Solmetex

Solmetex

Frequently Asked Questions:

NXT Hg5 Series

PGR2023-00055 - Ex. 1019

NXT Hg5 Series of Amalgam Separators

Q: How do I order an NXT Hg5 Amalgam Separator or a replacement Collection Container?

A: You can either order an NXT Hg5 Amalgam Separator or a new collection container from your dealer of choice or call Solmetex **877-207-1551,** or visit our online store and we can help you place your order.

Part numbers are as follows:

- NXT Hg5 Amalgam Separator, NXT-HG5-001 (1-10 operatories)
- NXT Hg5 mini Amalgam Separator, NXT-HG5-MINI (1-4 operatories) – suitable for tight spaces
- NXT Hg5 High Volume Amalgam Separator, NXT-HG5-HV (11-20 operatories)
- NXT Hg5 Replacement Collection Container with Recycle Kit, NXT-HG5-002CR
- Hg5 Replacement Collection Container with Recycle Kit (Legacy), HG5-002CR
- NXT Hg5 Recycle Kit Only (does not include a new collection container), NXT-Hg5-002R
- Hg5 Recycle Kit Only (does not include a new collection container), Hg5-002R

Q: What is the difference between the standard NXT Hg5, the NXT Hg5 mini and the NXT Hg5 High Volume Amalgam Separators?

A: The standard NXT Hg5 system is designed to accommodate 1-10 operatories. The inlet and outlet ports measure 1 ½" and it can be installed on the floor or wall mounted.

The NXT Hg5 mini is designed for tight spaces and is suitable for 1-4 operatories. The inlet and outlet diameter measures ¾", and can be installed under a counter, under a sink and it can be wall or floor mounted. The mini is 7.5" shorter than the standard NXT Hg5.

The NXT Hg5 High Volume is designed for larger practices, it can accommodate 11-20 operatories. The High Volume can only be wall mounted and it has 3" inlet and outlet. Unlike the standard and the mini amalgam separator, the high volume has two collection containers instead of one.

Q: What collection container should I order for my system?

A: First, determine which Amalgam Separator you are currently using. The latest generation in the Hg5 Series of Amalgam Separators is the NXT Hg5 Amalgam Separator (released in June 2017). If purchase was made prior to June 2017, then you are using the Hg5 Amalgam Separator (Legacy). The following shows which collection container you should order:

- NXT Hg5 Amalgam Separator – use the NXT Hg5 Collection Container (NXT-Hg5-002CR)
- NXT Hg5 mini Amalgam Separator – use the NXT Hg5 Collection Container (NXT-Hg5-002CR)
- NXT Hg5 High Volume Amalgam Separator – use the NXT Hg5 Collection Container (NXT-Hg5-002CR)
- Hg5 Amalgam Separator (Legacy) – use the Hg5 Collection Container (Hg5-002CR)
- Hg5 mini Amalgam Separator (Legacy) – use the Hg5 Collection Container (Hg5-002CR)
- Hg5 High Volume Amalgam Separator (Legacy) – use two Hg5 Collection Containers (Hg5-002CR)

Q: What if I neglected to change my container and now there is water/sediment in the top chamber?

A: First and foremost, put a new collection container on the system as soon as possible. Depending on the level and volume of the material in the top chamber, you have a few options that can help clear the top chamber.

Low Level of Material:

1. Leave suction ON.

2. While holding the collection container in place, remove the 2 pins that attach the container to the top chamber.

3. Slowly pull down on the collection container to break the seal between the top and bottom container. As soon as air gets inside the top chamber you should see the contents start to agitate. Allow the material to agitate for 30 seconds or so, then put the container back into place and secure with the pins. The material in the top should start to flow to the bottom container almost immediately. (Sometimes this procedure is required to be done a few times before all the top contents have moved to the bottom.)

Medium/High Level of Material:

1. Try the above process first. If that doesn't work, you should call a service technician to try and help you clear the top. Keep in mind, the waste collected in the top chamber should be recycled, just like the collection container. So if your service technician manages to get all the waste out of the top and into a bucket, that bucket should be sent off to a mercury recycler.

2. If emptying the top chamber into a bucket is not an option, you can purchase a new air-water separator (top) from your dealer of choice. Contact Solmetex and we can help you with sizing of the replacement. Please keep in mind that the full top chamber you are replacing still needs to be sent to a certified mercury recycler.

Q: What if I have a portable vacuum? Can an Amalgam Separator be installed on the cart?

A: Unfortunately, portable vacuums are not designed to handle the size and weight associated with most Amalgam Separators on the market. However, a separator could be placed in/next to a sink, and the contents of the portable vacuum could be poured into the inlet of the separator, with a hose or tube leading the outlet of the separator to the sink. This would require gravity to do the work, instead of suction, but over time it would still allow the material

to settle and the separator to do its job. The Amalgam Separator could be taken off the sink, with the proper valve shut off, and placed in storage until the next time it is needed.

Q: I don't have central suction. Can one of the NXT Hg5 series of Amalgam Separators work for me?

A: Unfortunately, If you currently don't have central suction, and work off a Venturi system, our line of NXT Hg5 separators would not accommodate your system.

The NXT Hg5 is designed to provide years of trouble-free service, with minimal attention. In the unlikely event of system related problems, please consult the troubleshooting and maintenance chart in your NXT Hg5 manual, or call Solmetex for assistance.

Low Vacuum at the Hand Piece

If the vacuum gauge reads normally but there is little or no vacuum to the hand piece, there is probably a clog or a leak between the hand piece and the NXT Hg5 Amalgam Separator.

If the vacuum gauge reads lower than normal these are the possible causes:
Q: Did you just replace the collection container?

Yes

Check installation of the new collection container. If the vacuum is low, there is a possibility the O-rings on the collection container did not seal into the receivers. Remove the collection container, check the O-rings and re-install per the collection container installation procedure.

No

1. Check solid collection cup(s) – Clean or replace element/screen if necessary.

2. Check operation of the vacuum pump.

3. Listen for vacuum leaks.

4. Check all connections for breaks or cracks.

5. Check all flexible hose for kinks, breaks, or loose clamps.

Helpful Links

- Solmetex “How it Works” video
- NXT Hg5 Installation & Operation Manual
- NXT Hg5 Amalgam Separator Installation video
- NXT Hg5 Collection Container Change-Out video

Solmetex™, LLC

4 Mount Royal Ave, Ste 200

Marlborough, MA 01752-1983

(800) 216-5505 Main

(508) 393-1795 Fax

Hours: 8:30am-8:00pm EST

English

Join Our Newsletter

* **Email**

By submitting this form, you are consenting to receive marketing emails from: Solmetex, 50 Bearfoot Rd, Northborough, MA, 01532, US, https://solmetex.com/. You can revoke your consent to receive emails at any time by using the SafeUnsubscribe® link, found at the bottom of every email. Emails are serviced by Constant Contact.

Subscribe

Partnerships

Copyright © 2023 Solmetex