



OPEN DELIVERY SYSTEM **FAQ.**

Frequently Asked Questions

OPEN DELIVERY SYSTEM FAQ.



Which brand lines will change cartridge/tip system?

All Sultan impression and bite registration material brands WITH cartridge delivery (Genie®, Genie® Bite, Genie Magic Mix®, Silgimix®).



What are the benefits of the updated cartridge and mixing tips system?

Our open delivery system is back. Here are the key system changes to be aware of:

- Updated, open delivery system for all Genie® 50mL and 380mL cartridges.
- Now works with the most common mix tips in the market.
- The impression material formulation has not changed. It is the same formulation and performance you know and love.



Will this change affect the 380mL system, too?

✓ Yes

The change will impact both the 50mL and 380mL systems.



Can the system be used with existing 50mL dispenser and 380mL mixing machine available in the market?

✓ Yes

Except for Pentamix Lite, working only with 3M cartridges.



Is the updated cartridge and mixing tips a closed system?

✗ No

The updated delivery system is an open one, so it works with most common mixing tips in the market.



Which mixing tip should I use when?

50mL system:

- Green mixing tips are for high and medium viscosity material.
- Yellow mixing tips are for low viscosity material. These are to be used with yellow intraoral tips.

380mL system:

- Yellow dynamic mixing tips, to be used with bayonet ring.



Which tip should I use instead of the red one?

The yellow mixing tip with the yellow intraoral.



Which tip should I use instead of the blue one?

The green mixing tip.



Are the green and yellow mixing tips interchangeable?

✗ No

- Green mixing tips are for high and medium viscosity material.
- Yellow mixing tips are for low viscosity material.
- Yellow dynamic mixing tips are just for 380mL cartridges.



Can the previous red and blue mixing tips be used with the updated delivery system?

✗ No

The previous system was closed so it could not be used with our updated open one.



Can the previous cartridge system be used with the updated mixing tips?

✗ No

The previous system was closed so it could not be used with our updated open one.



Should I use new intraoral tips?

✓ Yes

The yellow intraoral tips are to be used with the yellow mix tips. The red intraoral will not work with the updated cartridge system.



Did the product material change with the updated cartridge and mixing tip system?

✗ No

The impression and bite registration material has not changed. It is the same formulation and performance you know and love.

Also the re-order number of the product has not changed.

Only the mixing tips refill SKUs do vary as follows:

- 72003 – Yellow Mixing Tips (48pcs)
- 72001 – Green Mixing Tips (48pcs)
- 72007 – Yellow Intraoral Tips (100pcs)
- 78840 – Yellow Dynamic Mixing Tips (50pcs)



Is there a refill SKU for the bayonet ring?

✗ No

The bayonet ring – to be used with the yellow dynamic mixing tip – is inside the 1x380mL and 4x380mL Genie® pack.



Does the bleeding protocol change with the updated delivery system?

✓ Yes

Please refer to the Technique Guide for each material.