

# HANDPIECE

## HEADLINES™

Volume 1 Issue 1

YOUR SOURCE FOR HANDPIECE INFORMATION




ASK THE EXPERTS

### Handpiece Maintenance Tips

**?** *What's the best way to clean my high-speed handpiece?*

First, clean the outer shell of the handpiece using soap and water or alcohol and 2 x 2s. Never use a disinfectant! Then, insert a bur, cover the head of the handpiece with a sprayguard or paper towel, and spray the handpiece with a high-grade synthetic aerosol lubricant using the appropriate adapter. Next, run the handpiece on the purge station for 10 to 20 seconds to flush the debris out of the turbine before autoclaving. Finally, remove the bur and insert the handpiece into a bag and sterilize it. If you are using half paper and half plastic bags, remember to put the paper side up for easy evaporation.

Just remember these four easy steps: cleaning, lubricating, running, and sterilizing. If you are using lube-free handpieces, you can skip the lubricant and the purge station.

 If you have a question that you would like to have answered in this column, please email the handpiece maintenance expert at [info@hayeshandpiece.com](mailto:info@hayeshandpiece.com).



Handpiece expert  
Brian Vujnovich of  
Hayes Handpiece  
San Diego.

## Hayes Handpiece Lends a Helping Hand to The Flying Samaritans

**T**his story begins in 1961 when four people in a twin Bonanza were returning to San Diego from a trip to Baja California.

When a severe storm blocked radio contact to Tijuana and San Diego, the travelers headed toward Ensenada. Running low on fuel, the pilot began a race with the storm. When the weather cleared, the village of El Rosario became visible. The pilot landed on a little-used runway near El Rosario, approximately 150 miles south of Ensenada.

The people of El Rosario were extremely hospitable, sharing their food and offering accommodations for the night. The travelers were so thankful, they decided to hold a food, clothing, and toy drive for

the people of the village. That December, approximately 20 volunteers returned to El Rosario in nine small aircraft bringing supplies and medical help. Others joined the group and in 1962, Flying Samaritans was formally incorporated as a non-sectarian, non-profit organization.

Today there are 12 chapters with 22 clinics operating in Baja California and Sonora, Mexico. Pilots, nurses, pharmacists, dentists, hygienists, optometrists, chiropractors, translators and doctors—all volunteers—travel to Mexico one weekend a month to provide care to needy patients. In some cases, these clinics are the only medical care

in a 200-mile radius. Each chapter runs its own clinics, so volunteers form a relationship with the communities served. All services are performed

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The repair center has donated high-speed handpieces, so they can be put to good use by volunteer dentists and hygienists in two Baja clinics.

## NEW PRODUCT!

### Tiger OneStep 4/5 Hole Adapter for Midwest-Type Handpieces

Finally, a fast and foolproof way to lubricate 4/5 hole Midwest-type handpieces!



- All holes line up perfectly
- Exhaust air is blocked to help flush debris and reduce mess
- Patent pending

**HAYES**

THE HIGHEST QUALITY HANDPIECE REPAIR CENTER

[www.hayeshandpiece.com](http://www.hayeshandpiece.com)



**Entrepreneur Magazine Gives Hayes Top Billing**

Why not work with the best? For the third year in a row, Hayes Handpiece was ranked "#1 Franchise" in the Health-Related Products and Services category in *Entrepreneur Magazine's* 22nd annual Franchise 500 listing. The company was also recently honored as "The Best of the Best for 2002" in the Health Businesses category in the magazine's annual report of industry leading franchises.

Hayes Handpiece has been in business longer than any other handpiece repair franchise in the country and has grown to over 65 independently owned and operated locations worldwide.



**CORPORATE HEADQUARTERS**  
5375 Avenida Encinas, Suite C  
Carlsbad, CA 92008  
Tel: 800-228-0521

Visit [www.hayeshandpiece.com](http://www.hayeshandpiece.com) for information on your local Hayes repair center.

To be added to the mail list for Handpiece Headlines, please call 800-228-0521.

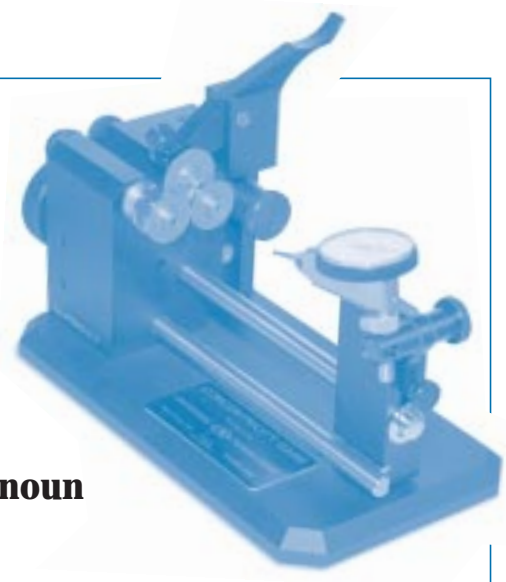
Since 1989, Hayes Handpiece Company has specialized in handpiece repair and maintenance. With over 65 local handpiece repair centers worldwide, Hayes Handpiece provides high-quality, convenient, and reasonably priced high-speed and low-speed repairs, scaler repair, attachment repair, and fiber optic replacement.

*Handpiece Headlines is published quarterly by Hayes Handpiece.*



# CONCENTRICITY: The Precision Testing that Makes Hayes' Repairs Unique

**con·cen·tric·i·ty /kän-'sen-'tri-si-tē/ noun**  
*Having a common center or axis*



Hayes Handpiece technicians are thoroughly trained in all areas of handpiece repair. One important component of a Hayes repair is concentricity testing on the handpiece turbine. With the turbine rotating at up to 400,000 RPM, even a slight deviation from true center can

drastically reduce the lifespan of the turbine. Concentricity, even more than the quality of bearings, is the single most important aspect of a quality repair. Hayes technicians use proprietary equipment, called a concentricity gauge, to perform concentricity tests for every high-speed repair. The

International Standards Organization (ISO) has set the benchmark for dental turbines at .0011 inches or less of total indicator run-out (TIR). These tolerances are maintained on all of Hayes' high-speed repairs, which is an important distinction between Hayes and other repair facilities.

## New Location to Serve You!

Hayes Handpiece Repair Center Opens in East Brunswick, New Jersey

Dental offices in the New Jersey counties of Middlesex, Monmouth, Mercer and Somerset can now count on high-quality handpiece repairs from the newest Hayes Handpiece repair center in East Brunswick. Centrally located amidst these four counties, the new repair center offers free pick up and delivery across the region. Ted Harden, owner of Hayes Handpiece Central Jersey, is anxious to build a relationship



Ted Harden of Hayes Handpiece East Brunswick.

with local dentists based on quality and integrity. "My number one goal is to have local dentists trust in Hayes Handpiece, so the company name is at the top of their list as a source for high-quality repairs," says Harden. "I know that Hayes Handpiece has built their reputation on a foundation of trust, integrity and honesty, and I feel very fortunate to be part of the Hayes network."

*COVER STORY continued from page 1*  
free of charge and supplies and equipment are donated.

Hayes Handpiece San Diego has recently pitched in to help the San Diego chapter of the Flying Samaritans. The repair center has donated high-speed handpieces, so they can be put to good use by volunteer dentists and hygienists in two Baja clinics.

"We know what a huge impact the Flying Samaritans have had on the communities they serve, and how they have improved the health and the lives of people throughout Mexico," explains John Hayes of Hayes Handpiece San Diego. "Hayes Handpiece is happy to help such an outstanding organization."

For more information on the Flying Samaritans, visit <http://flying-samaritans.org.cnchost.com/>



[www.hayeshandpiece.com](http://www.hayeshandpiece.com)



# What About Bearings?

High-Quality Parts Extend the Life of Your Handpiece

By David Hayes—  
Hayes Handpiece



Hayes Handpiece technicians are frequently asked whether or not Hayes uses bearings from Star, KaVo or Midwest. To answer this question, it is important to state that bearing technology is a separate science from that of handpiece manufacturing.

Hayes does not use bearings from Star, KaVo or Midwest because these handpiece manufacturers do not actually make their own bearings. They must purchase them from bearing manufacturers just as Hayes does.

**Premium Parts for Increased Performance**  
Hayes uses only bearings rated Abec 7 and above for all of our repairs. In most cases, we can match the original equipment manufacturer (OEM) bearing configuration, but instead we use an upgraded steel and cage material for increased performance. This is important because the cage—the material that holds and separates the balls—is the primary failure point in most handpiece repairs. Our premium cage is made from Teflon-impregnated phenolic, which gives improved wear resistance and longer turbine life.

## Confused About Handpiece Maintenance?

New CD-ROM Has the Answers



Are you confused about how to take care of your handpieces? Hayes Handpiece Company has introduced a new handpiece maintenance CD-ROM called "Care of a Handpiece". This interactive training tool can help you extend the life of your handpieces and reduce your operating

costs. The CD-ROM makes the dental assistant's job easier and more efficient. And, it's the perfect training tool for new staff members.

"Care of a Handpiece" eliminates the confusion about handpiece maintenance by providing instruction on all areas of maintenance

including high-speed and low-speed maintenance, as well as other variables that affect the lifespan and performance of handpieces.

The CD-ROM includes a continuing education course worth one CE credit. Following the CE course, Hayes Handpiece also provides a complimentary can of Tiger OneStep Handpiece Lubricant.

The CD-ROM is available FREE from Hayes Handpiece locations throughout the country. Contact your local Hayes Handpiece repair center to request a copy of the CD-ROM, or call 800-228-0521 for more information.



[www.hayeshandpiece.com](http://www.hayeshandpiece.com)

## CUSTOMER CORNER

*"I no longer have to wait weeks for my handpieces to be repaired and delivered back to me. Their fast, friendly, and honest service has been a welcome change."*

CELESTE  
NEW ORLEANS HEALTH  
DEPARTMENT

*"Pleasant, quick, personalized service...the owner came to our office to resolve a repair question"*

CINDY  
PACKARD DENTAL OFFICE  
CARLSBAD, CA

*"Hayes rebuilds my Star Lube Free turbines and keeps them lube free for less than half of what I once paid for a new turbine."*

DR. SUZANNE TULENKO  
CHULA VISTA, CA



WHAT'S INSIDE:



Handpiece Maintenance Tips

New Products

Flying Samaritans Deliver Free Dental Care

## We Specialize in Handpiece Repair

- High-speed & low-speed repair
- Scaler repair
- Fiber optic replacement
- Attachment repair & head replacement
- Same high-quality parts as the manufacturers
- Fast turnaround



HIGH-SPEED REPAIR  
\$79, 4-month warranty



LOW-SPEED REPAIR  
\$150, 6-month warranty

## SPECIALS

### FREE Maintenance Clinic!



The in-office handpiece maintenance demonstration provides you with information on preventative maintenance techniques and lubricants to extend the life of handpieces.

FEATURING MAINTENANCE ASSISTANCE FOR:

- high-speeds
- low-speeds
- swivels
- scalers
- attachments and more!

The maintenance clinics are FREE, take approximately 15 minutes and are available in most locations throughout the country.

Call 800-228-0521 or your local Hayes office for more information.

### Free Handpiece Maintenance CD-ROM!

Eliminate the confusion about handpiece maintenance



Featuring 1 CE credit plus a free 500ml can of Tiger OneStep handpiece lubricant! Call for your copy today!

**Call your local Hayes Handpiece repair center today!**