

Aligner Treatment Guide

How soon can I expect the plan to be uploaded?

- It's always best to upload all the necessary information all at once to ensure that we stay on schedule.
- Once all files have been provided, here's how you can calculate the days to plan accordingly.

Day 0 - Case submission

Day 1 - In Planning

Day 2 - Plan ready

- It's also important to remember that for every modification, the turnaround time resets.

Day 0 - Modification request

Day 1 - Plan ready

- You **must click the "Modification Request"** button to formally request a modification. Questions and suggestions in the "Comments" section will not facilitate a modification request.

Tips & Tricks for Practitioners

- To simplify attachment placement, cut the the template tray in half to work on individual quadrants.
- Use a fine needle to create holes in the template tray for excess composite during attachment application.
- Effective isolation is crucial to ensure attachment durability throughout treatment.



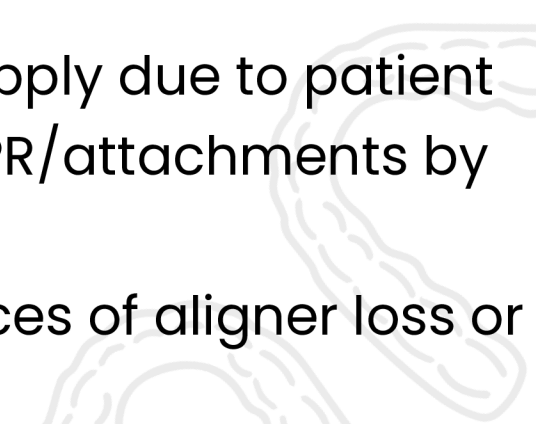
Misfits and Remakes

- Follow the "Request Remake" protocol if aligners do not fit or require replacement.
- In case of misfit submit photos WITH and WITHOUT ALIGNERS IN THE MOUTH for evaluation.
- Insufficient documentation will delay the remake request.

Transition to New Production

- Patients awaiting new aligners due to various reasons (misfit, loss, retainer request) should continue wearing the last well-fitting aligners.

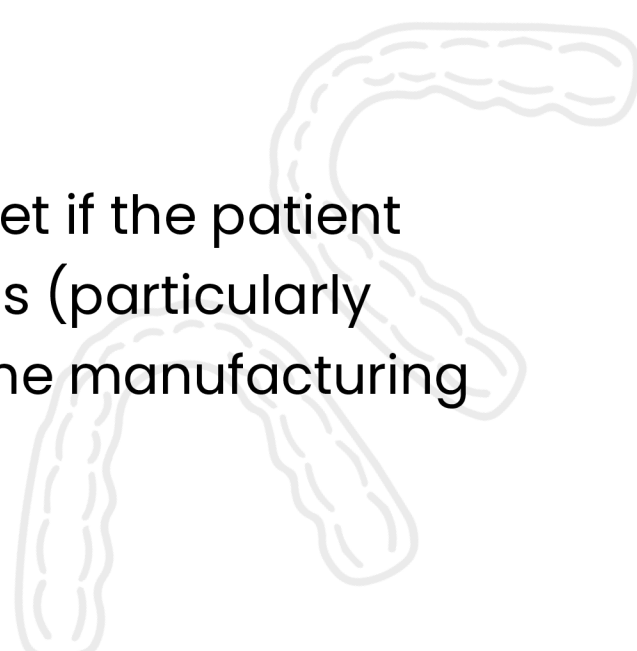
Remake Fee Considerations

- Aligner reproductions are complimentary for quality or planning issues.
 - Additional charges may apply due to patient habits or mishandling of IPR/attachments by the practitioner.
 - Costs also apply in instances of aligner loss or intentional damage.
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- A faint, light blue illustration of a dental aligner with a circular attachment, positioned in the bottom right corner of the page.

Refinements & Retainer

- Do not remove attachments if refinement is required but wait for the team's instructions. Some cases may require removal and replacement of the attachments based on the treatment's progress.
- Attachments must be removed before taking impressions for retainers. (in some exceptional cases we are able to remove the attachments digitally and provide retainers without new scans, but the fitting is not guaranteed and any remakes will be charged)
- Retainers come included with a standard 6-month warranty; opting for a 1-year warranty involves premium materials incurring an additional cost.

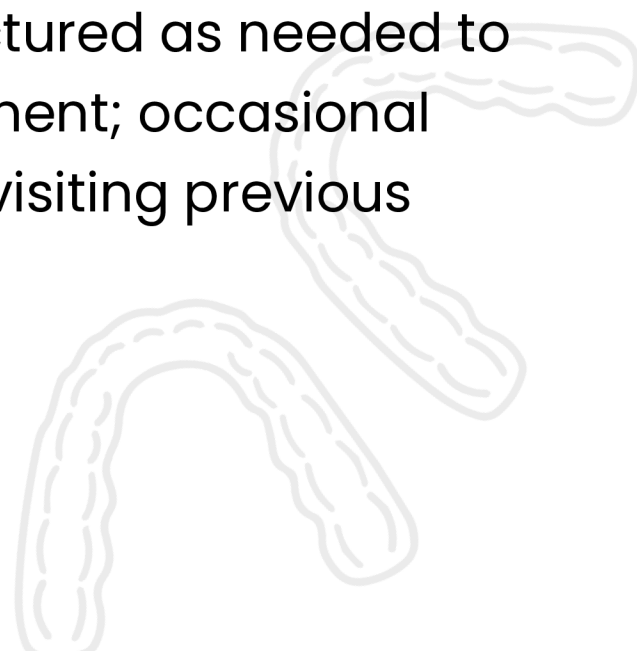
Notification to our team

- Notify our team at the onset if the patient experiences para functions (particularly bruxism) as it influences the manufacturing process.
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- A faint, light-colored illustration in the bottom right corner showing a hand holding a dental model or retainer, with dashed lines indicating movement or assembly.

Fixed Lingual Retainer

- Fixed "Memotain" retainers require new scans for each order.
- Specify the jaw and area (2-2 / 3-3 / 4-4) in the portal when ordering fixed retainers; lower jaw retainers require corresponding lower jaw scans.

Mid Course Corrections

- Reassess with new scans and photos if treatment deviates from the initial plan. Always indicate which aligner was fitting last and if the patient is currently wearing them.
 - Allow 2-4 business days for our specialists to conduct an analysis.
 - New aligners are manufactured as needed to facilitate successful treatment; occasional regression may require revisiting previous steps.
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- A faint, light gray illustration of two dental arches, one above the other, showing the shape of the teeth and the curve of the jaw.

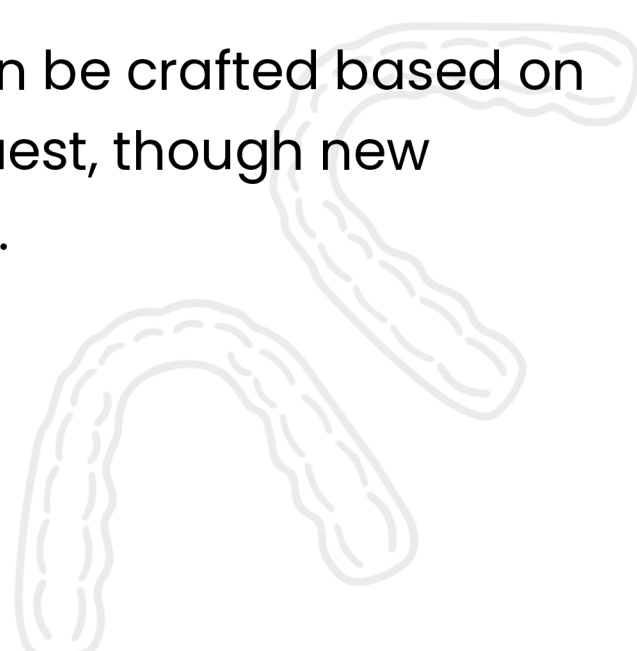
Complex Cases with long durations

Cases lasting longer than 12 months are categorized as complex cases and are managed in two or more phases:

- **Phase 1:** The first phase will include aligners worth 10 months of treatment allowing an assessment of the situation/course before manufacturing additional aligners.
- **Phase 2:** Further evaluation post-Phase 1 ideally with updated scans and photos preceding the production of new aligners.

New Phases/Retainers

- Phase 2 and Retainers can be crafted based on the last aligner upon request, though new scans are recommended.



Frequently asked questions

What should I do if my order is incomplete?

We take pride in ensuring customer satisfaction.

Within 72 hours of receiving your aligners, a report should be submitted to our team immediately to conduct the investigation. In the event that the report is submitted at a later time, the remake will be chargeable.

What should I do when my patient loses an aligner?

It is essential to provide all the relevant details requested in the portal to begin the remake process.

What is the process when patients want to cancel mid treatment?

If a patient decides to cancel mid treatment our team needs to be informed through the comment section. New scans & Photos should be provided to evaluate the current situation and provide retainers. After cancellation the treatment cannot be continued. If the patient seeks to continue in the future the doctor needs to create a new case that will be charged as such. There are no refunds.

When do I need to remove attachments?

Only remove attachments once the treatment has been completed and the patient has confirmed a satisfactory result which requires retainers to be requested.

I don't remember how to submit cases or use the portal. Who should I ask for help?

Contact Customer Success at 888-714-0415 or via email Smile@xlur.com to review the process for case submission.

Contact Customer Success

- 888-714-0415
- smile@xlur.com

