



MAST® DISCMaster Dispensers
Frequently Asked Questions

What are the components made of?

Plastic components are a combination of Polycarbonate (PC), Polycarbonate Acrylonitrile Butadiene Styrene (ABS), Polycarbonate Acrylonitrile Butadiene Styrene (PC ABS), and Acetal Resin. The shaft, baseplate and ejector pins are 304 Stainless Steel. Some internal components are CZ121 brass. The bushing is PA-12 Nylon and the internal spring is 1.4310 Stainless Steel. All fasteners are A2 Stainless Steel

What standard is the dispenser tested to?

Mast Group Ltd. 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 were 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 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?

See Instructions for Use 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 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 to discuss warranty/repair options. A full troubleshooting guide is available in the dispenser 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, these can be discarded upon receipt. They are included for packaging purposes to limit the movement of the dispenser in transit.

Troubleshooting

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