



# renfert report



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Service at Renfert as  
an integrated accessory

Silent TS –  
the success story continues



Ideas for dental technology

# Silent TS – the success story continues

Since its development, the Silent TS has become an essential part of daily routine in the laboratory world-wide within a very short time. This is not surprising, as it is one of the few extractors used in dental technology, which did not originate from industry or the consumer market but has been developed very specifically with focus on the requirements in the dental laboratory. And this new development stage will really impress you!



Silent TS, 230 V  
Art. No. 2921 0050

Silent TS, 120 V / 100 V  
Art. No. 2921 1050/ -2050

H filter  
Art. No. 90003 4410

Replacement motor 120 V/230 V  
Art. No. 92921 0051

What makes the Silent TS such a valuable asset for the laboratory?

As always, before development Renfert conducted a detailed survey of many users (we would like to take this opportunity to thank them again). Their requirements and wishes were fulfilled as follows:

## 1. »Quiet at work!«

Noise at the workplace is often an annoying problem; any reduction in noise would be beneficial!

**NEW!** Extremely quiet running = Silent is now reduced from 63 dB to 58 dB!

We had already designed the Silent TS at its market launch in 2007 to ensure that it was particularly quiet based on optimised control of the air flow. We have now taken development in this area to another level and we have achieved remarkable results.

We were able to improve the very good 63 dB provided by our Silent TS to 58 dB. You still don't think this is a revolution? Then

read on, as we have found a new possibility of making your work more stress-free.

63,0 dB(A)



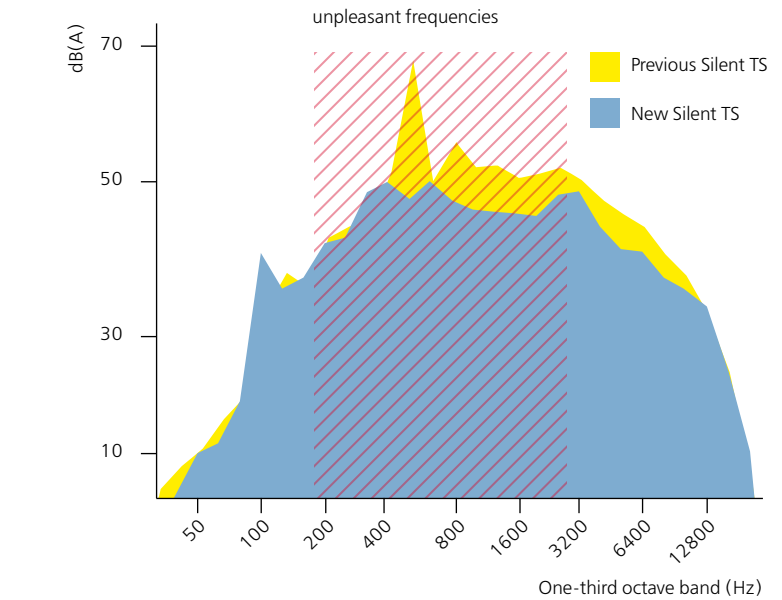
58,3 dB(A)

## **NEW!** Noise protection now goes even further – the world of psychoacoustics

You are familiar with these considerations from the world of computers, automotive industry and many other areas. Some noises are more stressful than others. This is because of their tone (timbre and frequency) and not only their volume. We worked in collaboration with psychoacousticians, who demonstrated to us the unpleasant frequency ranges. Our development team has been successful in drastically minimising the noise of the Silent TS in this unpleasant frequency region. What does this mean for you? Much less noise-related stress when working.

### What about owners of the previous Silent TS?

Here is more good news: owners of the previous Silent TS can also enjoy 90% noise reduction, if they fit a replacement motor. The reason for this is that 10% of the new acoustic values is achieved by measures completed on the housing and 90% by measures relating to the motor. A further advantage is the easy motor replacement.



The graph shows the frequency spectrum of the previous, already quiet Silent TS. This graph demonstrates which frequencies have now been greatly reduced.

The advantage  
for you:  
you do the best  
for your health



## 2. »Clean air«

### **NEW!** Even greater safety provided by the optional H filter

The Silent TS is supplied with a conventional Class "M" filter as standard. For anyone who would like to do even more for their own health and that of their employees, we are offering the upgrade option with a Class "H" filter, which incorporates the following difference:

The limit values for German dental laboratories for fine dust are described as Occupational Exposure Limits (OEL). An M filter achieves a filtration efficiency of 99.9%, while an H filter is even more efficient with 99.995%.

The difference may seem minor to the reader, but it actually means a big advantage for users in terms of health protection. We would like to remind you that, depending on the use, hazardous fine dusts are produced. Upgrading in this case is also easy via the toolless, quick change of the filter.



Silent TS Video

Scan the image code using a smart phone (e.g. using the »Scan« app.) or enter the link in the browser:  
[www.renfer.com/en/silent\\_ts](http://www.renfer.com/en/silent_ts)



### 3. »No more downtimes!«

A unit must operate without interruption if possible, if not, then it means losses for a laboratory.

#### **Solution 1:** The extremely easy motor replacement

Many readers will have often experienced the following: if a motor had reached the end of its service life, the complete extractor had to be returned, at great expense. This belongs to the past since the introduction of the Silent TS. Technicians can replace the very reasonably priced motor in the Silent TS by themselves within a maximum of 1.5 minutes and without requiring tools. No need to return the unit, no waiting times, no service costs, no downtimes, minimum effort.

Motor replacement  
in 1.5 minutes



#### **Solution 2:** The long service life of the motor

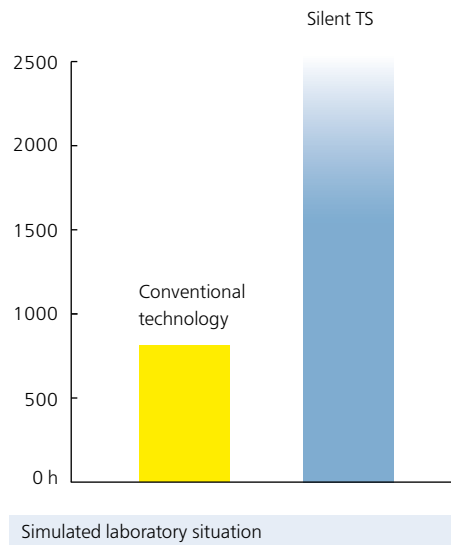
Though replacement of the motor is very quick, this is rarely needed. This is because the Silent TS motor lasts up to three times longer than technically comparable motors due to a special control system.

### 4. »Power!«

#### **Solution:** 1,400 Watt (230V) motor and an ingenious air control

The Silent TS is so powerful it can easily operate the extraction for all applications.

3-times service life of  
the motor



### 5. »Setting the automatic switch-on«

You know the situation? You only want to make a minor adjustment using the hand-piece and the extraction always starts each time and therefore also much too often?

#### **Solution:** Sensitive fine calibration for all units

In less than a minute you can couple the automatic switch-on to each motor speed of your choice.

### 6. »Quick and easy handling«

#### **Solution:** Direct access to the Silent TS

The bag or filter can be changed at the front of the unit in a few quick steps and the extractor does not have to be removed from its position. Operation of the electronics is clear and convenient using the membrane keys at the top of the housing.

Easy bag  
change



# Service as an integrated accessory

Renfert places great value on quality and performance and with its After Sales Service provides customers with comprehensive support, gives valuable tips or helps with technical questions or problems. An interview with Markus Münch, Manager of After Sales Service, provides an insight into the daily routine of his team.



Rebeka Sebesi, employee in the After Sales Service at Renfert GmbH

## **Markus Münch, what does your routine working day involve?**

My routine working day is determined by the many time zones in which the dealers are based worldwide. In the morning we are in contact with the dealers in the Asian region, then we are in correspondence with European countries, while towards evening we are in contact with customers from the USA and Canada. We answer

questions regarding operation or technical problems of dealers or end customers with our Renfert units. This service is provided by telephone, fax or email.

## **What tip could you give the callers, to ensure that they can get the required information quickly?**

Customers, who contact us, should have the unit and serial number ready. This allows us to find the required information and replacement part quickly. The spare parts list

and drawings can also simply be downloaded at [www.renfert.com](http://www.renfert.com) using these numbers. Increasingly, customers can obtain information beforehand on our homepage, get valuable tips, take a look at the spare part drawings or re-download misplaced operating instructions.

## **What is the internal reaction to increased problems?**

We meet several times in the week with colleagues from quality management, production and sales to follow up problems and find a remedy as quickly as possible.

## **What do customers do who are not in Germany?**

Dealers regularly send their service technicians for training to us in-house or we hold training courses at the dealers. The dealers are specially supervised by us and contact Renfert After Sales Service directly if there are any outstanding questions. This guarantees the international service quality!

## **Do you also receive positive feedback?**

The best feedback, which gives us great sat-





isfaction in the After Sales Service, is when we can solve a problem together with the customer on the telephone and the customer can continue working without losing any time.

### **How could the After Sales Service be further improved?**

In future, we are planning to make the repair drawings and spare part drawings even simpler and easier to understand, so that it is even easier for users to help themselves.

### **How long have you been working in the After Sales Service?**

I've been working at Renfert in the After Sales Service since 2004. Before that I had already worked in after sales services. I have been employed in the service field for a long time and bring my experience with me.

### **If a unit breaks down, how is the service organised?**

In this case our activity guarantee comes into force. We naturally want to ensure that the customer can continue to work without restriction. Depending on the country, we can take direct action: for this we have a large selection of loan units ready, which we can ship to the customer on the same day. We also offer the service of picking up the defective unit from the customer and completing any repair at our factory within 48 hours. In more distant countries we provide an above-average service via our trained dealers locally.

Our primary aim:  
no unnecessary downtimes!

Markus Münch, thank you very much. We wish you and your team continued success!

Markus Münch,  
Manager of the  
After Sales Service,  
is responsible for  
the smooth running  
of customer services

Further information  
in the internet

Enter link in the browser:  
[www.renfert.com/en/service](http://www.renfert.com/en/service)

# Stabiloplast

A report by Rainer Semsch

»A proven material rediscovered!  
The future is digital.  
I agree, but the situation at present is still not – entirely clear cut!«



Rainer Semsch  
Master Dental Technician, owner of Dental Concept laboratory in Münstertal, Germany  
Course Director and member of the DGÄZ (German Association of Aesthetic Dentistry)

Many companies require an entire week from digital impression taking to model dispatch. Some patients have already been treated in one week using the conventional technique. Approximately 75 – 80% of laboratory restorations produced are still currently fabricated manually. Nevertheless, the future is digital!

The problem is, anyone who does not master dental technology manually will never be able to exploit the full potential of the digital world. So, how do we proceed in future? Should we start using digi-

tal technology right from the outset or undertake extensive conventional training without working conventionally later? – The answer is not that simple.

With respect to the conventional technique, in the past few months I have rediscovered a special material – Stabiloplast. This is a premium-quality, two-component adhesive, which offers many advantages. The material consists of a blue-coloured cyanoacrylate and an accelerator, which is supplied in a pump bottle.



Set with 2 x 10 g Stabiloplast resin,  
30 ml accelerator and 1 plastic spatula  
Art. No. 448 0004

Stabiloplast resin,  
2 x 10 g (2 x 0.33 fl.oz.)  
Art. No. 448 0003

Stabiloplast accelerator,  
30 ml (1.02 fl.oz.)  
Art. No. 448 0002



The adhesive is suitable for all types of bonding in dental technology, e.g. bonding of wax patterns (bridges) or bonding of modelled plastic units when using copy milling for fabricating manually milled  $ZrO_2$  restorations.

The blue colouring of Stabiloplast has a distinctive advantage compared with conventional, transparent gel adhesives. It is simply easier to see where the adhesive is placed and whether it is in the correct position. A plastic spatula is included in the set to ensure that the material is placed in the correct location – a practical aid. The viscosity has been ideally adjusted and is between fluid and gel-like. This guarantees high coverage of the contact surface, ensuring optimal adhesion without the adhesive flowing uncontrollably – it remains in position. The material still produces a capillary effect – it is simply ideally adjusted.

Curing of Stabiloplast is also ingenious using the system accelerator from the pump bottle. The technician decides when the adhesive cures without the pattern being subjected to cold shock due to the



Pantograph




Wax or resin pattern

evaporative cooling of a spray bottle component. The Stabiloplast accelerator generally has a neutral reaction to wax surfaces, which is not always the case with this type of accelerator from the spray bottle. With these materials there is often surface dissolution of the wax pattern. The adhesive bonds easily with the wax; I could not detect an "isolation effect". It only takes a moment to cure Stabiloplast fully, depending on the amount of adhesive applied. It is best to leave the activated adhesive approx. 1.5 min.

The adhesive is extremely neutral in the curing phase. I could not detect any distortion caused by shrinkage or similar effects. The material burns out completely without residue during preheating of the casting or press mould.

The rediscovered Stabiloplast is actually a material that I no longer want to do without in my laboratory. Ideal!

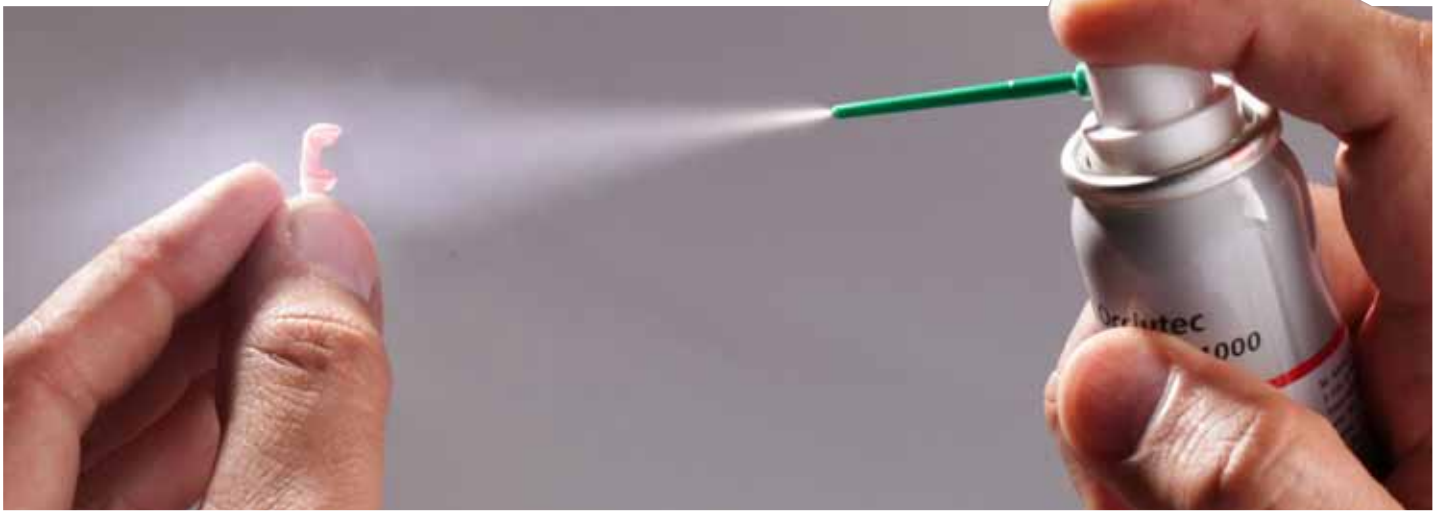


Further information  
in the internet

Enter link in the browser:  
[www.renfert.com/en/  
stabiloplast](http://www.renfert.com/en/stabiloplast)



# Precision from a can



Occlutec – Occlusion spray for crowns and bridges and CrCo dentures

Occlutec provides very clear and detailed marking of high spots on CrCo dentures, crowns and bridges. The spray cone can be adapted to the respective application using the tips supplied for surface area spraying (transparent tip) and pinpoint spraying (green tip).



Occlutec's spray is so fine and homogeneous as well as masking so effectively that a single spray is sufficient for the majority of applications. The dental technician also has full control of the layer thickness. This has been made possible by the development of the dry spray technique, which prevents puddling and fluctuations related to the filling level.



The already favourable price-performance ratio is further enhanced by the saving in material due to the high masking power of the colour pigments and the homogeneous, fine spray film. The colour film is quickly removed using a steam cleaner. Occlutec is available in the two most popular colours of red and green.



Occlutec green 75 ml  
Art. No. 1935 0000

Occlutec red 75 ml  
Art. No. 1935 1000



# ... aaaand action!

Specially created for you: short videos, which provide compact, quick valuable tips about applications and our products.

Renfert product videos

Scan the image code using a smart phone (e.g. using the »Scan« app.) or enter the link in the browser: [www.renfert.com/en/videos](http://www.renfert.com/en/videos)



Here you can view among other things:

- ▶ What should an extractor be able to do for dental technology.
- ▶ Dental technician know-how: Plaster trimming, MT3 – the correct unit
- ▶ And much more

## 35 years efficient wax technology by Renfert



### State of the art

With the introduction of the Waxlectrics in 1976, Renfert established the "Efficient Waxing Technology", which has since provided numerous laboratories worldwide with better, more reliable and quicker results. The perfectly coordinated elements offer you up to 50% saving in time. This is quite an impressive value at times when rationalisation becomes increasingly important. We herewith invite you to learn more about our system.

More information: [www.renfert.com](http://www.renfert.com)

Ask your dealer now  
for actual offers!



Ideas for dental technology



# Tips on brush care

## Or how you can optimise the service life of your brush

### 1. First application

The brush head is treated with a protective paste application made from gum arabic (a neutral and natural binding agent) so that it may arrive at the end user in a good state. In addition to this, the most delicate part is protected with a plastic covering.

Please remove the protective plastic covering carefully. In this treated condition the brush tip is at its most sensitive to damage (i.e. against the water glass) (Fig. 1). Wave the brush body carefully back and forth in a water glass for 15–20 sec. (Fig. 2). The binding agent within the brush tip will dissolve optimally if you take the thicker area, just above the collar, between thumb and finger and slowly pull through to the tip (Fig. 3). The last residues of the binding agent will dissolve by vigorously stirring the brush in a glass of water.




### 2. Application in General

Please do not use the porcelain brush to mix porcelain powders together (Fig. 4.). The microcrystalline constituents in the porcelain are abrasive and can cause premature and permanent damage to the hair structure. An accurately formed tip is the most valuable attribute of a brush - but at the same time, this is also its most delicate part. For this reason, you should never use the tip of the brush to move small portions of porcelain across the mixing tray. This could cause the finely pointed hairs to bend and break (Fig. 5). To prevent this from happening, the brush should be dipped directly into the soft porcelain mass or the portions should be taken using the side of the brush (Fig. 6).



Even more tips  
in the internet

Enter the link in the browser:  
[www.renfert.com/en/brush/care](http://www.renfert.com/en/brush/care)



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