

Schick Intraoral Sensor System Update: Feb 2026

Dear Customer,

Below, please find an update on product improvement efforts for the Schick Intraoral Sensor System

Valued Customer Feedback

Dentsply Sirona has received customer feedback highlighting two areas of product performance challenges:

- 1) **Previous Image Retention:** Following a new exposure, the system may fail to fully clear the prior image, resulting in partial or complete display of the previous image. In some cases, the prior image may be overlaid onto the newly captured image.
- 2) **Intermittent Connection:** Some customers have reported occasional intermittent connectivity between the Schick interface and the computer.

Current Status

DS and its supplier partners have investigated these reports. We are working on two product enhancements that will support improved performance in the future.

With both planned solutions, affected customers would be able to keep their sensors and USB interfaces and would simply upgrade to a new cable and firmware.

Next Steps

In the meantime, we encourage customers who experience occasional connectivity or image display interruptions to contact customer service. Our teams can share best practice guidance and provide practical support in alignment with approved instructions for use to help maintain smooth operation until the future improvements become available.

As part of our regular product improvement cycle, an updated cable option (planned availability during Q2 2026) and a firmware update (expected early Q2 2026) are planned to be introduced. Your representative can help determine whether these options could be beneficial for your individual setup once available.

DS has not received any reports of patient harm. Customers should ensure adherence to the published instructions for use during operation of the device.

Need Help?

 [Dentsply Sirona Technical Support: 1 \(800\) 659-5977](tel:18006595977)

Thank you for your attention and continued trust in our products.

Warm regards,
Dentsply Sirona