

Ultrasonic Inserts

Practical Tips for Top Performance



HuFriedyGroup is proud to be your trusted partner in ultrasonic scaling and is dedicated to helping you perform at your best.

This guide provides solutions to the most common issues encountered when ultrasonic scaling—helping you efficiently resolve the issue so you can get back to your clinical practice.



To expedite processing, please have the following information available when contacting Service & Repairs:

1. The insert part code.
2. Insert Manufacturing Date.

Both are printed on the insert stack as shown:

UI30SFXT

Part Code

0613

Mfg. Date



I love Swivel because every time I pick up a tip that isn't (Swivel) I think "How did I ever work like this?" Having to twist the old fashioned tips to properly adapt seems like such a waste of time.



Friends of Hu-Friedy

Engage with your colleagues by joining our Friends of Hu-Friedy online community where you can

- Learn more about Hu-Friedy products
- View clinical technique videos
- Join a community group and exchange information
- Learn new information and earn free CE
- Earn Hu-Points and redeem for rewards

For more information visit [HuFriedyGroup.com/Inserts](https://www.hufriedy.com/inserts)

For more complex issues, please contact HuFriedyGroup Service & Repairs Team at serviceandrepairs@hu-friedy.com or call **1-888-832-8324**

| SYMPTOM | POSSIBLE CAUSE | SOLUTION |
|---|---|---|
| WATER | | |
| No/Low water or spray | Bent/misshapen tip | Replace insert |
| | Clogged water filter (generator) | Change water filter |
| | Clogged insert | Replace insert |
| | Insufficient water pressure in system | Refer to generator manual for optimal water PSI |
| | Twisted/clogged/compressed water tubing | Check tubing, remove obstruction, replace if necessary |
| | Water level set too low | Turn up generator water flow using water flow control. Optimal: at least 3 drips per second or robust spray |
| Water leakage near tip | Internal o-ring may have become dislodged | Send insert in for repair |
| Water leak at insert/handpiece junction | Worn, stretched handpiece | Replace handpiece |
| | Worn, cracked o-ring | Replace o-ring |
| Water run on after foot pedal released | Air in water line | Remove insert. Run water through system for 2 minutes. Fill handpiece to brim prior to insert placement. |
| VIBRATION | | |
| No/Low vibration | 30k tip used in a 25k system (or vice versa) | Verify that "kilohertz" of insert matches the generator |
| | Damaged/bent tip | Replace insert |
| | Improper generator setting | Check power settings. On Swerv, power must be above "Green 3" for effective debris removal |
| | Insert not fully seated in handpiece | Remove and reinsert: Bottom of grip should contact top of handpiece |
| | Warped, bent or broken stack | Replace insert |
| | Worn tips | Measure tip wear using Hu-Friedy's Insert Wear Guide. Discard inserts with 50% or more wear. |
| Intermittent vibration | Loose connections for peripheral components | Check connections for handpiece, foot pedal and power supply |
| | Generator malfunction | Service generator |
| | Worn insert | Replace insert |
| OTHER | | |
| Warm handpiece | Air trapped in water line | Remove insert. Run water through system for 2 minutes. Fill handpiece to brim prior to insert placement. |
| | Clogged water filter (generator) | Change water filter |
| | Damaged/bent/worn tip | Replace insert |
| | Excess pressure on the tip | Use featherlight touch to allow tip to vibrate optimally |
| | Generator power level set too high | Refer to insert package instructions for appropriate power setting range |
| | Water level set too low | Turn up generator water flow using water flow control. Optimal: at least 3 drips per second or robust spray |
| Pop-out | Water pressure set too high | Refer to generator manual for optimal water PSI and adjust |
| | O-rings lubricated with grease/Vaseline® | Lubricate o-rings with water only |
| | Water flow turned up too high | Turn down water flow on generator |
| | Worn o-ring | Replace o-ring |
| | Worn or stretched handpiece | Replace handpiece |
| | Worn or stretched handpiece sheath | Replace handpiece sheaths |
| Insert stuck in handpiece | Air in water line | Remove insert. Run water through system for 2 minutes. Fill handpiece to brim prior to insert placement. |
| | Insert placed into dry handpiece/dry o-ring | Fill handpiece with water prior to insert placement. Lubricate o-ring with water prior to placement |
| | Insert forced into handpiece | Seat insert by gently pushing and twisting into handpiece. If high resistance, check insert to ensure stack is not warped/bent and/or replace handpiece |
| | Wrong size replacement o-ring installed on insert | Use o-ring matching insert specifications |