Tridak® Filling Systems
Frequently Asked Questions

Sales & Warranty Questions

Q: What is the return policy for filling equipment?

A: Our filling systems have no trial period. Any defects are covered under our warranty.

Q: What is the warranty?

A: Filling products carry a one-year warranty against defects in materials and workmanship with proof of purchase date.

Q: Can filling equipment be rented or sold on a trial basis?

A: Yes. Our Trial Rental/Lease Program is available for filling equipment. Contact your Tridak representative for more information.

Q: Do you have distributors in Europe and Asia?

A: We do not currently have distributors in Europe or Asia, though we are looking for suitable sales partners in those regions. Our North American location provides sales and application support for Europe and Asia.

Q: I already have a Tridak filling system. Why do I need to send in my syringes/cartridges/pistons to order a new unit?

A: Tridak has taken many steps to streamline their product offering over the past few years. This means all of the equipment has undergone an upgrade at some point. To ensure the tooling of a new unit fits your specific cartridges, we require all customers to send in their empty containers. A part number will be assigned to this customized tooling, making it easy for you to reorder in the future.

General Filling System Questions

Q: What viscosities will work with the filling systems?

A: Each of our filling systems accepts different viscosity fluids. Refer to the chart below for the viscosities handled by various models.

System	Viscosity Range
Model 1050 Syringe Filler	1 - 60,000 cP
Model 1200 Syringe Filler	1 - 60,000 cP
Model 2200 Cartridge Filler	1,000 - 100,000 cP
Model 2400 High-Pressure Filler	Non-Flowing Paste

Q: What syringe/cartridge sizes can the systems handle?

A: Each model differs. Refer to the chart below for specific sizes for each model.

System	Syringe/Cartridge Size
Model 1050 Syringe Filler	<1 - 60 mL
Model 1200 Syringe Filler	Up to 60 mL
Model 2200 Cartridge Filler	20 - 750 mL
Model 2400 High-Pressure Filler	<1 -10 mL

Q: What is the average fill time for each system?

A: Each model differs. Refer to the chart below for fill times specific to each model.

System	Average Fill Time
Model 1050 Syringe Filler	1-5 seconds
Model 1200 Syringe Filler (2 Component)	2-6 seconds
Model 2200 Cartridge Filler	2-8 seconds
Model 2400 High-Pressure Filler	2-12 seconds

Q: Are Tridak filling systems CE-marked?

A: Our Model 1050 and 2200 systems are currently CE-marked. We are in the process of CE-marking our Model 3200 piston inserter.

Q: Can you send me a video of filling our product in syringes/cartridges?

A: Due to the resources necessary, we are unable to provide a video for every customer's specific cartridge and product to be filled. We're developing detailed animations for each of our filling systems to illustrate how they work.

Q: How can I determine the repeatability of the unit?

A: We would typically recommend testing this by taking an empty syringe, filling as usual, and weighing the filled syringe. This should be done with 10-20 samples to evaluate the mean and standard deviation. Periodic checks as a benchmark are recommended.

Q: Can you heat the material in your system?

A: The Model 2400 High-Pressure Filling System comes with a built-in heater to improve the flow of very high-viscosity materials. Our other filling systems do not have built-in heaters, but customers can consider using blanket heaters or other methods to heat their material as long as it doesn't negatively impact the material. The feasibility of a localized heater would need to be validated by the end customer.

Q: What do I need to operate your filling equipment?

A: Our Model 1050 and 2200 systems and Model 3200 piston inserters operate on compressed air or "shop air". They do not require electricity to operate. Our Model 1200 and 2400 systems operate on compressed air but also requires electricity to run.

Q: How should I clean my filling system?

A: Our filling equipment can be wiped down with basic liquid or spray cleaners.

Q: Do you sell air compressors?

A: We do not, but we can help you select a suitable unit from your local hardware or home-supply store if necessary. Our systems require the air supply to be clean, dry, non-lubricated air capable of operating pressures of
60 - 90 psi.

Q: Are the cartridges sterile?

A: Our cartridges do not come sterilized but can be sterilized by our customers. Because sterilization methods differ, the cartridges will need to be tested by the customer's sterilization method to determine if they will hold up over multiple cycles.

Application Questions

Q: Do you offer application trials at your facility?

A: If we aren't sure if one of our filling systems will work in a specific application, we do have the capability to perform small-scale trial runs at our facility in Torrington, CT.

Q: Are your filling systems suitable for oral or pharmaceutical applications?

A: Yes, a number of our customers use our equipment in pharmaceutical applications.

Unit-Specific Questions

Tridak Model 1050

Q: Can we eliminate the reservoir and just connect our pump fill line to the tube coming from the disposable fluid valve?

A: Yes, the customer is free to do this.

Q: What materials are the valve and tubing made of?

A: Fluid-line tubing is made of black polyethylene while air-line tubing is made from blue polyurethane. All material contact tube fittings are made of acetyl. The valve is made of aluminum and does not come into contact with the material. Please refer to the *Model 1050 System Product Bulletin* for additional information.

Q: Is there a special type of air compressor to use with the Model 1050 if there is no shop air?

A: The system requires the air supply to be clean, dry, non-lubricated air capable of operating pressures of 60 - 90 psi.

Q: The user manual notes operating air pressure is 60 min/ 90 max psi. What if our fluid pump doesn't run that high?

A: Operating air pressure is required to operate the Model 1050 and is different from the fluid pressure. The minimum fluid pressure is dictated by the viscosity and rheology of what you are dispensing and is typically lower than what is required to operate the unit.

Q: How often should I replace the disposable fluid path and connectors?

A: Over time, the disposable fluid path will begin to degrade and the luer-lock adapter may start to lose its threading. It's hard to say how often you should replace the tube since multiple factors such as the material being filled, the frequency of use, and amount of handling will all play a role. If the unit is working adequately, there should be no need to replace the fluid pathway.

Q: What are the largest reservoirs Tridak offers?

A: Our largest polyethylene reservoir is 32 oz. We also carry 10-gallon stainless steel pressure pot reservoirs which can be used as is, with a liner, or with a drop-in 5-gallon pail. Customers may use their own vessels.

Q: Are all the parts that contact the product sanitary?

A: None of the wetted components are considered sterile but they are completely disposable. It is up to the customer to decide if the disposable fluid path is adequate for their process. We have many compounding pharmacies and dental customers using our equipment without concern.

Tridak Model 2400

Q: Can the Model 2400 be made medical grade?

A: The unit can be requested with all material contact parts replaced with NSF-grade Delrin® and 316 stainless steel.

Q: How many syringes can the Model 2400 fill at a time?

A: The unit only supports filling one syringe at a time.

Tridak Model 3200 Piston Inserter

Q: What size cartridges are compatible with the piston inserter? Does it work with syringes?

A: The Model 3200 is compatible with cartridges in a variety of shapes and sizes. In theory, this system could work with syringes, but this is typically not necessary as most syringes are filled through the nozzle end with a pre-inserted piston or plunger. We recommend contacting Tridak if you have questions regarding the unit's feasibility with your size cartridge.

Tridak LLC | 318 Industrial Lane, Torrington, CT 06790 USA | 860.482.1010 | info@tridak.com | www.tridak.com

Please note that most filling and repackaging system applications are unique. Tridak does not warrant the fitness of the product for the intended application. Any warranty applicable to the product, its application and use is strictly limited to that contained in Tridak's standard Conditions of Sale. Tridak recommends that any intended application be evaluated and tested by the user to ensure that desired performance criteria are satisfied. Tridak is willing to assist users in their performance testing and evaluation. Data sheets are available for pressure pots upon request.