



**Support on Demand**  
**(Sterilizer Service Reference Guide)**  
**937-526-8445 or 1-800-Midmark, ext. 8445**

**24 Hour Technical Support**

Midmark's Support on Demand is an automated service that gives you 24/7 access to technical information. This easy to use service offers everything from sterilizer operating instructions and service diagnostics to error code identification and trouble shooting. The parts identification portion of this service includes approximately ten of the most requested part numbers.

With Support on Demand, you can use the easy-to-follow instructions to navigate, or use the reference codes listed on this guide.

When using Support on Demand, you may press the 'pound' key to return to the previous menu, or you may press the 'star' key to return to the main menu, re-enter the reference code and replay an instruction.

Note: Dialing 937-526-8445 will connect you directly to the 24 hour technical support menu.

Quick Tips: Dial 937-526-8445 and make a selection from the 24 hour technical support menu. When the Support on Demand main menu is played, enter a reference code listed on this guide to quickly get the instruction needed.

Example: If you have a M3 with a C544 error code, dial 937-526-8445 and select Support on Demand for sterilizer products. When you hear the Support on Demand main menu, enter reference code 434 followed by 544 and your instruction will play.

<b>M3 Ultrafast®</b>	<i>Reference Code</i>
Installation Instructions .....	411
Accessory Information .....	412
Operating Instructions .....	4211
Standard Cycle Parameters .....	4212
Periodic Maintenance .....	4221
Monthly Maintenance .....	4222
Service Diagnostics .....	431
Five Point Leak Check.....	4321
Temperature Sensor Test .....	433
Error Codes .....	434
Part Identification.....	435
User Priming Instructions. ....	4223
Technician Priming Instructions. ....	4322

<b>M7 Speedclave®</b> (Models 020-022)	<i>Reference Code</i>
Operating Instructions .....	3111
Time & Temperatures .....	3112
Weekly Maintenance .....	3121
Monthly Maintenance .....	3122
Temperature Regulator Relay Ajustment.....	321
Six Point Leak Check .....	322
Frequently Asked Questions.....	323
Part Identification.....	324

<b>Current Generation M9/M11</b> (w/ Green Display)	<i>Reference Code</i>
Operating Instructions .....	1111
Standard Cycle Parameters .....	1112
Weekly Maintenance .....	1121
Monthly Maintenance .....	1122
Service Diagnostics and Door Opening Test.....	121
Six Point Leak Check .....	122
Error Codes .....	123
Parts Identification .....	124

**First Generation M9/M11**  
(w/ Red Display)

This product has reached its end of life. Midmark no longer provides service parts or support for this product.

**1st & 2nd Generation M7** (Models 001-016)

These products have reached their end of life. Midmark no longer provides service parts or support for these products.