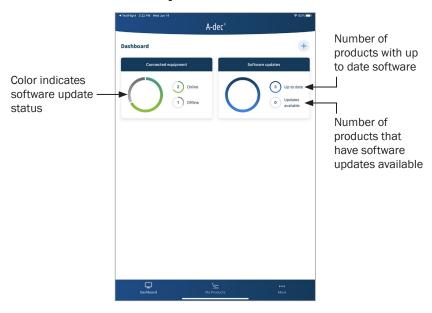


Once registration is completed, the **Registration complete** screen appears. Select **View products** if you are done registering products or select **Register another product** to continue registering additional products. Selecting **View Products** displays the **My Products** screen. It may take up to a minute for a product to appear in the **My Products** screen after registration is complete. If you are finished registering products, continue with **View Equipment Status** on page **29**.

A-dec+ Software Platform Instructions for Use View Equipment Status

View Equipment Status

View Software Update Status



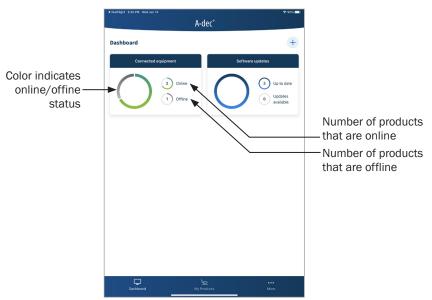
Select the **Dashboard** screen to quickly check the status of your registered products. In the **Dashboard** screen, you can see at a glance if software updates are available and if your products are online or offline.

The **Software updates** window indicates whether software updates are available in two ways. If the large circle color is all blue, all registered products have up to date software. If the circle is a mix of blue and gray, there is a software update available.

The top small circle on the right of the **Software update** window shows how many products are up-to-date. The bottom small circle shows how many registered products have a software update available.

A-dec+ Software Platform Instructions for Use View Equipment Status

View Connected Equipment Status



The **Connected equipment** window indicates whether registered products are online or offline.

The **Connected equipment** window indicates the online/offline status of products in two ways. If the large circle color is all green, all registered products are online. If the circle is all gray, all products are offline. If the circle is a mix of green and gray, some products are online and some products are offline.

The top small circle on the right side of the **Connected equipment** window shows how many products are online. The bottom small circle shows how many products are offline.

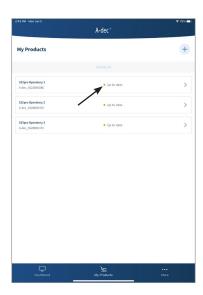
View Product Analytics and Diagnostics

View Product Analytics



You can view analytic information about your products on the **My Products** screen.

1. To view the analytics for a product, select My Products.





The My Products screen shows the software update status and the online status of each registered product.

View Product Details and Diagnostics



1. To view product details and diagnostics, select the product on the **My Products** screen. This displays the product page.



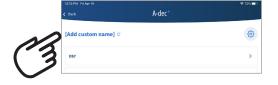
2. On the product page, you will see a listing of the subsystems associated with the product. Select the subsystem you want to know more about.



3. The product details page provides **General Information** at the top about the selected product, such as serial number and software version number. The product details page also displays diagnostic information under **Status** for service technicians.

Customize the Product Name

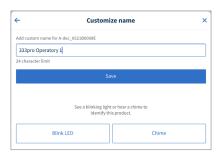
You can customize the name for a product that appears on the **My Products** screen. For example, you could set the product name to specify the model and its location, such as 333pro Operatory 1.



1. On the **My Products** page, select [**Add custom name**] or the current custom name for the product that you want to customize or rename. This displays the **Customize name** dialog window.



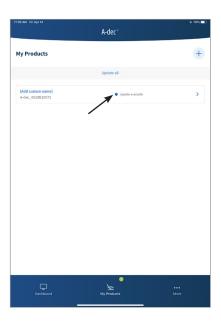
2. To confirm you have selected the product that you wish to rename, select either Blink LED or Chime to identify the product you selected. If you are not connected to the correct product, select the X at the top-right of the window to close the Customize name window. From the product details window, select Back. From the My Products page, select a different product. Select Add custom name from the product details window to return to the Customize name window.



3. Once you have confirmed you have selected the right product, type a custom name for the product. There is a 24 character limit for the name. Select **Save** to save the new name. Select the **X** at the topright of the window to close the **Customize name** window.

Update the Product Software





When a software update is available for a product, the **Software Updates** window on the **Dashboard** screen indicates that an update is available. A small green icon also appears near the **My Products** icon at the bottom of the screen.

You run the software update from the A-dec+ app. A software update is initiated from the product details screen in **My Products**.

To update the software on your A-dec 500 Pro or A-dec 300 Pro system, follow the procedure below appropriate for your system.

Update Software on A-dec 500 Pro Systems37

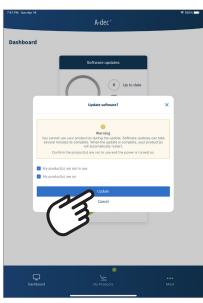
Update Software on A-dec 300 Pro Systems40

Update Software on A-dec 500 Pro Systems



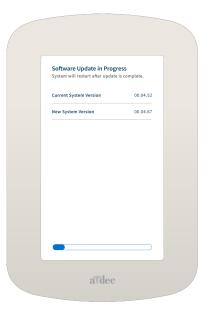
You can initiate a software update from the mobile app or from the DS7. The following procedure shows how to update the software from the mobile app. To run the software update from the DS7, go to **Settings** > **System Information** > **System Diagnostics** > **Device & Software Versions**.

1. In the mobile app, select the product on the **My Products** page. This will display the **Update software** dialog window.



2. To continue with the software update, you have to select each of the checkboxes confiming that you are not using the equipment and that the product is on. Once you have checked off the questions, select **Update** (which is dimmed until you select the checkboxes).

The software update can take 10 minutes to complete, including a restart of the product. Do not turn off the power during the software update.



After you select **Install**, the DS7 displays the progress of the software update.

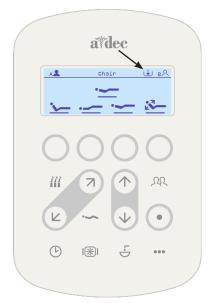


When the software update is completed, the DS7 displays a message informing you that the system will restart shortly.



After the system restarts, it displays a message informing you that the update is complete. Select **OK** to return to normal operation.

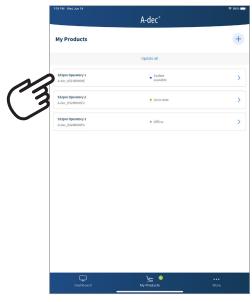
Update Software on A-dec 300 Pro Systems





When a software update is available for your A-dec 300 Pro system, you will see an icon at the top of the CP5i/CP5 control pad display and a notification within the A-dec+ mobile app.

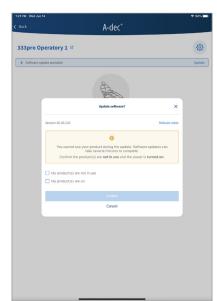
Use the following procedure to update the software on your A-dec 300 Pro system.



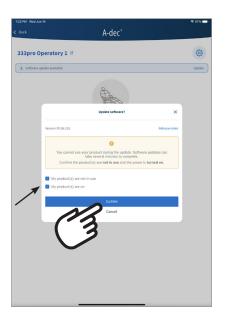
1. Select the product to update from the **My Products** screen.



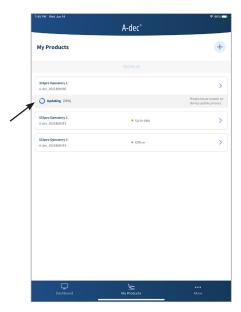
2. When you select the device that indicates a software update is available, the display shows the product info page. To update the software, select **Update**.



After selecting Update, the **Update software** dialog box appears.



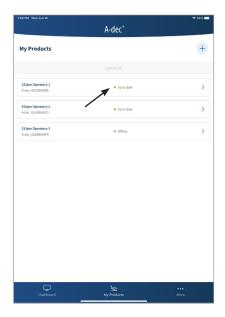
3. To continue with the software update, you have to select each of the checkboxes indicating you are not using the equipment and that the product is on. Once you have checked off the questions, select **Update** (which is dimmed until you select the checkboxes).



After you select Update, the screen changes to indicate the progress of the software update.



On the CP5i/CP5 display, the message **Update in progress, do not turn power off** appears while the software update is in progress.





When the software update is complete, the **My Products** screen updates to show the status of the updated system. You can see that the software status for the system updated now shows that the system is **Up to date**. On the **Dashboard** screen, you can see there is no longer an update (or one less update) available. The display on the CP5i/CP5 returns to the normal display.

A-dec+ Software Platform Instructions for Use Regulatory Information

Regulatory Information

A-dec+ Gateway

Product	Model
Gateway Network Device	43.0531.00

The A-dec+ Gateway device enables connection of the dental equipment to A-dec+ via Wi-Fi (Dual Band 802.11a/b/g/n/ac) and Bluetooth® 5.0 BR/EDR/LE .



NOTE To satisfy RF exposure requirements, this device and its antenna must operate with a separation distance of at least 20 cm from all persons.

Canada - ISED

Product	IC Number
Gateway Network Device	27025-ADEC430531

For indoor use only. This device complies with Industry Canada licenseexempt RSS standard(s). Operation is subject to the following two conditions:

- 1. This device may not cause interference.
- 2. This device must accept any interference, including interference that may cause undesired operation of the device.

Utilisation en intérieur uniquement. Le présent appareil est conforme aux CNR d'ISDE Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1. l'appareil ne doit pas produire de brouillage, et

2. l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

FCC ID

Product	FCC ID
Gateway Network Device	2AY33-ADEC430531

FCC Compliance

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1. This device may not cause harmful interference.
- 2. This device must accept any interference received, including interference that may cause undesired operation.

FCC CAUTION

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Compliance with FCC Requirement 15.407(c)

Data transmission is always initiated by software, which is passed down through the MAC, through the digital and analog baseband, and finally to the RF chip. Several special packets are initiated by the MAC. These are the only ways the digital baseband portion will turn on the RF transmitter, which it then turns off at the end of the packet. Therefore, the transmitter will be on only while one of the aforementioned packets is being transmitted. In other words, this device automatically discontinues transmission in case of either absence of information to transmit or operational failure.

Frequency Tolerance: ±20 ppm

This transmitter in this device must not be co-located or operated in conjunction with any other antenna or transmitter.

EU - RED

A-dec+ Gateway

Frequency of Operation

2402-2480 MHz, 5180-5825 MHz

Rated Output Power

Standard	Frequency Range	Output Power
BT/BTLE	2402-2480 MHz	5.75 mW
802.11 b, g, n	2412-2483.5 MHz	30.9 mW
802.11 an, ac	5180-5825 MHz	18.62 mW

A-dec Wireless Module

Product	Model
A-dec Wireless Module	43.0536.00

The A-dec Wireless Module device enables connection of the dental equipment to the A-dec+ via Wi-Fi (Dual Band 802.11a/b/g/n/ac) and Bluetooth 5.0 BR/EDR/LE.



NOTE To satisfy RF exposure requirements, this device and its antenna must operate with a separation distance of at least 20 cm from all persons.

Canada - ISED

Product	IC Number
A-dec Wireless Module	27025-ADEC430536

For indoor use only. This device complies with Industry Canada licenseexempt RSS standard(s). Operation is subject to the following two conditions:

- 1. This device may not cause interference.
- 2. This device must accept any interference, including interference that may cause undesired operation of the device.

Utilisation en intérieur uniquement. Le présent appareil est conforme aux CNR d'ISDE Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- 1. l'appareil ne doit pas produire de brouillage, et
- 2. l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

FCC ID

Product	FCC ID
A-dec Wireless Module	2AY33-ADEC430536

FCC Compliance

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1. This device may not cause harmful interference.
- 2. This device must accept any interference received, including interference that may cause undesired operation.

A-dec+ Software Platform Instructions for Use Regulatory Information

FCC CAUTION

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Compliance with FCC Requirement 15.407(c)

Data transmission is always initiated by software, which is passed down through the MAC, through the digital and analog baseband, and finally to the RF chip. Several special packets are initiated by the MAC. These are the only ways the digital baseband portion will turn on the RF transmitter, which it then turns off at the end of the packet. Therefore, the transmitter will be on only while one of the aforementioned packets is being transmitted. In other words, this device automatically discontinues transmission in case of either absence of information to transmit or operational failure.

Frequency Tolerance: ±20 ppm

This transmitter in this device must not be co-located or operated in conjunction with any other antenna or transmitter.

EU - RED

A-dec Wireless Module

Frequency of Operation

2402-2480 MHz, 5180-5825 MHz

Rated Output Power

Standard	Frequency Range	Output Power
BT/BTLE	2402-2480 MHz	5.75 mW
802.11 b, g, n	2412-2483.5 MHz	30.9 mW
802.11 an, ac	5180-5825 MHz	18.62 mW



IMPORTANT For electrical specifications, identification of symbols, and other regulatory requirements, see the *Regulatory Information, Specifications, and Warranty* document (p/n 86.0221.00) available in the Resource Center at www.a-dec.com.



For quick access to this document online, scan, tap, or click this QR code, which points to: <u>a-dec.com/regulatory-guide</u>.





2601 Crestview Drive Newberg, Oregon 97132 United States

Tel: 1.800.547.1883 within USA/CAN Tel: +1.503.538.7478 outside USA/CAN

www.a-dec.com

A-dec Australia

Unit 8 5-9 Ricketty Street Mascot, NSW 2020 Australia

Tel: 1.800.225.010 within AUS Tel: +61.(0).2.8332.4000 outside AUS

A-dec China

A-dec (Hangzhou) Dental Equipment Co., Ltd. Building 5, No. 528 Shunfeng Road Tangqi Town, Linping District, Hangzhou, Zhejiang, China 311100 Tel: 400.600.5434 within China Tel: +86.571.89026088 outside China

A-dec United Kingdom

Austin House 11 Liberty Way Nuneaton, Warwickshire CV11 6RZ England

Tel: 0800.ADEC.UK (2332.85) within UK Tel: +44.(0).24.7635.0901 outside UK ((



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