

# Failure Investigation

Running into trouble with failed waterline tests? Don't stress! Here is a checklist you can work through to help pinpoint the issue.

## Source Water

If your bottles are being filled with already contaminated water, that will not help us in our fight with bacteria to keep our lines clean. Have you tested your source water recently? Check out our [Source Water Guide](#) to see what type of water is best for non-surgical procedures.

## Slow Speed Handpiece Lines

Most clinical staff don't use the slow speed lines, so it is common that they don't get flushed or shocked. All the lines within your dental unit are interconnected. If one line has bacteria build-up, it can travel to the other lines, causing a failure. Don't forget to flush, treat, and shock your slow speed lines, even if you don't use them!

*Tip: There may be a dial that you can use to turn the water up. Yes, you heard that right. A lot of slow speed lines CAN get water through them. You also have the option to have the slow speed lines "capped off" if you won't ever use water through them.*

## Water Bottles

Dental unit water bottles are at risk for growing biofilm, just like waterlines. Filling your water bottles with clean water won't matter if there is a biofilm built up on the inside of the bottles. Do you remember the last time you cleaned your water bottles? Check the manufacturer instructions on how to properly disinfect your bottles.

## Switching Shock Chemicals

Have you tried switching up your shock product? Bacteria is intelligent and can become resistant to some chemicals over time. Sometimes, switching up the chemical you are using is what it takes to get those stubborn lines back to passing.

## City/Bottle Toggle

Many traditional dental units have a switch that allows dental professionals to switch back and forth between the city water supply and the water bottle on the unit. The best thing you can do is make sure that toggle is always switched to "Bottle." When it is switched to "City," the treatment product you have is not being utilized since the water is coming from the premise plumbing and not the actual bottle.

## Dead Legs

If you have ever seen the inside of a junction box, you know that are a bunch of little tubes all over the place. A dead leg is a section of tubing that does not get consistent water flow; meaning it just sits stagnant and gives bacteria a cozy place to live. A technician from your dental supply company can come into your office to look for and remove dead legs.