



**MAST® DISCMaster Frequently asked Questions and Answers**

**What are the components made of?**

Adjustable skirt	Polycarbonate
Cartridge tube holder	Glass filled nylon
Handle	Glass filled nylon
Knob	Acrylonitrile-butadiene-styrene
Decal	Acrylonitrile-butadiene-styrene
Inner skirt	Glass filled nylon
Base plate	Stainless steel
Centre spring	Stainless steel
Ejector pins	Stainless Steel
Canister	Acrylonitrile-butadiene-styrene
Gasket	Thermoplastic rubber

Some internal components are brass.

**What standard is the dispenser tested to?**

The British Standard we used to define the statistical basis for the testing was BS 6001-7:2001 (Sampling procedures for inspection). Originally this was used for the comparative studies between our old MDD62 and competitor dispensers as well as developing the performance criteria and testing regime for the MDD63 and subsequent models.

The dispensers are Quality Controlled by carrying out an inspection regime based on the sampling procedure which is based on a visual inspection as well as in-house performance testing with a full 300-disc dispensing cycle.

**How did we develop our acceptance criteria?**

We adopted the principle that we must be better than the best of our competitor's dispenser. A statistically significant testing regime was used to sample and measure output.

**How many discs were tested?**

During design and development of the MDD62, in the order of 210,000 discs have been dispensed in formal studies whilst many more have been used during evaluations and informal testing. Of course, there have been additional user surveys and trials. For the MDD63 and subsequent models, we have again tested many thousands of discs through formal trials as well as simulating over 300,000 dispensing cycles on a test rig. Additionally, since 2008 Mast Group Ltd. have sold over 6000 disc dispensers, which have been extensively used in the field world-wide.

**What are the acceptance criteria for the silica gel?**

The silica gel capsules 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 recharge the silica gel?**

If the desiccant appears green in the MDD63 and subsequent models, it can be regenerated by drying overnight in a laboratory oven or incubator at 60 – 65°C. After which it will return to a yellow colour.

### **Can I replace the silica gel capsules?**

Yes, they are available:

Packs of 4 (SILICA63) for **MAST**<sup>®</sup> DISCMaster 6 place dispensers

Please contact [sales@mastgrp.com](mailto:sales@mastgrp.com) for pricing and availability.

### **Can the **MAST**<sup>®</sup> 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**<sup>®</sup> DISCMaster contains no user serviceable parts.

### **If a cartridge 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, contact your Sales Representative or Customer Services who will arrange for a repair/replacement.

### **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?**

Included in the canister of the MDD65 is a foam wad at the base of the dispenser and a plastic insert at the top. These can be discarded upon receipt, and are included for packaging purposes to limit the movement of the dispenser in transit.

### **Troubleshooting**

A trouble shooting algorithm may be found in the booklet accompanying the **MAST**<sup>®</sup> DISCMaster dispensers.