

# FAQ

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JUST SOME OF THE EURUS QUESTIONS  
TBUK HAVE RECENTLY RECEIVED

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**Q**

**1. How reliable is the Bluetooth foot control?**

**A**

The transmission system is: F1D (FSK) not Bluetooth. Which has been used over a five-year period in a previous Belmont dental product in Japan, all issues that occurred had been eradicated before being considered for the Eurus range.

**Q**

**2. If we use the foot control cable because the batteries are dead and we don't have a new set, should we remove the batteries when plugging the cable in?**

**A**

Yes, always turn off the dental unit from the electric power supply before fitting the foot control cable. The old batteries should be removed and disposed of, then fit the connecting cable supplied with the product. Once fitted turn the electric supply back on and you're ready to go.

**Q**

**3. Can we use rechargeable batteries?**

**A**

Yes, rechargeable batteries can be used. Type Nickel-metal hydride (NiMH) batteries. 4 x size AA batteries are required.

**Q**

**4. How long do the batteries last in the Eurus wireless foot controller?**

**A**

1,640 hours for a 5 hours per day, 5 days a week, lasting time 65 weeks using rechargeable NiMH Panasonic AA Eneloop batteries (which are the most powerful long-lasting batteries).

The life of the battery can vary. i.e. Duracell last approx. 3-4 months, therefore it is advisable to keep spares in the surgery. (4 x size AA batteries are required).

**Q**

**5. Will the wireless foot control interfere with another Eurus product in the same practice?**

**A**

No because the foot controller is paired with the Eurus unit that it operates. The chair/unit and foot control must be within 1metre of each other to operate.





**Q**

**6. My touch-screen is showing that it's on and lit up but no chair response (S6). The switch with the green light at the bottom of the chair is off.**

**A**

The green switch at the base of the chair on the Eurus S6 (and under the white cover of the utility area on S1 & S8) must be switched on for the chair to operate. This switch is the 230V power supply isolator for the chair.

**Q**

**7. If we buy the S1E, S6E or the S8E can we add the reciprocating endo WaveOne system at a later stage?**

**A**

This situation is not ideal for Belmont UK or you the dentist. As the offer price would not apply. The new price will be higher due to the engineer's installation and travelling time.

**Q**

**8. If Belmont were to introduce a saline bag with hanger for Implantology on the Eurus range, will it be retrofittable to the units we have already bought?**

**A**

If this product was to be introduced in the future it's unlikely it would be able to be retrofitted to older Eurus products.

**Q**

**9. Can I fit an air quick disconnect to the Eurus delivery head I have been told that it voids my warranty?**

**A**

The air and water quick disconnects can only be fitted to the front of the Eurus cuspidor.

**Q**

**10. Belmont have always been known for simplicity and reliability of their products, will all the new technology affect this?**

**A**

Belmont UK, are totally dedicated to customer satisfaction and reliability of the product range. All new Belmont dental products are not immediately put onto the UK marketplace, a time delay is applied to guarantee we have the most reliable products to offer our customers.

The Eurus range of products were launched in mainland Europe and Asia two years before introducing to the UK. The reason behind this delay was to allow time for imperfection and teething problems to be identified and eradicated. Once satisfied the highest level of reliability was achieved. The Belmont UK technical staff begun installation training for the UK dealer network to ensure all engineering work would be carried-out to the highest standard.

With the five-year warranty, we offer peace of mind to all our UK customers.





Q

11. How often does the battery need changing on the unit display PCB?

A

The life of the battery can vary. It is therefore advisable to keep a spare in the surgery. Battery number is CR1632 and possibly change at the annual service.

Q

12. How often does the Eurus products need servicing?

A

It is recommended the Eurus products are serviced annually to ensure minimal unplanned down time. A service schedule is available along with a complete servicing kit.

A list of components required for the annual service is available to view in our current equipment price list and on-line. [www.belmontdental.co.uk](http://www.belmontdental.co.uk)

Q

13. What pressure should the air and mains water be set to, on the gauges in the utility centre at the front of the chair base?

A

The air pressure should be set between 0.45 to 0.5 Mpa.  
Mains water pressure should be between 0.1 to 0.2 Mpa.

Q

14. What patient weight can my Eurus chair lift?

A

The maximum safe working patient weight for:-

Eurus S1 range is 200Kgs.  
Eurus S6 range is 165Kgs.  
Eurus S8 range is 200Kgs.  
Eurus Swivel Chair is 200Kgs.

These weights comply with regulation: IEC60601-1 / ISO 6875

Q

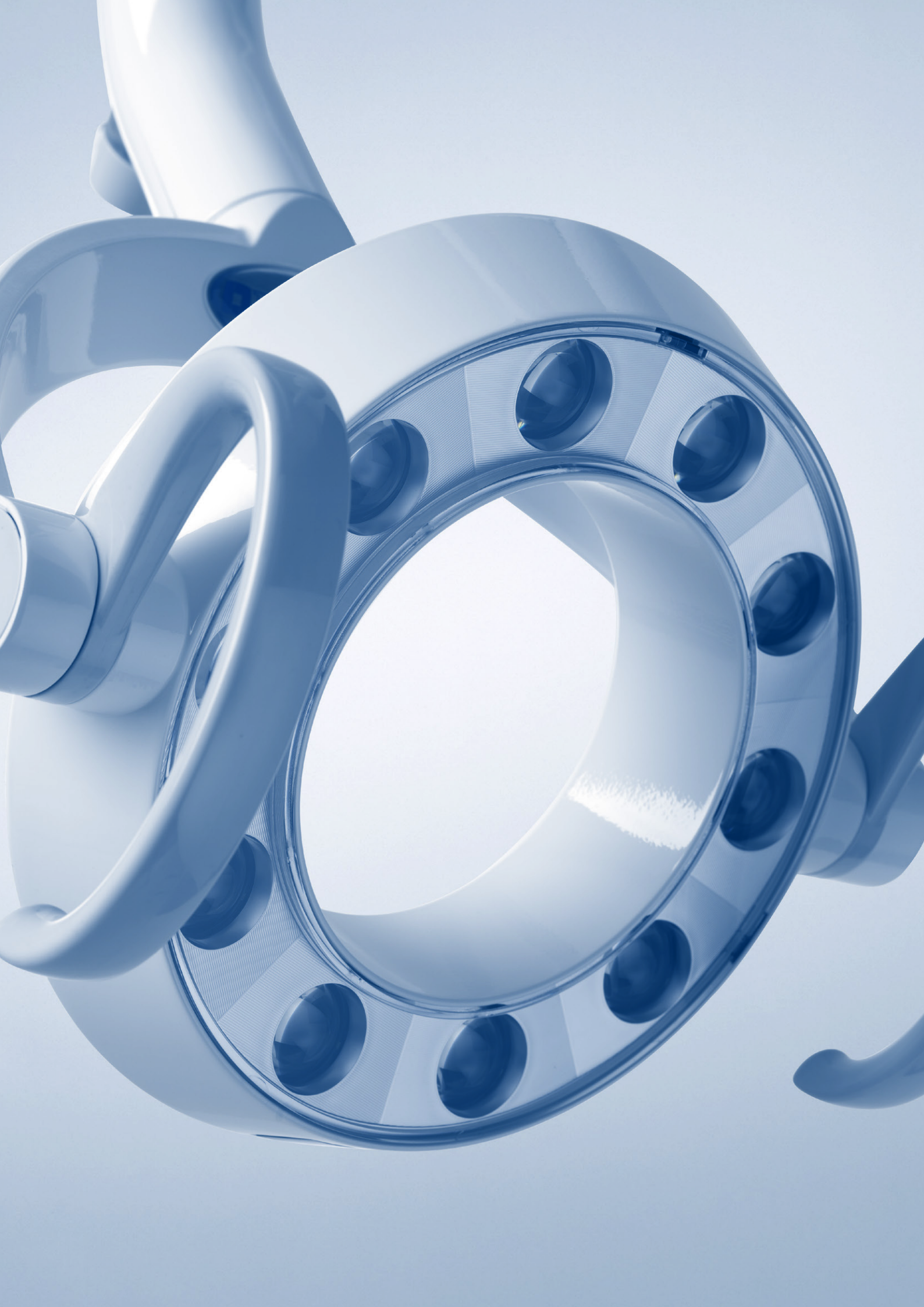
15. Are spare parts for my Eurus products readily available in the UK and how can I obtain them?

A

Thousands of spare parts are stocked in our large parts department at the head office premises in London.

To order any parts you must contact your supplier to place the order with Belmont. The parts can be sent direct to the surgery if requested, but they will be invoiced through your supplier. If parts are required **very urgently** a next day delivery service is available if the order is placed by 12 noon, or they could be collected for us at E3 3PA.





**Q**

**16. What is the possibility of my Belmont Eurus 900 series dental light failing with all the LED's not switching on?**

**A**

It is almost impossible for all the ten LEDs to fail at the same (other than a power failure), due to there being two individual circuits each powering just five LED's. Therefore, if one circuit became faulty the second set of five LED's would still give more than enough light to work with, until the fault could be rectified.

**Q**

**17. Would it be possible to adjust the speed of the Eurus chair base, backrest, and legrest movements?**

**A**

It is possible to adjust the speed of only the down movements of the Eurus chair. The base up, backrest up and leg-rest up movement are operated by an electro-hydraulic motor that runs at the optimum speed for your patient comfort.

All the down movements i.e. base down, backrest down and leg-rest in movements can be adjusted. By adjusting the oil flow valve the speed can be increased or decreased to suit the operator, within the chair limitations.

**Q**

**18. How can I thoroughly clean inside the lower trap of the cuspidor bowl?**

**A**

The lower section of the drain trap is removable for thorough cleaning. By turning the lower section anticlockwise to release, making sure you have a container under it to catch any remaining water. The trap can be taken from the unit to be cleaned.

To refit place the trap back to the underside of the bowl and twist clockwise to relocate. See page 208 in the *instruction for use manual* for further information.

**Q**

**19. Why has the LED indicator on the cup-filler spout turned to pink?**

**A**

This Pink LED indicates your operating light has been set to manual switch mode on the unit touch screen.

Once the sensor mode is reselected the LED will return to normal mode (either blue for all functions are working correctly or orange for chair lock and handpiece lock activated).

**Q**

**20. When I work with the cuspidor body rotated 90 degrees away from the chair (Eurus S6 & S8) can the patient still use the cuspidor bowl for rinsing-out?**

**A**

Yes, the cuspidor bowl can be rotated into the rinse position while the body of the cuspidor is positioned away from the chair side.

**For further information and enquiries  
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