

Diplomat Dental s.r.o ., Vrbovská cesta 17, 921 01 Piešťany, Slovenská republika			
	Change description :	Change is valid for :	Technical information
	Model Pro – suction control software issue	Model PRO	No.: 08_26
		Change is valid from :	Revision:
		12/08/2026	

Model Pro – suction control software issue

Applicability: Model Pro units configured WITHOUT Automatic or Semi-Automatic Hygiene only.
(Units equipped with Automatic or Semi-Automatic Hygiene are not affected).

Dear Partner / Customer,

Following the release of firmware version **1.1.38** (which introduced support for the Sirius Lamp, Knee-bend options, and general system optimizations), we identified a specific software behavior affecting **Model Pro units without the Automatic or Semi-Automatic Hygiene option**.

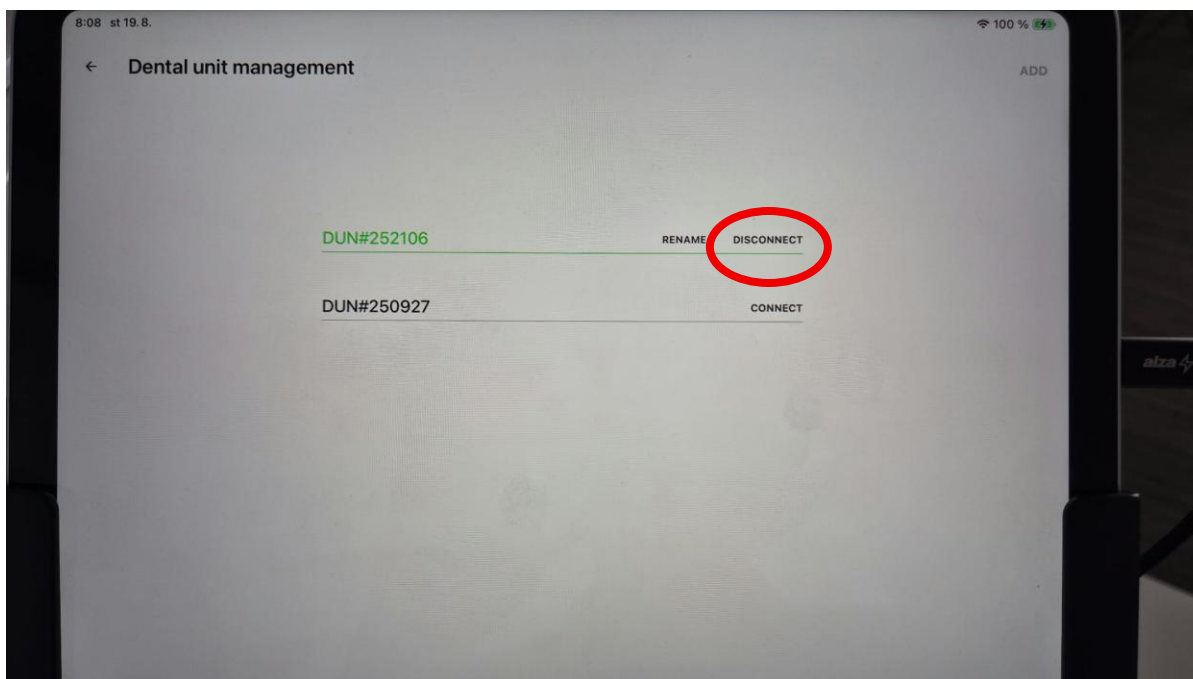
Issue Description

If the tablet is manually disconnected and reconnected while the dental unit is running, the suction control system may fail to activate.

Note: During standard startup, the unit connects to the tablet automatically and operates normally.

How to Avoid the Issue (Recommended Workflow)

To ensure continuous operation without interruptions, avoid manually disconnecting the tablet. Specifically, **do not press the "Disconnect" button** (see image below) during daily operation.



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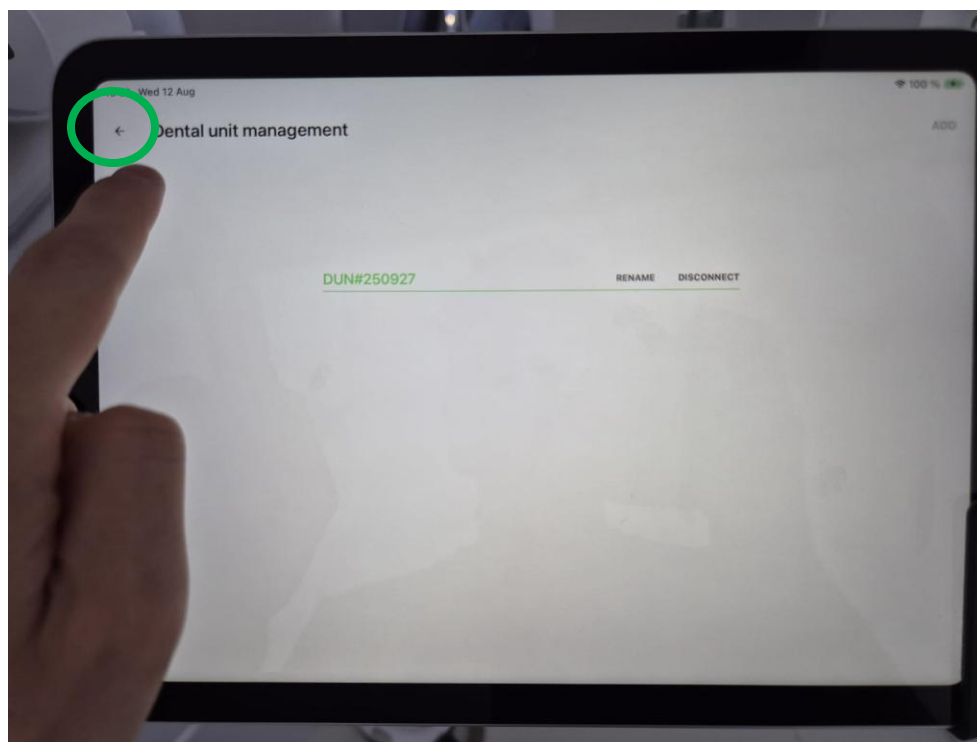
Correct User Switching Workflow:

The most common reason users manually disconnect and reconnect the tablet is when switching the active user profile. In this scenario, users mistakenly press "Disconnect" instead of navigating back.

Please note that **disconnecting the tablet is not required to switch users**.

To switch user profiles correctly:

1. Select the desired user profile from the list.
2. Tap the **top-left back button** to return directly to the main operating screen (see image below).



Workaround (If Suction Control Fails to Respond)

If the tablet has been manually disconnected/reconnected and the suction control does not engage:

- **Restart the dental unit:** Switch the main unit power off, wait 5 seconds, and switch it back on. The system will reconnect automatically with full suction functionality restored.

Corrective Action

Our R&D team is finalizing a firmware update to resolve this permanently. You will receive an updated Technical Info release as soon as the validated patch is available for deployment.

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Questions and Answers:

Q: I have recently bought a new unit with the fully automatic hygiene; can this issue happen to me?

A: This specific software bug is only appearing on units without the hygiene option due to firmware logic.

Q: I have an older unit which works correctly, should the firmware update be performed if the issue is present?

A: As the firmware update fixes many other potential issues and adds new features it is best, however if the unit works as intended and no other issues are observable you can wait with the update until the next release.

If you have any further questions regarding this technical information or any other inquiries, please contact us via our official ticket portal at ticket.diplomat-service.com.

Thank you,

Your Diplomat Dental Solutions team.