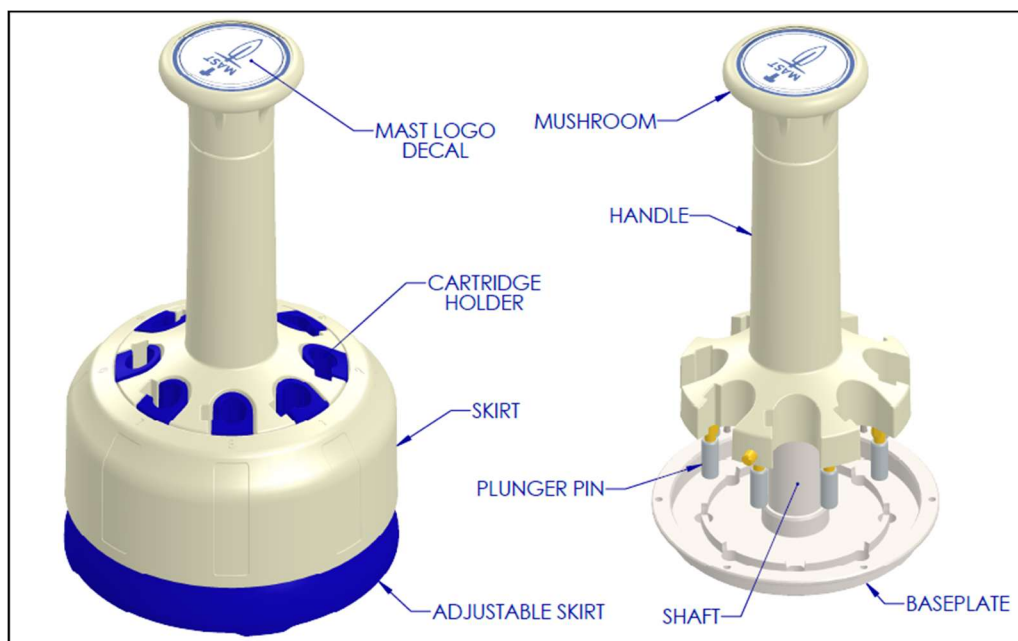


MAST® DISCMASTER® DISPENSERS

MDD65, MDD8 & MDD16

Frequently Asked Questions

What are the components of the dispensers?



What standard is the dispenser tested to?

Mast Group validates the dispensers based on a sample size driven by BS 6001. The dispensers are validated by carrying out a quality control procedure which involves a visual inspection as well as in-house performance testing with a full set of dispense operations.

Originally this was used for the comparative studies between the original 6-place model and competitor dispensers as well as developing the performance criteria and testing regime for subsequent and future models. The acceptance criteria was adopted on the principle that the performance must be better than other dispensers on the market.

How many discs were tested?

The dispensing mechanism has been tested extensively across the range of **MAST[®] DISCMaster[®]** products, dispensing tens of thousands of discs. Each design is also subjected to a longevity test, simulating over 50,000 dispensing cycles on a mechanical test rig.

What discs are the MAST[®] DISCMaster[®] compatible with?

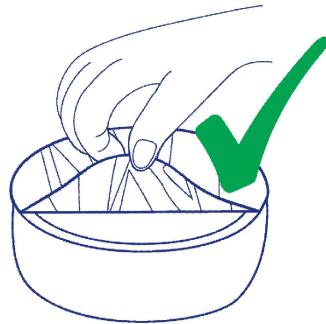
The **MAST[®] DISCMaster[®]** is compatible only with **MASTDISCS[®]** in cartridges including Antimicrobial Susceptibility Test (AST), Identification (ID) and Antimicrobial Resistance (AMR) combination disc sets.

What is the acceptance criteria for the silica gel?

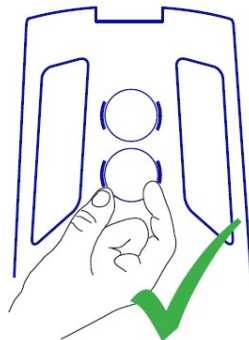
The silica gel capsules (desiccant) must maintain an environment that will not saturate the silica after 2 weeks of normal use. In addition, the canister and silica must ensure that our most sensitive product retains performance over a 4-week period of normal use.

How do you use the silica gel correctly?

Remove the silica from the outer plastic packaging and remove the foil cover. Ensure the silica is yellow in colour which shows the silica is ready to use. If the silica appears green in colour please refer to recharging procedure within the dispenser Instructions for Use (IFU).



Place this ready to use silica into the canister, ensuring the silica remains yellow to support stability of the **MASTDISCS®**



How do you recharge the silica gel?

Recharge by drying at a temperature of 60–80°C for 24–72 hours, or until yellow. If the colour does not return, discard appropriately and replace. For optimum performance, ensure the canister seal remains clean and unobstructed. See Instructions for Use (IFU) for full instructions on the Recharge Procedure.

Can I replace the silica gel capsules?

Silica gel capsules are available to order. Please contact Customer Services for pricing and availability.

Can the MAST[®] DISCMASTER[®] be taken apart?

No, this may only be done by Mast Group Ltd. Taking the dispenser apart will nullify the Warranty, as will any evidence of attempts to do so. There also may be a risk of injury as the spring is under tension. The **MAST[®] DISCMASTER[®]** contains no user serviceable parts.

If an antibiotic disc jams what do I do?

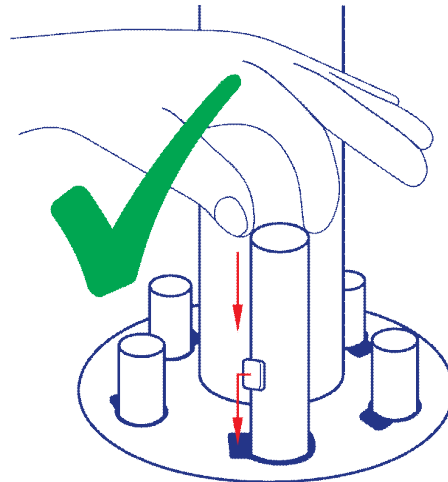
Take all the cartridge tubes out, depress the dispenser once and the jammed disc will be ejected. In the unlikely event that it is still jammed, turn the dispenser over so the mushroom is on the bench and check for any caught discs – remove any with tweezers. Should this not resolve the jam, contact your Sales Representative or Customer Services to discuss warranty/repair options. A full troubleshooting guide is available in the dispenser Instructions for Use (IFU).

If the adjustable skirt is unmoving or jams, what do I do?

Using some force the skirt can be forced past the 'sticking' point. It is recommended to remove the adjustable skirt completely and then return to the dispenser, ensuring to check the skirt moves freely following this. If you continue to experience issues please contact your Sales Representative or Customer Services to discuss warranty/repair options. A full troubleshooting guide is available in the dispenser Instructions for Use (IFU).

What are the key essentials to successful dispensing?

Visually check cartridges to make sure discs are sitting correctly before putting them in the dispenser. Adjust skirt height to match the medium depth and ensure cartridges are clicked into position.



What should I do with the foam wad and plastic insert in the canister?

If the canister of the dispenser contains a foam wad at the base of the dispenser and/or a plastic insert at the top should be kept as part of transport packaging or used for completing a return. Not to be kept within the canister while the dispenser is in active use.

When raising a complaint what should you include?

Should you wish to raise a complaint please ensure to include the failure mode using the diagram within this FAQ or the IFU to highlight the component in question. Be sure to include the date of receipt from Mast Group Ltd as well as a picture of the metal baseplate that will show the serial number of the unit.



What should you do if you are required to return a dispenser to Mast Group Ltd?

Carry out a decontamination of the unit as per the decontamination procedure within the Instructions for Use (IFU) and include a Decontamination Certificate as evidence. Remove any cartridges from the dispenser, ensure the unit is packed into the canister with the foam wadding, plastic insert and returned to the original box or a suitable box for transit. The Decontamination Certificate is located on the website for download.

Recycling or disposal

- Silica: dispose of appropriately according to local disposal requirements.
- **MASTDISCS**[®]: as per specific IFU
- **MAST**[®] **DISCMaster**[®]: dispose of appropriately according to local disposal requirements following decontamination.

Troubleshooting

A trouble shooting flow chart may be found in the IFU accompanying the **MAST**[®] **DISCMaster**[®] dispensers.

What ISO standard are the dispensers?

Dispensers are acceptance sampled under ISO 2859.