

DEXIS NOMAD™ Pro 2

Frequently Asked Questions



The Device

What is the NOMAD Pro 2?

The NOMAD Pro 2 is the next generation of the NOMAD handheld X-ray system.

What updates were made to the NOMAD from the previous version (NOMAD Pro 2)?

The latest NOMAD Pro 2 device has the following features:

1. State-of-the-art battery technology with industry-leading capacity and reliability.
2. Innovative ergonomic handset that improves comfort and balance.
3. A refreshed appearance consistent with the DEXIS Imaging portfolio.

Why should my office buy a NOMAD Pro 2?

NOMAD is the world's most popular handheld X-ray system. With a strong history of continuous innovation and an unwavering commitment to safety, NOMAD Pro 2 brings dental professionals industry-leading battery technology, innovative ergonomic design, and an intuitive user interface. This system delivers where it counts: sharp image quality, efficient workflow, and maximized uptime.

Safety and Use

Are NOMAD products safe?

Numerous studies have confirmed that NOMAD X-ray systems, when used properly, are safe for use in the dental office. Special internal and external backscatter shielding protect the operator, while true DC voltage and a controlled focal spot minimize the exposure to the patient. For more information on these studies, please contact DEXIS Imaging Account Management at dexiscomplete@dexis.com.

How do I get training on how to use NOMAD?

An Operator CD, an electronic version of the operator manual, and other important information are included in the box with every NOMAD device. You may also [click here](#) for more information. Please ensure that all operators complete NOMAD training by reading the operator manual, viewing the information on the training CD, and then taking and passing the test prior to use. Individual states or provinces may have specific requirements for recording and maintaining training records. For details, check with your authorized dealer/supplier or the local governing body.

Where are NOMAD products approved for use?

Within the United States, the NOMAD Pro 2 and its predecessors have received 510(k) clearance by the FDA. Within Canada, NOMAD Pro 2 has received approval for use by Health Canada. Individual states and provinces may have specific requirements for registration and use. For details, check with your authorized dealer/supplier or local governing body.

What is the warranty on the NOMAD, and how do I register my product?

All NOMAD Pro 2 devices sold in the United States and/or Canada come with a 1-year manufacturer warranty. To register your device with us, either mail in the warranty card that was provided with your unit, call a DEXIS Team Member at 1-888-88-DEXIS or register online online by [clicking here](#).

How do I register my product with my state and/or Canada?

The owner is responsible for registering their device with their local governing body. Because the local registration processes for handheld X-ray systems can vary, please check with your governing body for the specific process.

FAQs

How do I properly clean and disinfect the NOMAD?

We recommend using CaviCide™ or CaviWipes™. Do not spray CaviCide directly onto the NOMAD. Do not use acetone-based products. Please refer to the manual for further details.

Do I need to calibrate the NOMAD?

Your NOMAD was calibrated as a part of the manufacturing process and is ready for use right out of the box. Periodic calibration requirements for handheld dental X-ray devices vary by state and/or province. For specific details for your device, please check with your local governing body radiation control office. When calibration of your NOMAD is required, please call a DEXIS Team Member at 1-888-88-DEXIS to schedule your calibration appointment.

What personal protective measures should I take when using the NOMAD?

When used properly, NOMAD devices require no additional protection, such as a vest or apron, unless mandated by your state and/or province. Independent studies have shown that under proper use, operator exposure is one one-hundredth of the annual maximum set by the government for occupational safety.

Individual states or provinces may vary in their approval and requirements for handheld X-ray devices, including storage, use of protective vests, and dosimetry badges or rings. Check with your authorized dealer/supplier or local governing body for details.

Bystanders should maintain at least 6 feet from the X-ray by following local radiation safety regulations to avoid undue exposure.

Is it safe to operate the NOMAD while pregnant?

NOMAD PRO 2 provides a high degree of protection from unnecessary radiation. However, no practical design can provide complete protection nor prevent operators from exposing themselves or others to unnecessary radiation. It is important to restrict use and follow all applicable government radiation protection regulations. Pregnant women should not be exposed to X-rays unless necessary. Proper safety precautions should be taken to minimize dose to the fetus.

Can I use NOMAD on a pregnant patient?

The medical practitioner must weigh the benefits conferred by use of the device against the potential hazard to the pregnant woman and fetus resulting from radiation exposure. If use of the device is considered justified, the practitioner must take the appropriate precautions, such as use of radiation safety garments, to limit radiation exposure beyond the maxillofacial complex.

What imaging media can be used?

NOMAD devices work well with film, digital media and phosphor plates. Exposure times will vary with the media used.

Service

Who do I call if I experience an issue with my NOMAD?

For questions and concerns, please contact a DEXIS Team Member at 1-888-88-DEXIS. To start, the account manager will ask you for your information as well as the serial number of your NOMAD, which is located on the underside of the tubehead.

Is there a recommended time interval when I should get my product serviced?

Different states or provinces may have periodic requirements for servicing and/or calibration. For details specific to your device, please check with your local governing body. When servicing or calibration of your NOMAD is required, please call a DEXIS Team Member at 1-888-88-DEXIS to schedule service.

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