LABORATORY PREPARATION

Start with a model made from a class IV, or equivalent die stone. The model must not have any silicon oil residue. The model base should have a smooth bottom. All segments of the saw cut model have to be removable and secured against rotation.

Build-ups

Severely prepped teeth should be built up.

Angulation

Note proper angulation of prep area.

Model Prep

Stone Color – Light color stones such as white or buff work best and yield the most accurate result.

Stone Type – Type IV die stone or similar

Stone Expansion – Low

Block out – Do not block out

Margin – The die must have a ditched margin; use a margin pencil to outline the finish line on the die(s).

Conditioner/Sealer – Do not apply conditioner or sealer

Die Spacer – Do not apply die spacer

Wax Ups – If specific design is in mind, send wax up.

Articulator – An articulation is not necessary if the case can be hand set. If articulation is included the model must be removal from it. If case is difficult to articulate, please send bite registration.

Splints – If there are splints, the interdentally space between the margins must be a minimum of 1 mm.

Packaging – Package dies separate from model to prevent damage while shipping, separate dies MUST be numbered.

Please note – Including other items such as study models, articulators, matrices, and/or photographs could help us to create an improved framework design. (Additional charges will apply)

Do not send – Impressions
COMPLETING THE RX

- Write in your patient’s name and choose a turnaround time
- Indicate tooth numbers
- Select Wol-Ceram from the list by checking the corresponding box
- Indicate the desired shade and choose Alumina or Zirconia
- Select Elite service level (optional)

**ELITE LEVEL SERVICE** – Elite Level Service for Wol-Ceram crowns and bridges gives your case priority status throughout the manufacturing process. Included in this are:

**Enhanced Customer Service and Technical Support** – Hallmarked by an even greater degree of customer interaction.

**Priority Sorting Upon Receipt** – Using Elite urgent stickers, this initial presort moves Elite cases into production first on that day.

- Guaranteed capacity allocations on all machinery and resources.

**Redundant Technical Checkpoints** – Case attributes are observed frequently at various stages of production.

**Additional outbound insurance** – At no extra cost, this added benefit covers your articulators or other valuable items which may be included in your case.

*Please see the Dale Dental Pricing Sheet for pricing details.*

**RECEIVING YOUR CASE** – When you receive your coping or framework steam clean to make sure it is free of oil and being layering.

**PORCELAIN TRIAL SIZES** – We carry several trial-sized porcelains for you to complete your case with. Contact customer service at 888.GET.DALE (888.438.3253) for more information

**FINISHING NOTES** – Wol-Ceram restorations should not require adjustments.

**STRIPPING** – Sandblast with Aluminous Oxide at 50 psi to remove porcelain. This will not harm the substructure.

*If you have any questions or for more information please contact our technical service support at 888.GET.DALE (888.438.3253).*

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**CLINICAL PREPARATION**

If you need information for your dentist, please contact the system manufacturer or a Dale Dental customer service representative at 888.GET.DALE (888.438.3253).

**THANK YOU FOR CHOOSING DALE DENTAL**

Since 2000, Dale Dental has worked hard to earn your business and – more importantly – your trust. From the latest products to the best customer service, here are just a few of the ways we continue to be your resource for copings and bridge frameworks.

**Secure & Non-competitive** – We do not compete for your dentist clientele because we don’t work with dentists. We are America’s first dental lab exclusively for dental labs.

**Experienced** – Our specially trained technicians maintain an in-depth system knowledge and are committed to finishing cases that meet or exceed exacting manufacturer standards.

**Consistent & Reliable** – With an on-time delivery of over 99% and inbound and outbound email notifications sent daily with delivery tracking hyperlinks for each case, your assured of keeping your customers satisfied.

**Informative & Progressive** – Login to our website to see the status of your cases or provide feedback through on-line quality control cards that instantly display your feedback to the technicians responsible for your cases.

**Certified** – Dale Dental is the first outsourcing dental laboratory in the United States and among the first worldwide to obtain the ISO 9001:2008 certification. We are also a CDL laboratory and employ CDT technicians in many supervisory positions.

**Friendly** – You can always count on our welcoming, professional and well-informed staff to answer questions about the products and services we offer.

At Dale Dental, we know you have choices. And we’re proud you’ve chosen us.