

Technical Problem with QUATTROcare Spray Cans – KaVo Initiates Recall/Replacement Program (12/06)

For **UPDATE**, [click here](#).

DECS has recently been informed by KaVo Dental that the company has instituted a voluntary recall of QUATTROcare Spray cans, which are used with the QUATTROcare dental handpiece maintenance appliance. KaVo has identified a potential risk associated with QUATTROcare Spray cans bearing any date before November 18, 2006. Even with the correct use of the QUATTROcare Spray,



Figure 1: Recall Can Marking **Figure 2: New Can Marking**
gas may escape from the cans under certain circumstances. When an ignition source is nearby, this escape of gas may possibly lead to emission of smoke and flames from the can which could lead to property damage or personal injury.

This potential risk only applies while the QUATTROcare Spray cans are attached to the QUATTROcare appliance. If the can is not attached, no gas can escape. If gas escapes during use of the unit, the gas escape is generally audible. If gas is heard leaking from the can, remove it from the QUATTROcare appliance immediately and do not use the can.

KaVo is replacing all spray cans manufactured before November 18, 2006. KaVo is contacting known owners of the QUATTROcare appliance to arrange replacement of the QUATTROcare Spray cans. If you have not been contacted by KaVo, call KaVo Customer Service at (888) 275-5286 to inform them about your stocks of QUATTROcare Spray cans with any date before November 18, 2006. All cans are marked with a date/lot code on the bottom of the can (Figure 1). KaVo will replace these cans at no cost to the customer. **Do not ship the cans to KaVo.** An exchange program is currently being organized and will be communicated directly to the customer. The new cans of spray will have a new date/lot code on the bottom of the can which will end in R3X (Figure 2).

This recall does not affect KaVo Spray for manual care. Clinics should stop using the QUATTROcare appliance with QUATTROcare spray cans manufactured before November 18, 2006 and clean handpieces manually until replacement cans are received for the QUATTROcare appliance. For any further questions, contact KaVo Customer Service at (888) 275-5286.

UPDATE KaVo Expands Recall of QUATTROcare Spray Cans and Replacement Spray Cans (3/07)

DECS has been informed by KaVo Dental that it has expanded its voluntary recall of QUATTROcare Spray cans, which are used with the QUATTROcare dental handpiece maintenance unit. According to KaVo, the corrective action taken since the initial recall has not adequately addressed the potential risks previously identified. Even with correct use of QUATTROcare Spray, gas and oil may escape from the cans. If an ignition source is nearby, the gas can cause smoke and flames to be emitted from the cans, which could lead to property damage or personal injury. The cans affected by this expanded recall were produced after 18 November 2006 and are marked with an R3X suffix. (Refer to the date/lot code located on the bottom of each can.) KaVo will replace **all**



QUATTROcare Spray cans manufactured prior to 22 February 2007. Note that the QUATTROcare units themselves are not affected by this product recall.

KaVo is contacting known owners of the QUATTROcare unit to arrange for replacement of QUATTROcare Spray cans having dates prior to 22 February 2007. KaVo has implemented an exchange program for returning QUATTROcare Spray cans at no cost to the customer. During the time that QUATTROcare Spray cans are unavailable for use in the QUATTROcare unit, KaVo is offering two cans of KaVo Spray with one nozzle so users can manually clean their handpieces. KaVo will honor all warranties on handpieces maintained using KaVo Spray in lieu of the QUATTROcare Spray. If you have not been contacted by KaVo and/or have further questions, call KaVo Customer Service at (888) 275-5286 to request replacement of your affected QUATTROcare Spray cans.



UPDATE KaVo Develops Adapter for Redesigned QUATTROcare Spray Cans (6/07)

DECS has been informed by KaVo Dental that it has designed an adapter that will allow the QUATTROcare handpiece maintenance unit to be used with a newly designed QUATTROcare spray can. The adapter is currently being field tested and will be available in the third quarter of 2007. KaVo will be offering a complimentary overhaul of the QUATTROcare unit as part of its corrective action. This service will include full preventive maintenance and repairs including: full cleaning, pressure check, performance cycle test, calibration to factory standards, and component replacement. This service will provide a new full 12-month warranty for the QUATTROcare unit. KaVo will also provide a free can of QUATTROcare spray. Previously purchased cans of QUATTROcare spray can be exchanged at no cost. Also, KaVo will extend the additional handpiece warranty that is received when purchasing a QUATTROcare unit for an additional six months, for a full 3-year warranty on handpieces from the original date of purchase. If you have been using KaVo Spray for manual handpiece cleaning, your warranty will be honored as if you had been using a QUATTROcare unit.

To have your QUATTROcare unit repaired, complete the [QUATTROcare Retrofit Information form \(at the end of this document\)](#) and fax it to KaVo or call KaVo by following these instructions:

- Dial (800) 323-8029
- Select Option #1 – for the main menu of options
- Select Option #1, again – to choose the sub menu "dial by extension" option
- Dial extension 2636

Be prepared to provide your clinic mailing address information and the serial number of your QUATTROcare unit. KaVo support staff will provide a return authorization number to use when returning your QUATTROcare unit for repair. If you have additional questions, call KaVo Customer Service at (888) 275-5286.

QUATTROCARE RETROFIT INFORMATION



KaVo. Dental Excellence.

Date: _____

Business Name:	
Contact Name:	
Address:	
City:	
State:	
Zip:	
Phone:	
Fax:	
Number of Units:	
QUATTROcare Serial Number(s):	
Office Days and Hours:	

YOUR PREFERRED DEALER : _____

Please indicate your preference:

No preference – whichever choice is quicker	Will Return to KAVO	Need in Office Visit

PLEASE FAX TO: (847) 726-3217