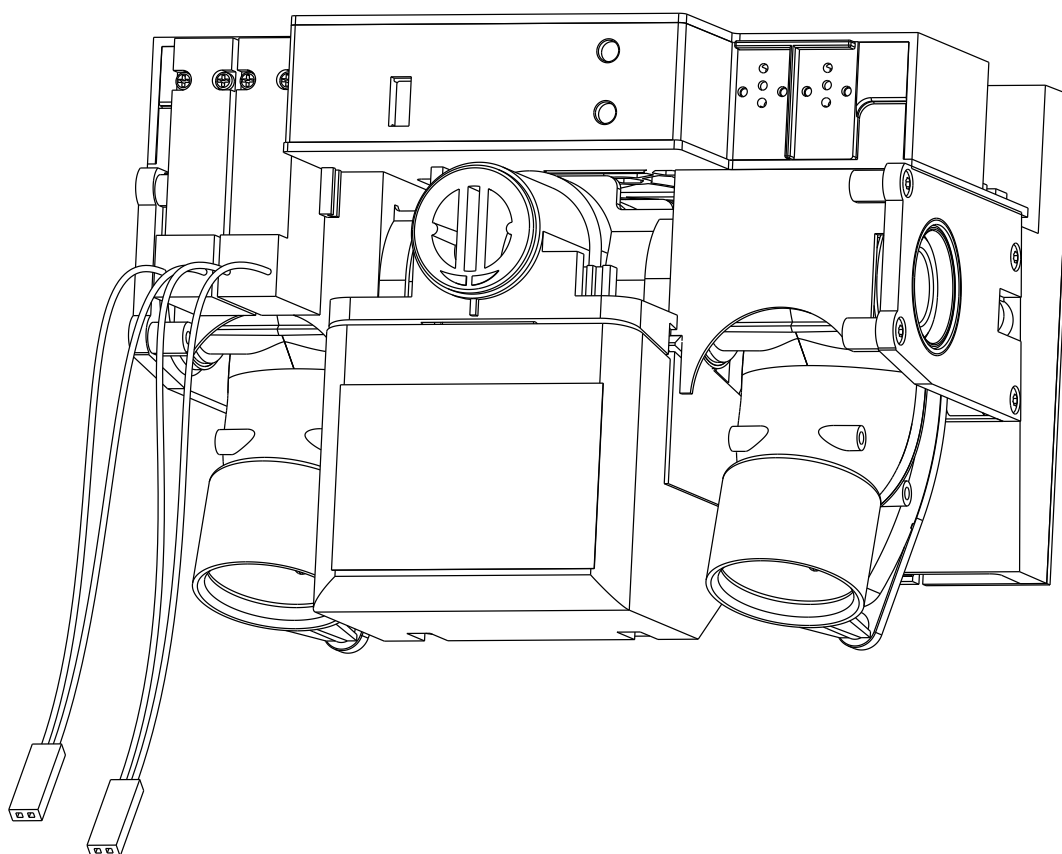


# S1 SELEKTIVSYSTEM

## Instructions for use

EN | ZK-58.215/00 | 2023-01



eIFU:  
[www.metasys.com/downloads](http://www.metasys.com/downloads)






**METASYS**  
protect what you need

## Table of contents

<b>1.</b>	<b>Notes</b> .....	<b>4</b>
1.1.	General instructions .....	4
1.2.	Explanation of the symbols .....	4
1.3.	Copyright notice .....	5
<b>2.</b>	<b>Intended use</b> .....	<b>6</b>
2.1.	Indication .....	6
2.2.	Contraindication .....	6
2.3.	Target group .....	6
<b>3.</b>	<b>Safety-related information</b> .....	<b>7</b>
3.1.	General safety-related information .....	7
3.2.	Safety instructions .....	7
3.3.	Warnings .....	7
<b>4.</b>	<b>Product description</b> .....	<b>8</b>
4.1.	Product description .....	8
4.2.	Technical data / performance data .....	8
4.3.	Type plate .....	8
4.4.	Construction .....	9
4.5.	Connections .....	9
4.6.	Connection suction line .....	9
4.7.	Functional description .....	10
<b>5.</b>	<b>Preparation for use</b> .....	<b>11</b>
5.1.	Transport and storage .....	11
5.2.	Installation requirements .....	11
5.2.1.	Assembly variants .....	11
5.2.2.	Pipe and hose connections .....	11
5.3.	Installation, assembly and commissioning .....	12
5.3.1.	Installation and assembly of optional accessories, retrofit parts and spare parts .....	12
5.3.2.	Connecting to other devices .....	12
5.4.	Electronics .....	13
5.4.1.	Main board .....	13
<b>6.</b>	<b>Use</b> .....	<b>14</b>
6.1.	Error messages .....	14
<b>7.</b>	<b>Care and maintenance</b> .....	<b>15</b>
7.1.	Regular cleaning measures .....	15
7.1.1.	Daily cleaning of the filter rake .....	15
7.1.2.	Cleaning and disinfection of METASYS handpieces .....	17
7.2.	Maintenance and service .....	17
7.2.1.	Exchange of valves and cleaning of lines .....	17
7.2.2.	Diaphragm and cover exchange knee valve .....	18
7.2.3.	Greasing the filter rake and replacing cover of knee valve .....	19
<b>8.</b>	<b>Decommissioning</b> .....	<b>20</b>
8.1.	Disassembly .....	20
8.2.	Recycling and disposal .....	20
<b>9.</b>	<b>Annex</b> .....	<b>21</b>
9.1.	Order numbers and scope of delivery .....	21
9.1.1.	Accessories, service kits, collection containers and spare parts .....	21
9.2.	Warranty conditions .....	26
9.3.	Change history .....	27

## eIFU

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		DE, EN, CS
	e-mail	<a href="mailto:ifu@metasys.com">ifu@metasys.com</a>
	Order number	ZK-58.215/00

If you would like to request a printed copy of the instructions for use, please contact us at [ifu@metasys.com](mailto:ifu@metasys.com) or use the order form at [www.metasys.com/downloads](http://www.metasys.com/downloads). A hardcopy of the instructions for use will be made available to you free of charge and within seven calendar days of receipt of the request.

## Translations

### Translation of the original instructions for use

 **Tetras GmbH**  
Sirius Business Park, Rupert-Mayer-Str. 44, 81379 Munich, Germany

## Images

The images contained in these instructions for use are for reference and may differ from the actual appearance of the product.

# 1. Notes







































## 1.1. General instructions







METASYS can only guarantee the safety, reliability and performance of the dental device if the following instructions are adhered to:

- > The product is only to be used in accordance with the instructions for use.
- > During maintenance and service work (inspection, service, repair, replacement), only use original replacement parts.
- > All manufacturer specifications for the treatment units to which the device is connected must be observed.
- > After commissioning, complete the proof of installation and send this to METASYS in order to define the warranty period.
- > All maintenance and service work must be entered into the device logbook.
- > On request by an authorised technician, METASYS will provide all documentation that may be of use to technically qualified personnel during maintenance and service works
- > METASYS accepts no responsibility for damage that may arise due to external influences (defective installation), using incorrect information, improper use of the dental device, or maintenance and service works being carried out improperly.
- > The user must familiarise himself/herself with how to operate the dental device and ensure that the dental device is in good condition each time before operating it.

Important: Read the accompanying documents of the device carefully before installation, commissioning and use and keep them for the entire service life of the product!

## 1.2. Explanation of the symbols

 CE mark	 End device ready for operation	 Use eye protection
 Medical device	 Loudspeaker	 Use mouth and nose protection
 Item number	 Sound	 Unplug from mains
 Serial number	 Inclination / slope	 General warning sign
 Manufacturer	 Maximum installation altitude	 Warning of electrical voltage
 Date of manufacture	 Blower / fan	 Information
 Follow instructions for use	 On   Off	 Download
 Follow instructions for use with reference to eIFU	 Separate collection of electrical/electronic equipment (WEEE)	 Do not cut
 Temperature limit	 Protective earthing	 Maintenance / service
 Caution / attention	 Protection class II	 Stop operation
 Beware of electric shock	 Applied part type BF	 Protect from heat / Protect from sunlight
 Humidity limit	 Mark of conformity per para. 22 section 4 Lower Saxony Building Regs	 Protect from moisture / Store in a dry place
	 Responsible for the translation	 Fragile

	Tank filled		Observe instructions for use		Package orientation at the top
	Fault on end device		Use hand protection		Stacking limit n = (quantity)
<b>CH</b> <b>REP</b>	Name and address of the authorized representative's registered office in Switzerland				

### 1.3. Copyright notice

All names and contents are protected by copyright. Distribution, duplication or alternative use of this document is only permitted with the written consent of METASYS Medizintechnik.

## **2. Intended use**

S1 selective system enables a software-controlled, selective release/interruption of the suction current of the suction tubes of the dental treatment units.

### **2.1. Indication**

Not applicable.

### **2.2. Contraindication**

Not applicable.

### **2.3. Target group**

The device shall be used by trained and qualified personnel exclusively.

### 3. Safety-related information

#### 3.1. General safety-related information

All serious incidents related to the device must be reported to the manufacturer and the competent authority of the Member State where the user and/or the patient is resident.

#### 3.2. Safety instructions

Assembly, modifications or repairs may only be carried out by authorised qualified personnel who guarantee compliance with the EN 60601-1 standard (international standard on Medical Electrical Equipment and Systems, in particular part 1: General requirements for basic safety).

The electrical installation must comply with the regulations of the IEC (International Electrotechnical Commission).

Medical devices should be handled with care with regard to electromagnetic compatibility. Special safety measures must therefore be taken.

The device is not suitable for operation in explosive areas or in flammable atmospheres.

#### 3.3. Warnings

<b>Danger</b>	Warning of a danger that will directly result in serious injury or death
<b>Warning</b>	Warning of a danger that can result in serious injury or death
<b>Caution</b>	Warning of a danger that can result in minor injury
<b>Attention</b>	Warning of a danger that can result in extensive damage to property

## 4. Product description

### 4.1. Product description

The S1 Selective System offers selective hose selection via infrared photocells, with an integrated control panel for hygiene system and amalgam separator. The movable suspension of the suction hoses also extends the reach with the same hose length and prevents the suction hoses from kinking at the connection. With a retrofit kit, it is possible to convert the S1 selective system into a fully-fledged H1 hygiene system.

### 4.2. Technical data / performance data

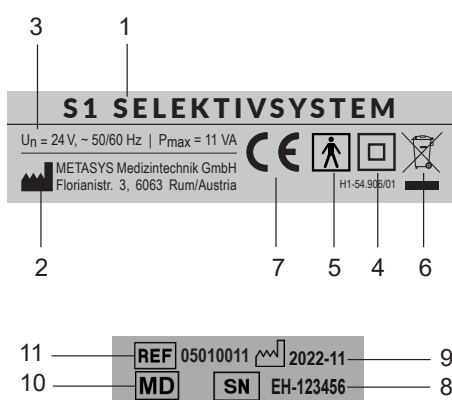
	S1 Selektivsystem
Power supply	24 V AC
Frequency	50/60 Hz
Max. current consumption	100 mA
Max. power consumption	3 VA
Max. ambient temperature	40°C
Permissible water pressure	2-4 bar (operating pressure: 2 bar)
Weight x	2,45 kg
Dimensions (H x W x D)	128 x 132 x 95 mm (without housing and hose tray)
Space requirement for installation (H x W x D)	180 x 260 x 110 mm (without housing and hose tray)
Class	MD class 1

### 4.3. Type plate

Un	24 V ~ 50/60 Hz
Pmax	3 VA



The type plate is located on the front of the housing. The serial number and date of manufacture as well as other device-related information are on a separate label on the side of the housing.



- 1 Device description
- 2 Manufacturer
- 3 Connection data
- 4 x
- 5 x
- 6 x
- 7 x
- 8 x
- 9 x
- 10 x
- 11 Item number

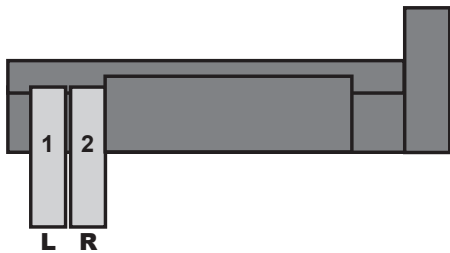
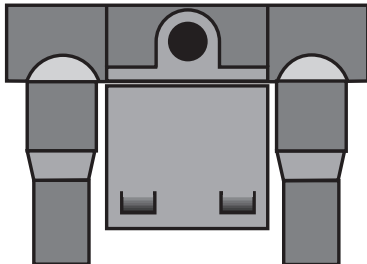
Example picture



- 12 Name and address of the authorized representative's registered office in Switzerland

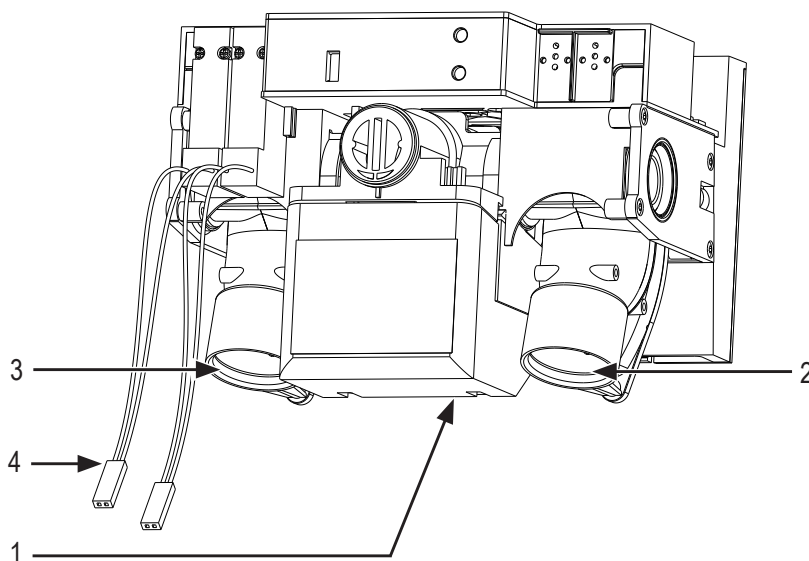


### 4.4. Construction

<p><b>Module 1</b></p>	<p><b>S1 valve block</b></p> <p>The valve block forms the “heart” of the S1 selective system. It provides control of the knee closures.</p>	
<p><b>Module 2</b></p>	<p><b>Filter housing, angle closures &amp; suction hoses</b></p> <p>The filter housing contains the filter rake, which can be removed without dripping. The angle closures (1 per suction hose) serve as a closure for the suction flow. They are rotatably suspended and form the receptacle for the suction hoses. The suction flow rate can also be adjusted on the filter housing by means of a regulator.</p>	

### 4.5. Connections

- 1 Suction line
- 2 Suction hose 1
- 3 Suction hose 2
- 4 Connection valves suction hoses



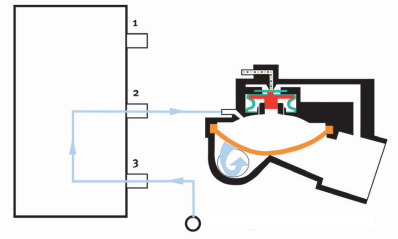
### 4.6. Connection suction line

- 1 Connection suction line

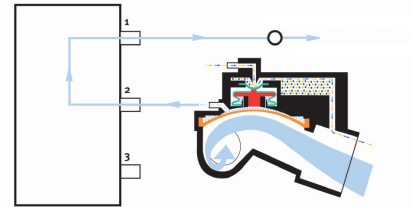


## 4.7. Functional description

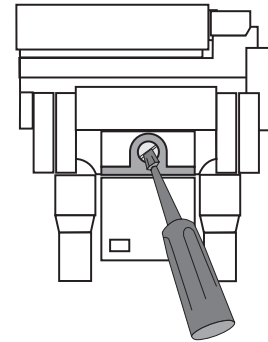
- 1** When the handpiece of a suction hose is lifted off, the respective suction flow closure membrane is opened by negative pressure through one solenoid valve each (L = left / R = right).



- 2** The suction flow closure is designed as a pipe bend and is streamlined and also insensitive to contamination.





- 3** The suction air volume can be adjusted by means of the regulator above the filter cup. A coin or a screwdriver, for example, can be used for adjustment. Please observe the markings on the suction air regulator.






## 5. Preparation for use

### 5.1. Transport and storage

The device is shipped in a cardboard box with bubble wrap. This original packaging must be used for any onward and return transport. The device must always be transported and stored in an upright position. The device must be transported to the installation site in a completely packed state. After unpacking the device, check for completeness and possible transport damage.

	Transport and storage temperature	0 °C – 70 °C
	Transport and storage humidity limitation	max. 80%

### 5.2. Installation requirements

	Operating temperature	10 °C – 40 °C
	Humidity limit	max. 70%
	above sea level	≤ 3000 m

- > The vacuum must not exceed 250 mbar (at the cannula).
- > Only 24 V AC must be connected to terminal X2 as the supply voltage.
- > The regulations of the device manufacturer must be observed.

#### 5.2.1. Assembly variants

Due to its modular design, the S1 selective system can be installed directly in the treatment unit.

#### 5.2.2. Pipe and hose connections

Can only be used with original METASYS suction hoses:

- > large suction hose: diameter 17.5 mm
- > small suction hose: diameter 11 mm

### 5.3. Installation, assembly and commissioning



Read the instructions carefully before installation and commissioning!

Meet spatial requirements see 5.2. Installation requirements

- 1 Connect the suction line
- 2 Connect the suction hoses
- 3 Connect the electrical connections (see Electronics)
- 4 Switch on the unit via the practice main switch.
- 5 Inform the dentist about product function, operation, care and warranty conditions.
- 6 Fill in the installation proof and device logbook and return them to METASYS (installation@metasys.com)

#### 5.3.1. Installation and assembly of optional accessories, retrofit parts and spare parts



Assembly, modifications and repairs may only be carried out exclusively by authorised specialist personnel (see 3.2. Safety instructions)! The METASYS technical customer service is also available for further information and assistance in carrying out repairs, retrofitting, fault analyses, etc.

#### 5.3.2. Connecting to other devices

When connecting the METASYS device to other devices or systems, hazards can arise. It must therefore be ensured that no hazards arise for the user or the patient and that the environment is not affected. The specifications of the manufacturer of the device or system to be connected must be observed.

## 5.4. Electronics

The mains connection may only be carried out by a qualified electrician. The electrical installation must be carried out in accordance with the applicable local regulations. Before connecting to the mains, compare the rated voltage on the device type plate with the mains voltage.



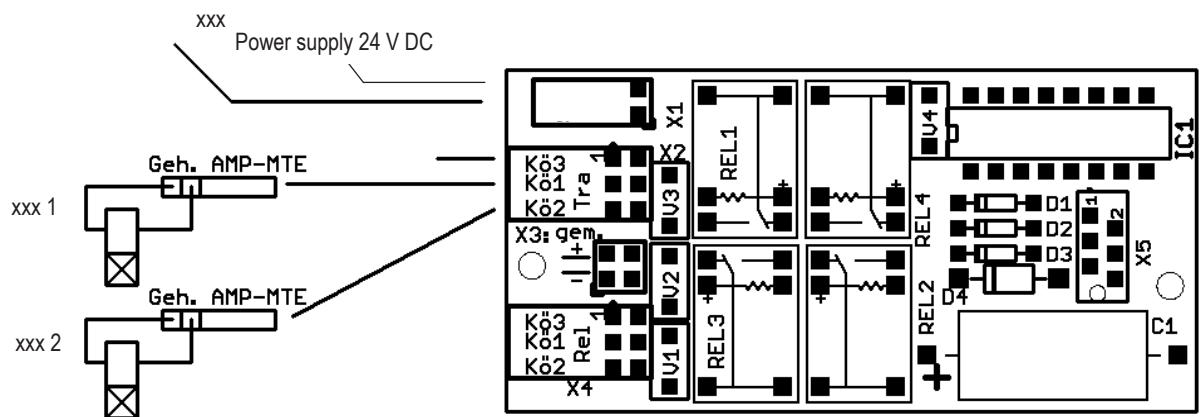
### Danger:

The supply voltage must be taken from a safety transformer which complies with the requirements according to IEC 601-1 / VDE 0750 part 1 or DIN VDE 0551. If this output contact X2 is to be used to switch parts which are not of type BF, these must be controlled via an isolating relay which complies with the requirements according to IEC 601-1, section 20.2, insulation B-a. This isolating relay is switched on via output contact X1, using the same operating voltage as S1.

### Danger:

Fuses may only be replaced by the same type!

### 5.4.1. Main board



- |   |                                     |
|---|-------------------------------------|
| 1 | Power supply 24 V DC<br>X1 - 1,3    |
| 2 | Start suction machine<br>X1 - 2,4   |
| 3 | Suction flow valve 1, 2 and 3<br>X2 |
| 4 | Hose tray contact<br>X5             |

## 6. Use

### 6.1. Error messages



Assembly, modifications and repairs may only be carried out exclusively by authorised specialist personnel (see 3.2. Safety instructions)! For further information and assistance in carrying out repairs, retrofitting, fault analyses, etc., the METASYS technical customer service is also available!

Error message	Possible cause	Countermeasures
Knee joint is leaking	Blockage/contamination in knee closure	Replace knee lock
Suction cannot be switched off	Moisture on optocoupler board in wiring harness	Dry optocoupler board with air Replace wiring harness if necessary
	Switch on tray defective	Check switch and replace if necessary / light barriers + microswitch
	Relay on main board defective	Replace main board
Suction is not controlled	Switch on tray defective	Check switch and replace if necessary / Light barriers + microswitch
Generally too little suction flow	Suction system leaking (e.g. jammed secondary air line)	Eliminate leaks in the suction system
	Filter dirty	Check and clean filter, replace if necessary.
	Suction hose defective, damaged or dirty	Check suction hose and replace if necessary
	Adjusted suction air regulator	Check suction air regulator
Suction flow is not released or only released with delay	Selective valve V1 or V2 is stuck	Replace selective valve V1 or V2
	Knee center part leaking	Replace knee cap: # 50010029
	Diaphragm in knee closure hardened	
	Vacuum hoses of external suction air control kinked	Remove kink check for damage!

## 7. Care and maintenance

### 7.1. Regular cleaning measures

The following cleaning measures must be carried out regularly:

Measure	Interval	
Cleaning of the filter rake	daily	See 7.1.1
Cleaning and disinfection of METASYS handpieces	daily	See 7.1.2
Cleaning and disinfection of the pre-filter	daily	Remove, empty and clean the filter drawer. Collect the residues containing amalgam from the filter drawer in a suitable container.
Cleaning and disinfection of the suction hoses	daily	The complete suction hoses can be disinfected with non-alcoholic surface disinfectants (e.g. GREEN&CLEAN MK or GREEN&CLEAN SK) (wipe disinfection). Cleaning of the suction hoses under running water is possible.
Cleaning the spittoon	daily	We recommend GREEN&CLEAN MB for cleaning the spittoon. For information on use and safety instructions, see the GREEN&CLEAN MB operating instructions. Do not use household cleaners, as they may cause the suction system to malfunction!

#### 7.1.1. Daily cleaning of the filter rake

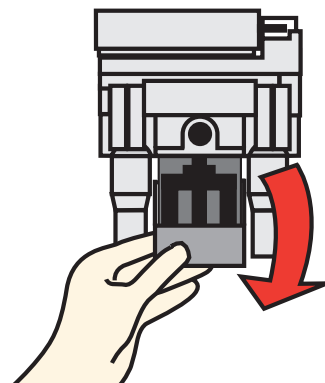


**Warning**  
Use hand protection!

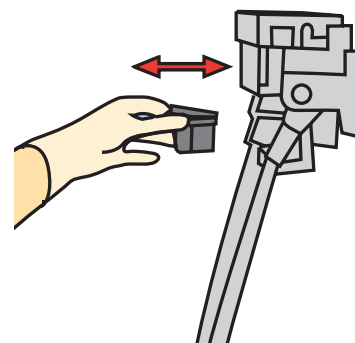


It is recommended to replace the filter rake every 2 to 3 months. The filter rake must always be inserted and the cup clip closed when operating the suction system. If the suction performance decreases, the filter rake must be checked for dirt.

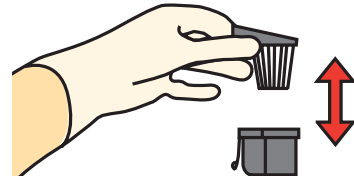
- 1 Turn the cup clip of the H1 hygiene system downward.



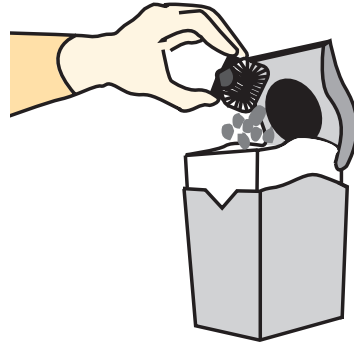
- 2 Pull out the filter cup horizontally.



- 3 Remove the filter rake by pulling it upwards.



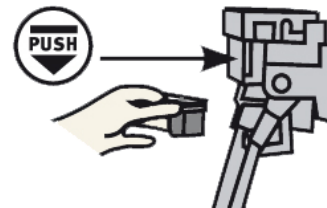
- 4 Empty the amalgam residue into the container provided (e.g. METASYS ECO CENTER).



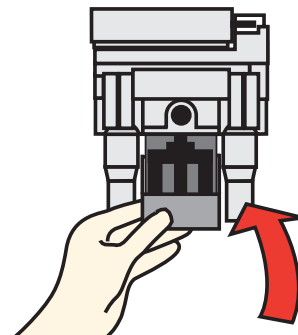
- 5 Clean or replace the filter rake and grease the sealing lip, clean the underside of the housing if necessary.



- 6 Insert the filter cup with the inserted filter rake horizontally into the previously cleaned housing.



- 7 Turn the cup clip upwards and snap it into place.





## 7.1.2. Cleaning and disinfection of METASYS handpieces

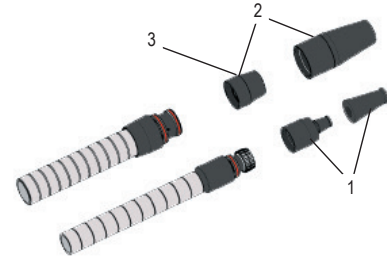


**Use hand protection!**

Disassemble handpieces: Switch off the workstation and carefully pull the handpieces off the connector on the hose with a twisting motion. When reassembling, ensure that the O-rings are correctly seated and greased and push the handpieces on with a twisting motion. Grease the O-rings with Vaseline after cleaning!

1

- 1 - Handpiece small
- 2 - Handpiece large
- 3 - Manifold large



- 2 For handpieces from other manufacturers, observe the manufacturer's specifications!

## 7.2. Maintenance and service



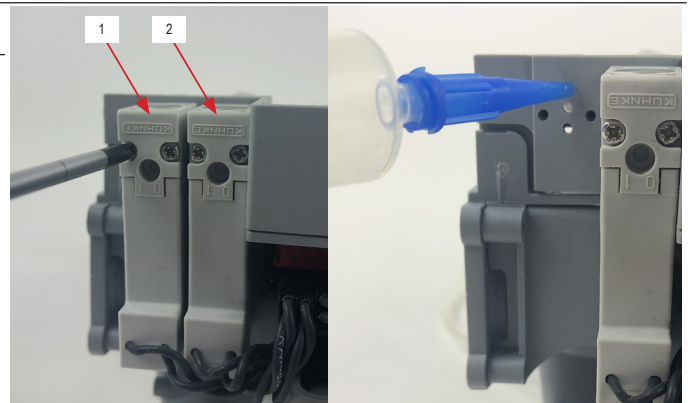
Assembly, modifications and repairs may only be carried out exclusively by authorised specialist personnel (see 3.2. Safety instructions)! For further information and assistance in carrying out repairs, retrofitting, fault analyses, etc., the METASYS technical customer service is also available!

### 7.2.1. Exchange of valves and cleaning of lines

Unscrew valves 1 and 2

1

- Clean lines of all valves with syringe (not included)  
(GREEN&CLEAN BR / GREEN&CLEAN M2)



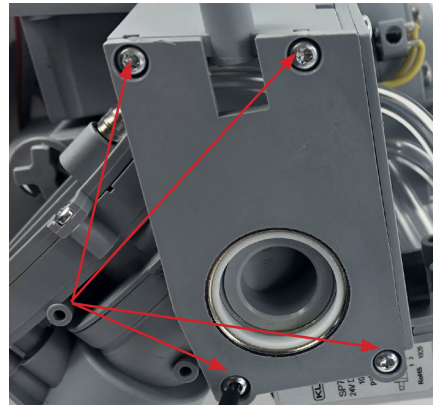
2

- Mount new valves.

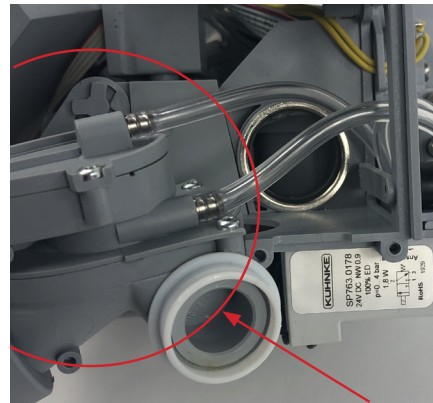


## 7.2.2. Diaphragm and cover exchange knee valve

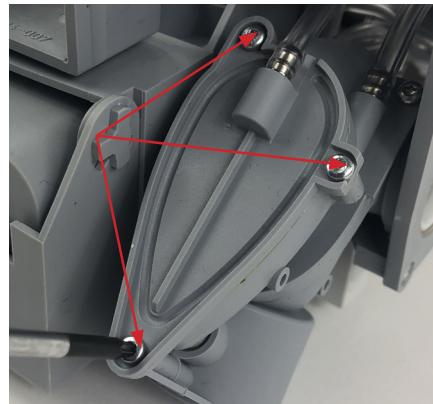
- 1 Disassemble and remove side plate (loosen 4x screws)



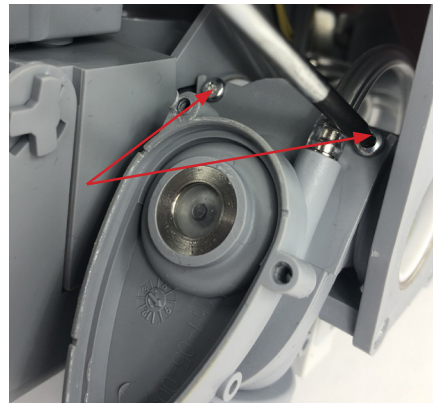
- 2 Remove knee valve



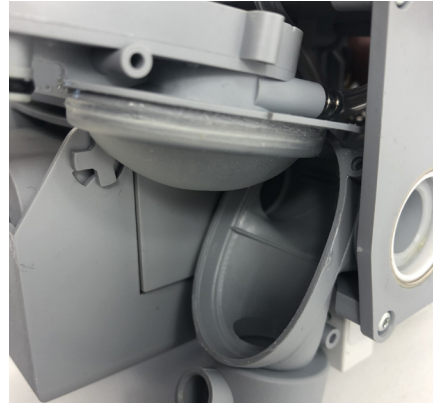
- 3 Dismantle sealing cover (3x screws loosen)



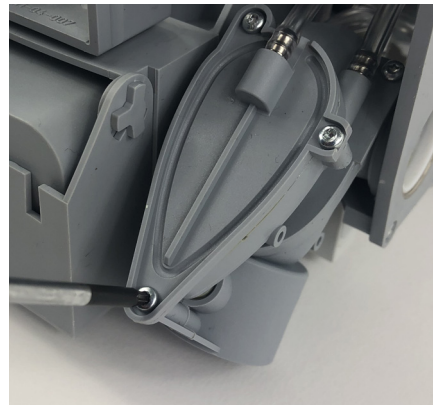
- 4 Dismantle sealing part (2x screws loosen)



- 5 Replace diaphragm

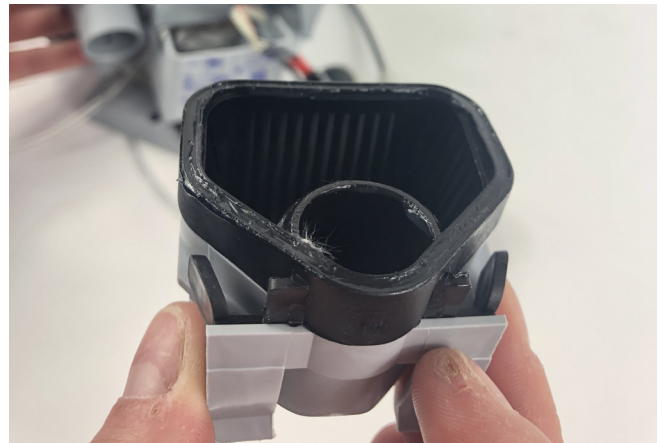


- 6 Replace and mount sealing cover and middle part

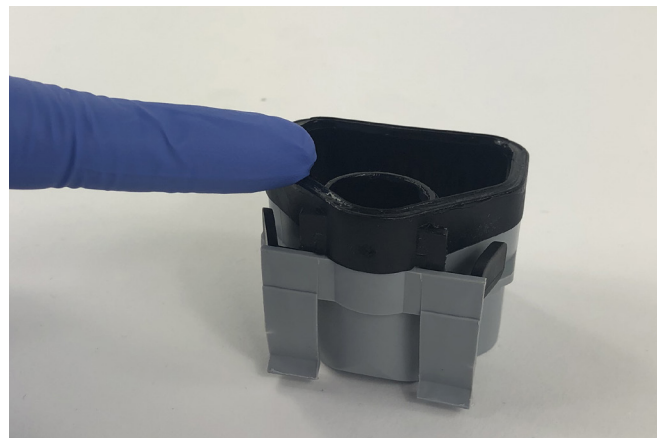


### 7.2.3. Greasing the filter rake and replacing cover of knee valve

- 1 Disassemble and remove side plate (loosen 4x screws)



- 2 Take out knee valve



## 8. Decommissioning

### 8.1. Disassembly

**Warning:**

Remove from power source before disassembly!

**Warning:**

Risk of contamination: To avoid infection, wear personal protective equipment (hand, eye, nose and mouth protection) and disinfect and clean the device!

If it is necessary to return the device to the depot or to METASYS, the original METASYS packaging must be used. Before packing the METASYS device to be transported, clean and disinfect it. Possible openings where residual fluids could escape must be closed.

### 8.2. Recycling and disposal



The device may be contaminated! Advise the disposal company of this so that appropriate precautions can be taken. Parts that are contaminated with amalgam, such as sieves, filters, hoses, etc., must also be disposed of in accordance with the national regulations.

Uncontaminated plastic parts of the device can be recycled as normal plastics. The integrated electronic components (including circuit board) are to be disposed of as electronic waste. Metal parts are to be disposed of as scrap metal.

Alternatively, the device can be returned to the manufacturer for proper disposal. Before packing the METASYS device to be transported, clean and disinfect it. Possible openings where residual fluids could escape must be closed. The original METASYS packaging must be used for shipping.

The proof of installation and the device logbook must be kept for 5 years after the device has been disposed of.

## 9. Annex

### 9.1. Order numbers and scope of delivery

Order number	Designation	Scope of delivery
05010011	S1 selective system, standard with tray	Unit, standard version with tray, with instructions for use
05010012	S1 selective system, standard without tray	Unit, standard version without tray, with instructions for use
05010018	S1 selective system, standard without tray - Ritter Concept	Unit, Ritter Concept version, with instructions for use
05010019	S1 selective system, standard without tray - Ultradent	Unit, Ultradent version, with Instructions for Use
05010020	S1 selective system, standard without tray - Chirana	Unit, Chirana version, with Instructions for Use
05010021	S1 selective system, standard without tray - Ultradent, version 02/03	Unit, Ultradent version 02/03, with Instructions for Use

#### 9.1.1. Accessories, service kits, collection containers and spare parts

##### Spare parts

Order number	Designation
50010047	Handpiece small, for H1 / S1
50010048	Handpiece large, for H1 / S1
50030005	Covers / housings S1, H1

Order number	Designation
50010028	Cup clip for H1
50010029	Angle closure, for selective system

##### Suction hoses

Order number	Designation
55100012	Suction hose S1, Ø 11.0 mm / 1770 mm / Ritter
55100013	Suction hose S1, Ø 17.5 mm / 1650 mm / Ritter without handpiece
55100014	Suction hose S1, Ø 11.0 mm / 1490 mm / Standard
55100015	Suction hose S1, Ø 17.5 mm / 1490 mm / standard
55100016	Suction hose S1, Ø 11.0 mm / 1690 mm / Finndent
55100017	Suction hose S1, Ø 17.5 mm / 1690 mm / Ultradent / Finndent
55100018	Suction hose S1, Ø 11.0 mm / 1690 mm / Ultradent

Order number	Designation
55100033	Suction hose S1, Ø 11.0 mm / 1400 mm for Cattani tray
55100037	Suction hose S1, Ø 11.0 mm / 1690 mm / Novadent
55100038	Suction hose S1, Ø 17.5 mm / 1690 mm / Novadent
55100041	Suction hose S1, Ø 11.0 mm / 2200 mm for Cattani tray
55100042	Suction hose S1, Ø 17.5 mm / 2200 mm for Cattani tray
55100047	Suction hose S1, Ø 11.0 mm / 1690 mm for Cattani tray
55100048	Suction hose S1, Ø 17.5 mm / 1690 mm for Cattani tray

##### Hose nozzles and adapters

Order number	Designation
40010001	Tube nozzle 15-16 mm, 5 pcs.
40010002	Tube nozzle, 18-19 mm, 5 pcs.
40010003	Tube nozzle, 19-20 mm, 5 pcs.
40010004	Tube nozzle, 21-22 mm, 5 pcs.
40010005	Tube nozzle, 24-25 mm, 5 pcs.
40010006	Tube nozzle, 31-32 mm, 5 pcs.
40010007	Tube nozzle, 13 mm, 5 pcs.
40010008	Tube nozzle, 15 mm, 5 pcs.
40010009	Tube nozzle, 15 mm, 90°, 5 pcs.

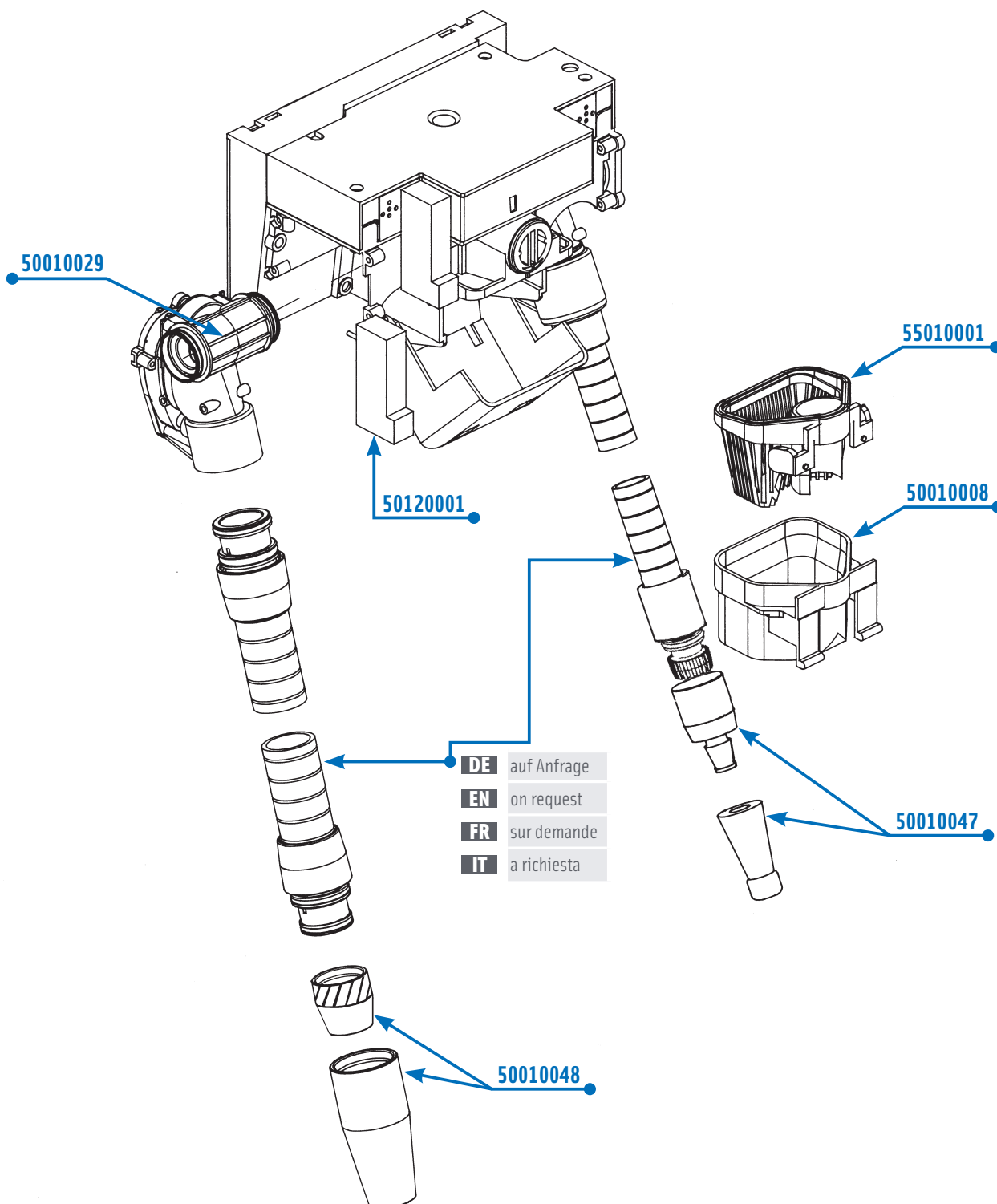
Order number	Designation
40010090	Adapter inlet frame, 19-20 mm, 5 pcs.
40010091	Plug inlet frame
40010092	Y-adapter, 26 x 26 x 26 mm
40010093	Adapter, 31-32 mm, 1 pc.
40010096	Adapter, 16-17 mm, 5 pcs.
40010097	Adapter, inlet frame, 20-21 mm, 5 pcs.
40010098	Adapter, inlet frame, 24-25 mm, 5 pcs.
40010099	Adapter, 90°, 15 mm, 5 pcs.
40010100	Adapter, 15/18 mm, O-ring, 2 pcs.

Order number	Designation
40010012	Angle-piece water outlet, 15 mm
40010015	Double nozzle, 22-25 mm
40010017	Extension air duct, 72.5 mm
40010018	Extension air duct, 64.5 mm
40010019	Extension air duct, 56.5 mm
40010022	Extension air duct, 49.5 mm
40010023	Adapter, 26 mm
40010024	Adapter, 21- 22 mm, 5 pcs.
40010026	Adapter, 31-32 mm, 5 pcs.
40010029	Angle piece, 26 mm
40010031	Reducer, 21-15 mm, Siemens, 5 pcs.
40010033	Spacer, 26 mm
40010034	Adapter for inlet frame
40010036	Adapter tube adaptors, 5 pcs.
40010038	Extension air duct, 31.5 mm
40010043	T-adapter mit mini-nozzle
40010048	Adapter, 15-16 mm, 5 pcs.
40010049	Adapter, 17-19 mm, 5 pcs.
40010050	Adapter, 19-20 mm, 5 pcs.
40010051	Adapter, 24-25 mm, 5 pcs.
40010056	Adapter, inlet frame, 18-19 mm, 5 pcs.
40010069	Angle-piece, 26 mm with mini-nozzles
40010079	Adapter, 25 mm, mini-nozzles
40010084	Adapter, für METASYS, male
40010085	Adapter, 45°, with air duct
40010086	Adapter, 15/26 mm
40010087	Adapter, 15/Dürr Connect
40010088	Adapter inlet frame, 15-16 mm, 5 pcs.
40010089	Adapter inlet frame, 16-17 mm, 5 pcs.

Order number	Designation
40010102	Adapter, for METASYS, female
40010103	Lock clip, adapter
40010104	T-adapter
40010105	Adapter, 25-28 mm, double sealing face, 5 pcs.
40010106	Transport plug, ø26 mm, O-ring, 2 pcs.
40010108	Adapter, 10-11 mm, double sealing face, 5 pcs.
40010109	T-Fitting adapter, for 2 suction hoses
40010110	T-adapter, mini-nozzle, male
40010111	T-adapter, male
40010112	Adapter, 45°, air duct, O-ring
40010113	Adapter, 45°, O-ring
40010114	Extension, 72.5 mm
40010115	Extension, 64.5 mm
40010116	Extension, 56.5 mm
40010117	Extension, 49.5 mm
40010118	Extension, 27.0 mm
40010119	Adapter, 26 mm, connection 1/8"
40010120	Adapter, META Connect, 26 mm, mini-nozzle
40010121	Adapter, META Connect, inlet frame, 5 pcs.
40010122	Safety clips, Dürr Connect small, 20 mm, 5 pcs.
40010123	Y-adapter, 26 x 26 x 26 mm, male
40010124	Adapter, META Connect, Dürr Connect large, 36 mm
40010125	Adapter, META Connect, 32 mm
40010126	Adapter, META Connect, 36 mm
40010127	Adapter, META Connect, 50/40 mm
40010128	Adapter, inlet frame, 10-11 mm, 5 pcs.
40010129	Adapter, 15/26 mm, o-ring, male
40010130	Adapter, 15/10 mm, o-ring
40010131	T-adapter, mini-nozzles

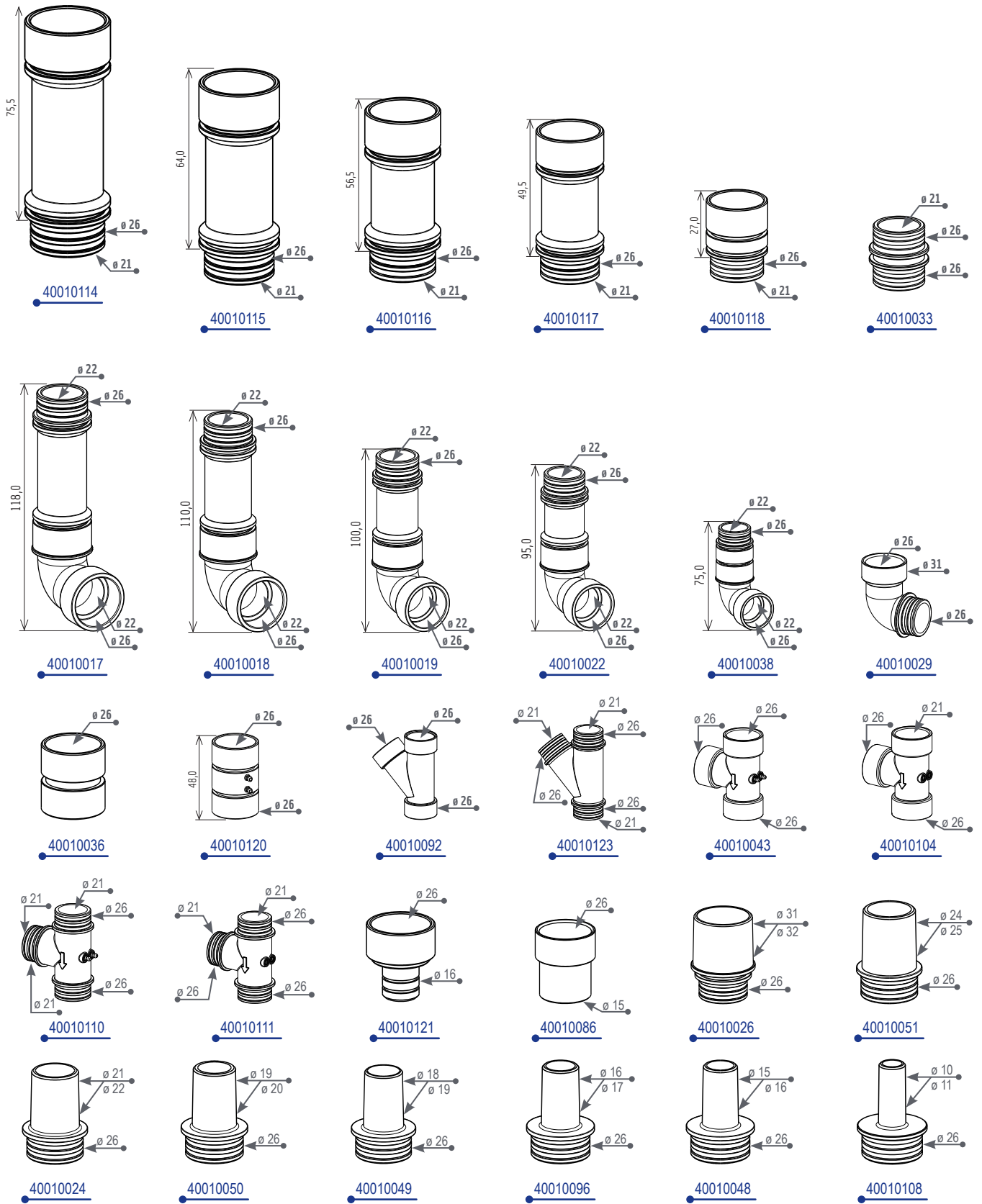


## S1 Selektivsystem



Hose nozzles and adapters

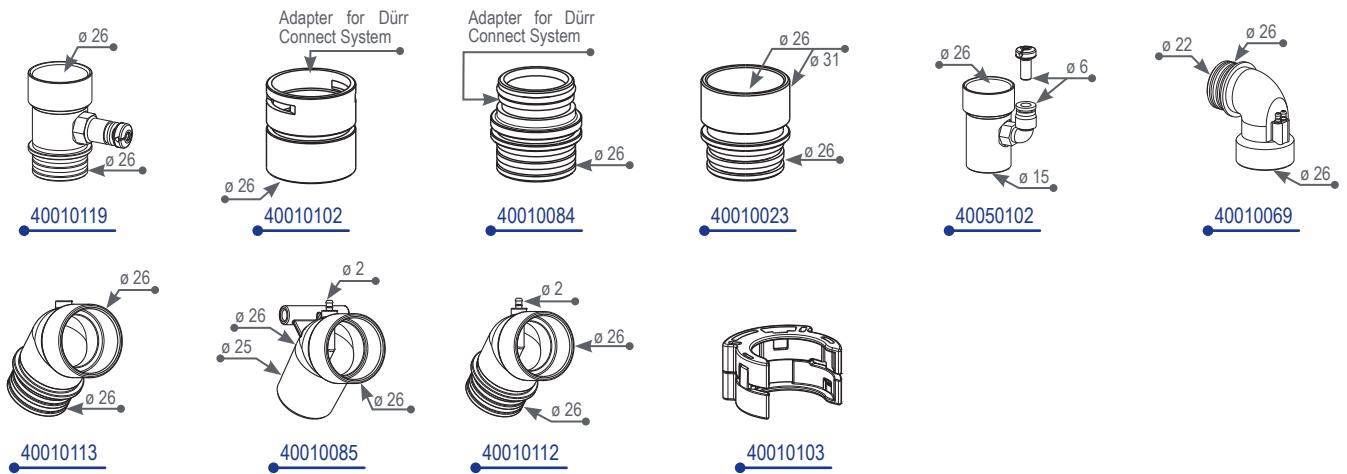
META Connect





Hose nozzles and adapters

META Connect



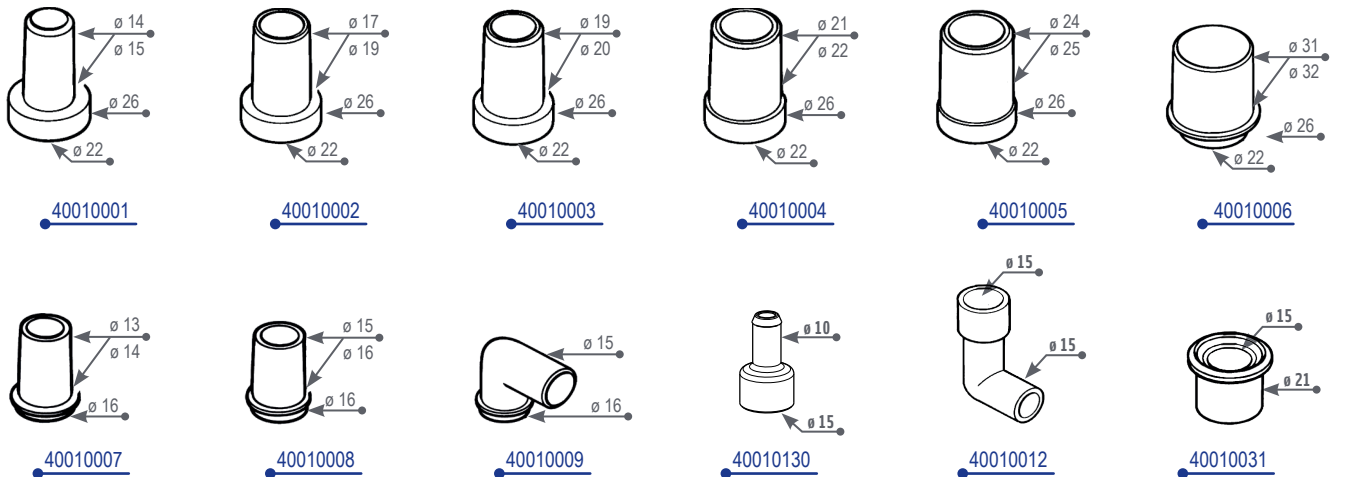
Hose nozzles and adapters

Can be combined with META Connect



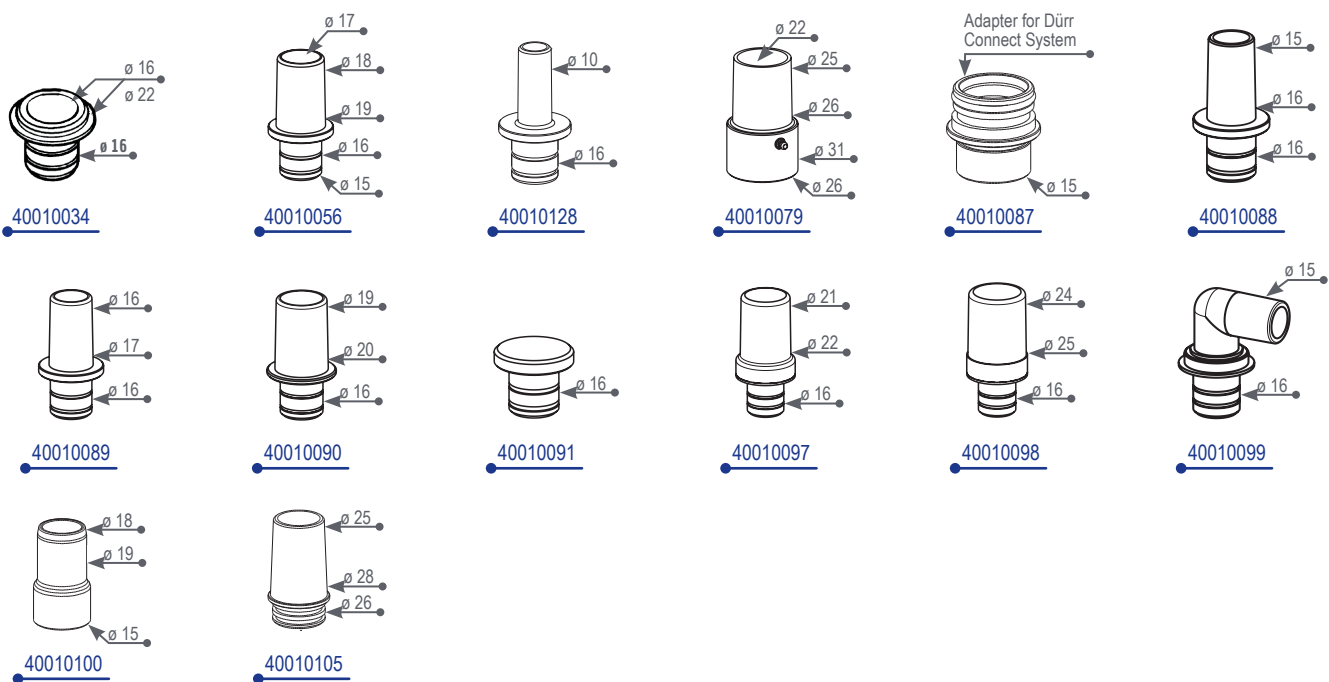
Hose nozzles and adapters

Cannot be combined with META Connect



## Hose nozzles and adapters

Cannot be combined with META Connect



## 9.2. Warranty conditions

METASYS grants a guarantee of 12-36 months for specific products (duration of guarantee depends on the product according to the information in the current price list).

The guarantee covers all material faults that more than negligibly affect the function of the device. The guarantee does not cover damages caused by incorrect or improper handling as well as normal wear. Furthermore, the guarantee does not apply to the replacement of the amalgam collection container or to fragile parts such as glass, plastic, hoses, filters, condensate filters or membranes. Any incurred working and travel times are excluded from the warranty.

In order to determine the validity of the guarantee, the installation proof accompanying the device must be returned to METASYS immediately after proper assembly has taken place. In this case the warranty period begins with commissioning. In the event of installation without returning the installation proof to METASYS, any warranty claim is forfeited. Installation and return of installation proof must be completed within 24 months from the date of sale from METASYS.

Furthermore, any warranty claims of the customer expire if only one of the following circumstances arises, regardless of whether the circumstances arise for the customer of METASYS or a later owner or operator:

- > Improper installation, operation, maintenance or transport of the device. If METASYS parts have to be returned, the original METASYS packaging must be used for shipping. Prior to packaging and shipping, the METASYS device must be cleaned and disinfected. Any openings where residual fluids could leak must be closed.
- > Installation and return of installation proof have not been completed in the aforementioned 24 months.
- > Failure to send the Installation Proof to METASYS.
- > Installation and use of non-original METASYS parts.
- > Installation of the device by personnel who are neither trained nor authorized by METASYS.
- > Occurrence of damages through improper handling and operation or use of unapproved cleaning and/or disinfecting material, as well as non-compliance with the instructions for use.
- > Execution of repairs by unauthorised repair shops or unauthorised personnel.
- > Failure to comply with the prescribed maintenance intervals. Maintenance must be carried out 11-12 / 23-24 / 35-36 months after installation of the respective METASYS item.
- > Missing entries in the Equipment Logbook regarding the installation as well as prescribed servicing by technicians trained by METASYS.
- > Failure to take reasonable immediate measures to avoid further damages in the event of a malfunction.
- > Shipping of devices or components to METASYS without proper accompanying paperwork, in particular without error description or invoice for the purchase of the device.
- > Failure to provide visual images (photos, video clips ...) of the METASYS item complained about, as well as of its installation situation and ambient conditions.

METASYS reserves the right to demand the documentation supplied with the device to check the maintenance intervals for the assertion of warranty claims. The processing of warranty claims takes place exclusively according to the following method:

In the event of malfunctions, the device must be opened by an authorized technician, the relevant component taken out and sent to METASYS unopened and cleaned. The customer sends the device or component in question to METASYS at his own expense. METASYS checks whether there is a warranty claim. METASYS will repair the device or component if it is cost-effective. The customer is charged for the costs incurred for the repair, but not the replacement parts covered by the guarantee. The consignment of the device or component to METASYS always represents a repair order for METASYS. For cost estimates for the repair of returned devices, a processing fee\* is charged if the warranty period has expired or no warranty case exists. For products inspections only without any cost

estimates a processing fee\* can be charged. When sending the device or component to METASYS, an error description with all importation information about the device must always be included. The customer of METASYS may only provide payment in advance after consultation with METASYS. Only the affected component is to be sent in (smallest possible unit). If contaminated, intact parts are sent to METASYS without technical necessity, METASYS is entitled to destroy them without separate payment. The new part corresponding to the part to be destroyed is only delivered after a separate order and invoice. In any case, METASYS has the right to handle the guarantee through credit note or the return of new parts without conducting repairs. Guarantee services do not result in an extension of the warranty period nor do they initiate a new warranty period. The warranty period for installed replacement parts ends with that for the originally delivered device. The METASYS customer is obligated to make his customer aware of the conditions regarding the warranty processing. The statutory warranty rights of the customer remain unaffected.

\* The current warranty conditions and fees can be found in the current METASYS price list.

### 9.3. Change history

Revision	Date	Description
ZK-58.215/00	16.01.2023	Newly created.

Corrected various spelling and translation errors.



protect what you need



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Subject to printing and setting errors!