



# focus

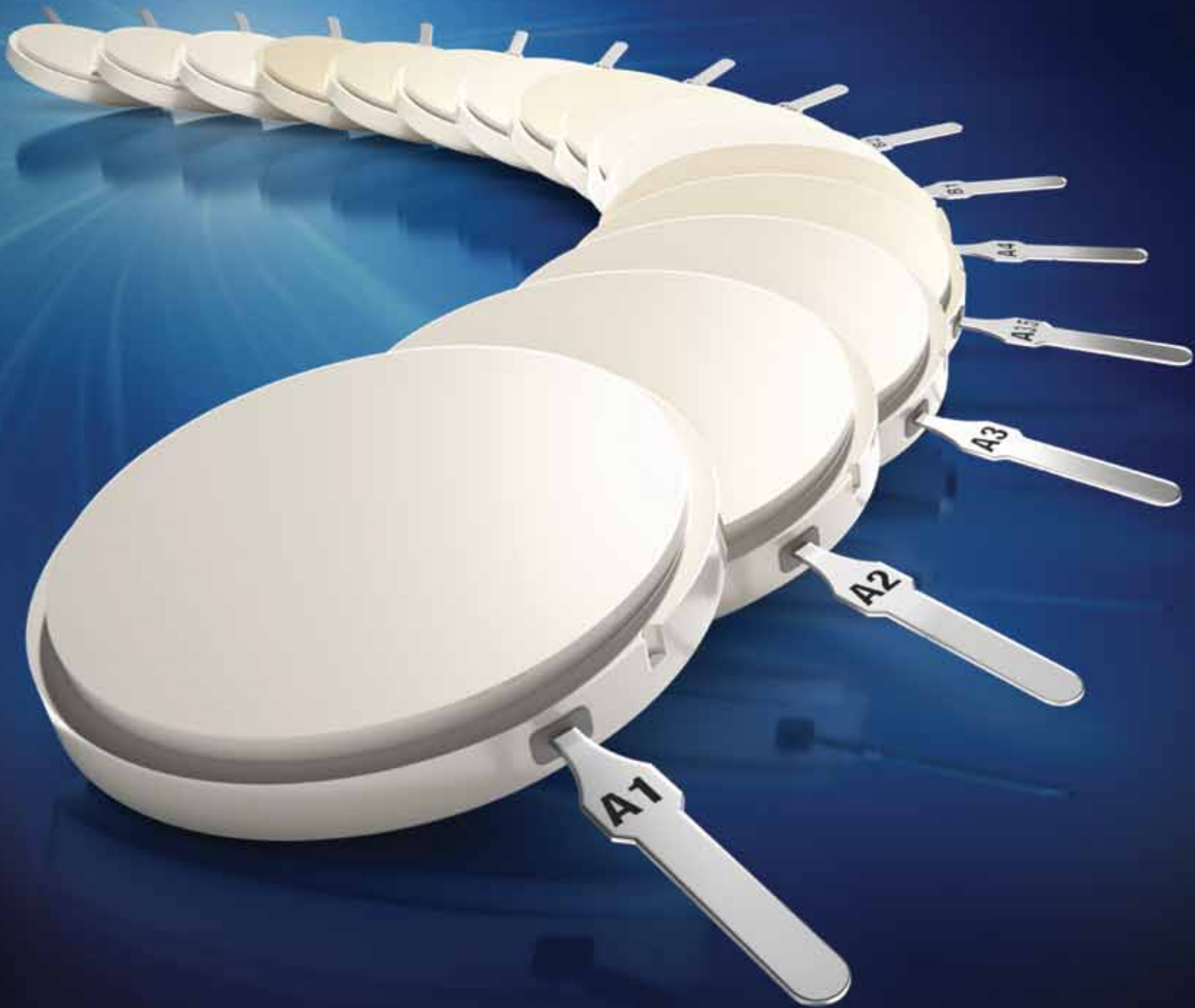
**Growth Strategy:**

*Profit in the*

**REMOVABLE  
Market**



# True color technology.



- Cercon® ht zirconia delivers **color confidence** for zirconia restorations to match the Vita® shade standard
    - True color technology based on DENTSPLY's breadth of knowledge in ceramic shading
    - 15 years of zirconia formulation experience for optimal milling performance for open machines
  - Cercon® ht zirconia can help you create highly satisfied dentists through our proven shade accuracy
- That's Lab Smarter®.**

\* Vita® is a registered trademark of Vita Zahnfabrik H. Rauter GmbH & Co.



**DENTSPLY**

**cercon® ht**  
Shaded Zirconia

## Implants, Dental Labs and the FDA

**E**ducation can help us be better technicians, better managers, better laboratory owners and keep us on the right side of the U.S. Food and Drug Administration (FDA). That last one is especially important because the FDA is taking a hard look at dental implants and abutments. How do I know that education can make a difference in this case? Because of an educational workshop NADL hosted at Winter Daze in Chicago earlier this year.

During the workshop, NADL outlined the FDA's thinking about implants and how it impacted laboratories. Endosseous dental implant abutments are FDA Class II medical devices and are subject to FDA regulations. The FDA has been clear that anyone making the implant/abutment interface is considered a manufacturer of a Class II medical device and must obtain 510 (k) pre-market clearance. According to the NADL, here is how this affects dental laboratories:

### In-House Milling

- **Cleared Instructions** – The FDA was aware of one or two titanium-base/hybrid abutment manufacturers whose instructions for dental lab in-house CAD/CAM milling of the abutment collar/post have been cleared by the FDA (Sirona and Lava). The FDA has not identified any other abutment manufacturers who have been able to clear instructions for dental lab in-house CAD/CAM milling.
- **Manufacturer/510(k) Holder** – Milling of the collar/post may be done by the manufacturer/510(k) holder.
- **Contract Manufacturers** – A lab that meets the requirements to become an FDA-registered contract manufacturer of a 510(k) cleared abutment.

### Abutment Blanks – Cleared for Hand Milling Only

*Note: The following does not apply to a lab that is registered with the FDA as a manufacturer of an abutment with 510(k) clearance that uses a blank as part of its cleared process.*

- The FDA states that there are no abutment blanks that have been FDA cleared for in-house CAD/CAM milling by a non-510(k) holder dental laboratory.
- The FDA states that single-piece abutment banks with a pre-milled connection platform and a large cylinder for formation of the collar and post are cleared for dental lab hand milling only.

### In-House Design

- A dental lab may use software for the in-house design of patient specific modifications to the abutment collar/post, which are then milled at a manufacturing facility under the control of the abutment manufacturer who holds the 510(k) for that abutment.

Being an implant lab used to be a niche market. However, today being able to provide implant services to dentist clients is common place. That doesn't mean that every lab is up to date on the requirements to provide implant services or the technical know how to create the best implant restorations possible. That's where continuing education comes into play. Be sure to check out FDLA's website ([www.fdma.net](http://www.fdma.net)) for the latest district workshops and the Foundation for Dental Laboratory Technology's continuing education search ([www.dentallabfoundation.com/CEsearch](http://www.dentallabfoundation.com/CEsearch)) for more educational opportunities.

**By Fernando De Leon**  
FDLA president



### FDLA Mission

Serving Florida's dental technology professionals as a valued part of the dental team enhancing oral health care.

### FDLA Vision

Advancing the individual and collective success of Florida's dental technology professionals in a changing environment.

### Values Statement

FDLA's board of directors and professional staff are guided by these principles:

- Integrity
- Leadership
- Recognition
- Safety
- Acceptance
- Innovation



## focus

Florida Dental Laboratory  
Association  
325 John Knox Rd,  
Ste L103  
Tallahassee, FL 32303  
Phone: 850-224-0711  
Fax: 850-222-3019

## Southern States Symposium & Expo Office

866-873-3352  
E-mail:  
membership@fdla.net  
Web site: www.fdla.net

Published quarterly by the  
Florida Dental Laboratory  
Association. The FDLA  
is not engaged in legal,  
accounting, financial or  
other professional  
counseling and readers  
are cautioned to contact  
their professional advisors  
for advice. FDLA simply  
gathers information from  
various sources to keep  
the membership informed.

## focus Staff

**Jillian Heddaeus, CMP,  
IOM**  
Executive Director &  
focus Publisher  
jillian@fdla.net

**Bennett E. Napier, CAE**  
Senior Advisor  
bennett@fdla.net

**Cassandra Corcoran**  
Editor  
editor@fdla.net

**Maureen Turner**  
Advertising Sales  
advertising@fdla.net

**Christina Welty**  
Program Manager  
membership@fdla.net



## 6 Custom Temporary Implant Abutment With Temporary Crown

By Allen "Patch" Garcia, CDT, TE

## 10 Custom Techniques and Strategy to Profit in the Removable Market

By Dennis Urban, CDT

## 18 Beyond Digital

Understanding the behind-the-scenes aspects  
of digital integration in order to compete in the  
digital era

By Iain McFarlane, CDT

## 24 The Hub

FDLA news and recent happenings.

## 28 Zero-In, Classifieds

FDLA calendar and classifieds.

## 30 Focal Point

Alexander Wünsche

## Advertisers Directory

**Affordable Dentures Dental Laboratories** ... page 21  
<http://careers.affordabledentures.com>

**The Argen Corporation** ..... page 5  
[www.argen.com](http://www.argen.com)

**Atlanta Dental Supply** ..... page 15  
[www.atlantadental.com](http://www.atlantadental.com)

**Aurident, Inc.** ..... Outside Back Cover  
[www.aurident.com](http://www.aurident.com)

**DENTSPLY Prosthetics** ..... Inside Front Cover  
[www.dentsplyprosthetics.com](http://www.dentsplyprosthetics.com)

**Heraeus Kulzer Scrap Refining** ..... page 9  
<http://mydental360.com/Refining>



**Ivoclar Vivadent, Inc.** ..... pages 16 and 17  
[www.ivoclarvivadent.com](http://www.ivoclarvivadent.com)

**Medentika** ..... page 27  
[www.medentika.us](http://www.medentika.us)

**National Association of Dental Laboratories** . page 24  
[www.whatsinyourmouth.us](http://www.whatsinyourmouth.us)

**North American Bancard** ..... page 29  
[www.nynab.com](http://www.nynab.com)

**Spear Education** ..... Inside Back Cover  
[www.speareducation.com/studyclub](http://www.speareducation.com/studyclub)

**Zahn Dental** ..... page 23  
[www.zahndental.com](http://www.zahndental.com)



Like us on Facebook at [facebook.com/floridadentallaboratoryassociation](https://facebook.com/floridadentallaboratoryassociation)



# Make Your Dentists Happy

with

## ARGEN<sup>®</sup> IS

Custom Abutments



### See what the industry is saying...



"We have been using ArgenIS Custom Abutments for over 2 years and are thrilled with the results. **There is no comparison between Argen abutments vs. the competitors.** Our dentists love that the warranty covers the implant, abutment and restoration putting their mind at ease. Argen IS Frontier's first choice for custom abutments."

— Brent West, VP and GM  
Frontier Laboratory

- Superior fit and esthetics
- Competitive pricing
- FDA 510(k) cleared
- Warranty covers failure of implant, abutment and restoration
- Compatible with leading implant systems
- Design abutment and crown simultaneously with split-file technology

**FREE**  
Scan Body &  
Quick Start Kit\*  
when you mention  
the promo code  
"FreSBJDT"

**NOW AVAILABLE**

**Design Services for  
Custom Abutments!**

**One day  
to make.  
One day  
to ship!**



Place your orders online at  
**www.argen.com**

or call

**(800)255-5524**



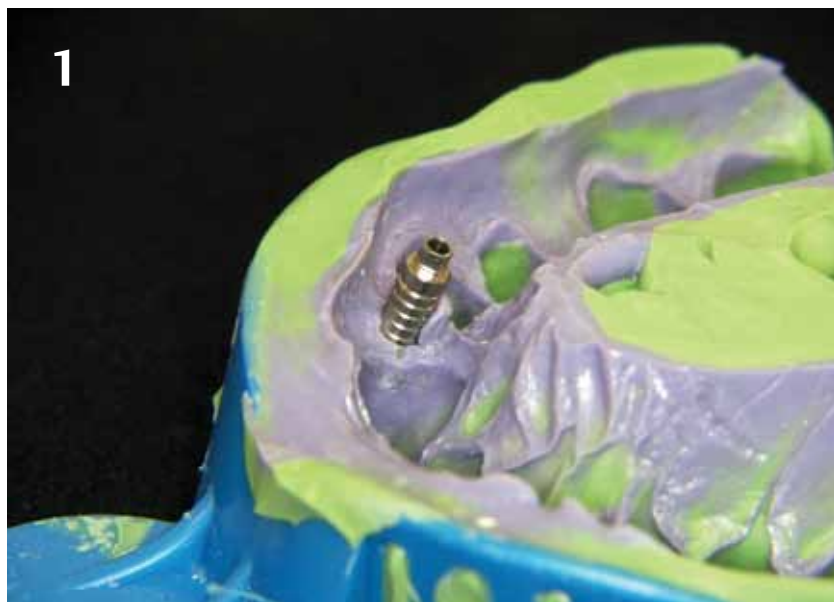
**www.argen.com**

\*Offer expires November 30, 2016. One offer per lab.  
Offer can be cancelled at any time. Lab must mention promo  
code FreSBJDT. Free scan body can be any series, any size.

# Custom Temporary Implant Abutment With Temporary Crown

By Allen “Patch” Garcia, CDT, TE

**I**deal implant placement can be a challenge due to numerous influences such as less than perfect bone conditions, difficult to manage soft tissue, or high esthetic zone considerations. When one or more of these conditions exist, providers often prefer a custom temporary abutment and temporary crown to mold and shape the soft tissue over an extended period of time prior to the final restoration being fabricated. The ability to finalize the emergence profile and subgingival contours prior to the definitive restoration being fabricated can avoid surprises at the delivery appointment. Numerous factors can be mitigated and managed with a few additional steps as described below. The following technique was adapted for use to manage difficult soft tissue conditions while giving the provider as much latitude for adjustment of the temporary abutment or crown until ideal tissue contours are developed.



Assessing the incoming impression, its associated transfer coping (**Figure 1**), and accompanying prescription form is vital. The prescription form should contain detailed instruction on the soft tissue condition and assessment by the provider during the impression taking procedure. The prescription form, for this case, reveals the provider's request for minimal soft tissue displacement in the temporary custom abutment and to idealize the emergence location of the temporary restoration. The assessment of the impression reveals some block out is required around the retention grooves on the impression transfer coping to improve the resulting soft tissue model.



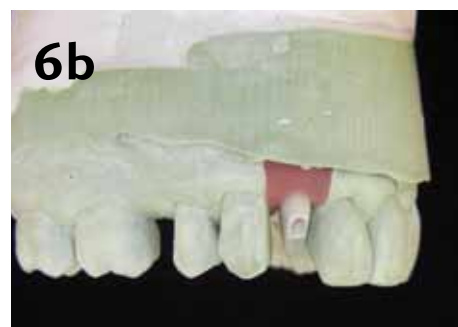
The resultant cast reveals a stove piped soft tissue condition and a deep access channel from the height of the soft tissue to the top of the implant analogue (**Figures 2 and 3**).

The soft tissue should be evaluated to identify the ideal emergence location of the restoration from the gingiva.

A stock plastic tooth shaded temporary abutment is screwed into place on the model. If initial adjustments are required to allow the temporary abutment to go to place, complete that procedure until the abutment is fully seated. Using an electric

waxing instrument pack, heat form and seal the screw access hole using gutta-percha. The use of gutta-percha is recommended because it can be quickly and easily manipulated to fill the screw access hole to achieve a near watertight seal. The gutta-percha will also resist displacement and better resist thermal stressors and be more likely to stay in place during later procedures. Complete an idealized abutment wax-up and create a putty matrix forming a mold to control and shape the composite resin material when added. Carefully cut the putty matrix in half with the sectioning of the matrix occurring just lingual to the incisal edge of the anterior teeth (**Figure 4**). Note the sectioning of the putty matrix also divides the waxed custom abutment in half in a mesio-distal direction (**Figure 5**). The sectioning of the matrix in this way will allow for the seam, created during the composite application steps described below, to occur in a position that will allow for easy removal prior to light curing the composite material. Using a steam cleaner, remove the wax from the temporary custom abutment. Apply the recommended separator for the composite you have selected liberally to the model and soft tissue.

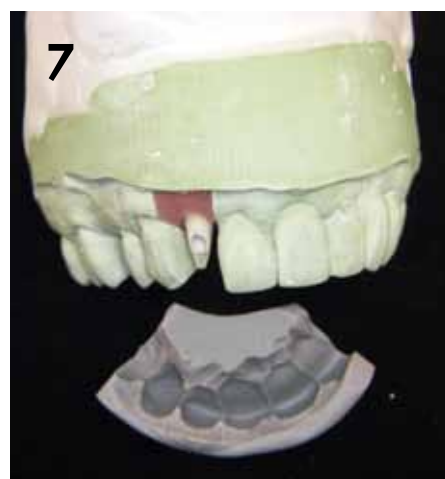
I prefer to use a composite resin that requires the use of a thermal warming device to increase the fluidity of the material. The warmed material has a high viscosity level for a limited working time to complete matrix seating procedures as described, but will return to a firm state at room temperature aiding. Apply composite resin to both halves of the matrix and successfully orient the matrix halves on the model by gently seating the components into place. When seating the labial portion of the matrix, note that the incisal edge is wrapped slightly forming a solid vertical stop helping to control and verify the proper seating of the matrix. Allow the composite to cool to room temperature with the mold in place for approximately five minutes. The two halves of the mold can be removed and flash trimmed from the temporary abutment and surrounding model using



a sharp knife. Once a high degree of satisfaction is achieved with the shape of the component, light cure the material in accordance with manufacturer's instructions.

Complete shaping procedures of the temporary abutment using appropriate diamonds and burs. Remove the abutment from the model and complete preparation of the abutment with a margin for the temporary crown to follow and fill any discrepancies/voids in the pattern and light cure again. The final step in the abutment's fabrication is to prepare a margin .5mm below the height of the soft tissue (**Figures 6a and 6b**).

Repack the screw access hole with gutta-percha and complete a full contour wax-up directly over the prepared abutment and fabricate your final putty matrix over your approved wax-up (**Figure 7**). Take care to place the cervical area of the temporary in the ideal location for esthetics as this will serve as our guide for the provider in the operatory. I recommend allowing the provider to evaluate the esthetics and approve the wax-up via one-on-one visit or photography submitted by email. This step is often overlooked but can be very beneficial when planning the esthetics on



a case. It not only ensures the provider and technician are on the same page, but will help both better understand and commit themselves to the amount of soft tissue contouring that will be required on the case for optimal results. It is not uncommon for the temporary to form a reverse S curve at this time—a condition that we would not want in our final restoration for hygienic reasons. However, at this stage it is what will guide us as to the amount of soft tissue contouring that will be required during subsequent appointment procedures.

Liberally apply the separator once again and complete composite processing as before with the following exception.





Earn continuing education credits for this article and quiz!

Receive .5 hours CDT/ RG scientific credit and .5 hours general credit towards your state of Florida dental laboratory renewal by reading this article and passing the quiz. To get your credit, complete the quiz located on the FDLA website at [www.fdma.net](http://www.fdma.net) using the *focus* Magazine link. Once you have completed the quiz, fax it to FDLA at 850-222-3019. This quiz is provided to test the technician's comprehension of the article's content and does not necessarily serve as an endorsement of the content by FDLA.



When fabricating the temporary, due to the material thickness and resulting strength of the temporary crown vs. the delicate temporary abutment, there is no need to section the halves of the putty mold. Complete finishing and polishing procedures using appropriate diamonds and burs. The resulting temporary abutment and temporary crown (**Figures 8-11**) is then ready for delivery to the provider.

Take care to carefully evaluate the assembled components on a lab analogue in (**Figure 11**). Note the concavity created at the joining of the stove piped abutment and idealized full contour temporary crown. The amount of this concavity will indicate the amount of material that will need to be added to the abutment, using chairside composite resin, over successive appointments. It will typically take a couple of visits to slowly mold and shape the soft-tissue making it ready for the final prostheses to be fabricated. Please note the soft-tissue control that was achieved on the first appointment (**Figure 12**).

In today's high demand for exacting esthetics, this is a quick and helpful tool for the provider and lab technician to increase intra-office communication. Proper case planning and establishing a roadmap, for predictable results, will always be the best way we can serve our clients and, ultimately, the patient. [1](#)

*Editor's Note: This article first appeared on JDT Unbound.*





# NEW Refining AutoShip Program

## Your key to **HIGHER RETURNS**

The new AutoShip Program streamlines the scrap refining process by automatically sending shipping materials right to your doorstep.

### 3 Steps To Higher Profits

1. Choose your container
2. Choose your monthly frequency
3. Provide your contact information

## We handle the rest!

### Benefits:

1. **No cost to you** – we cover all materials and shipping costs
2. **Higher Profits** – no middleman, low 10% refining fee
3. **Streamlined Process** – 7-10 days
4. **Full assay report**
5. **Online Account Management**
6. **Asset Tracking**

Get An Extra **5%**  
for your scrap

Include this certificate with your next shipment and receive an additional 5% for your scrap.

Heraeus Kulzer  
Precious Metal Refining  
Your Direct Refiner



Get Started Today: [www.mydental360.com/refining](http://www.mydental360.com/refining)

Heraeus Kulzer  
Precious Metal Refining  
Your Direct Refiner



# CUSTOM TECHNIQUES AND STRATEGY *to Profit in the* **REMOVABLE Market**

By Dennis Urban, CDT

**T**he number of profitable opportunities in the removable market has increased dramatically in recent years. However, exactly how to capitalize on these opportunities in a profitable way has become a big challenge for many dental laboratory owners. It doesn't have to be that way. Here are several techniques and strategies you can implement at your lab to profit in the removable market.

QUANTITY  
DOESN'T  
NECESSARILY  
MEAN  
HIGHER  
PROFITS.

So what is a good way to capitalize on the denture market if you are not up to par with dedicated removables staff or technology? The first step, if feasible, is to cross-train existing laboratory technicians with the help of dental manufacturer courses, such as Vita North America's denture courses. These include courses on implant denture technology, set-up techniques and processing. These courses not only address the technical aspect of denture technology, but the business side also.

If you are a laboratory who is new to the removable market and do not yet have highly-trained removable technicians and want to grow your business with removable offerings, make sure you are prepared to accommodate your dentist accounts before spreading the word. There are many qualified

removable labs around the country who would be glad to provide denture services in all categories while your lab and technicians are in transition and getting up to speed.

The important thing during this transition period is that you provide the consistent quality your accounts are used to. For both existing denture labs and newly formed departments, the main goals are:

1. Patient and dentist satisfaction.
2. Profitability for the lab.

That last one is just as important as the first for your lab. If you cater to higher-end doctors and produce high-end quality restorations with the

best of materials, then don't fall into the trap of economy work at a low price. It can be easy to give in to this sector of the removable business, which is based on quantity, lower prices and a lower level of materials needed to fabricate quality full dentures, overdentures, partials and hybrid cases. The thing to remember though is that quantity doesn't necessarily mean higher profits.

There is another option to going the low-price route: Laboratories can upsell many of their existing accounts and attract new accounts with high-end removable work and high-end prices. It's an important technique and one I'll highlight later in the article, but first let's discuss materials, then we'll go to techniques before hitting on the practical approaches to get the ball rolling with higher profits. We'll start with the essentials:

## PRODUCT

Quality denture teeth, semi-adjustable and fully-adjustable articulators and high-impact denture acrylic.

- **Quality denture teeth** – Utilize a denture tooth that has a low wear factor, good shade

consistency and teeth that have nature tooth morphology. There are numerous denture tooth companies on the market and I have tried most of them. I have had the most success with the Vita line of teeth. Physiodens, Vitapan Plus and Lingoform are my go-to when it comes to providing the best in shade, esthetics and function.

- **Articulators** – Utilize an articulation system that is consistent and mimics true jaw function. I use the Artex articulation system for most of our cases. This articulator system has gained acceptance worldwide and for full mouth reconstruction utilizing the facebow technique. Artex is one of the best.
- **Denture Acrylic** – When choosing a denture base acrylic, make sure the acrylic being used has the right amount of flexural strength and the right amount of impact resistance. The acrylic must exhibit a natural appearance and be able to form an excellent bond to denture teeth. My choice is Diamond D High Impact Denture Acrylic with microwave curing techniques (**Figure 1**).

ATTRACT  
NEW  
ACCOUNTS  
WITH  
HIGH-END  
REMOVABLE  
WORK AND  
HIGH-END  
PRICES.

**Figure 1**  
*Diamond D Acrylic  
Microwave Tecnoflask*







## KNOWLEDGE

The science behind the technique, including occlusion, case design, function and esthetics.

- **Occlusion** – This is an extremely important aspect of removable technology. Apply the correct occlusal scheme for the right case. Utilize anatomically correct posteriors and set them in a functional way including lingualized occlusion for implant overdenture and bar type cases.
- **Case Design** – Work closely with your dentist accounts on proper case design. This includes the best function on attachment systems. I utilize Rhein 83 attachments such as Equator

**Figure 2**  
*Rhein 83 Equator Attachments*

**Figure 3**  
*Denture Set Up with Vitapan Plus Anteriors and Lingoform Posteriors*



(**Figure 2**), Strategy and Spheroflex for most of my overdenture cases. Our hybrid cases are designed with Nobel software and yield to a beautiful bar design with consistent quality. With partial dentures, I always try to upgrade our accounts to esthetic-type partials including the latest in thermoplastic technology.

- **Function** – Function is also extremely important. Make sure the correct protocol and procedures are in place when planning and fabricating a removable case. The science behind the technique should be applied keeping in mind the ultimate goal of patient satisfaction.
- **Esthetics** – The use of high-end materials and techniques, including denture teeth, bars, attachments, acrylic, waxes and denture base stains, not only add to superior esthetics but also to your bottom line.

## UPSELLING AND IMPLEMENTATION

All of the above mentioned categories are pieces of the profitability puzzle. But to complete the puzzle, lab owners, managers and the point person speaking to the doctors must become sales and tech savvy. They need to fine tune their communication skills when it comes to convincing the doctor that your prices are worth every penny.

That means you must learn the art of closing the doctor. For example, I have had numerous doctors tell me that they just want economy or mediocre quality teeth in their dentures. This is when I get excited and start telling them why they should pay the extra money for high-end quality denture teeth like Vita (**Figure 3**). I inform them that these teeth wear almost like natural dentition and the shade consistency is unbeatable—especially on overdenture cases. Also, I let them know that when it comes to implant dentures and hybrid cases, economy teeth wear out at a much faster rate. The patient wants information and having these facts at hand will make the dentist look good in front of the patient. I even go so far as to make the dentist sample cases at a charge so that they can show the patient the difference.

Another example of upselling to a higher-level product experience is highly-characterized wax try-ins (**Figures 4 and 5**), which reflect the patient's



**Figure 4 and 5**  
*Characterized Wax Ups*

natural gingiva. For this, doctors send me a digital photo of the patient's natural gingiva. I'm able to use my waxing technique to provide a denture set up, which will mimic the final finished case. At first, there was skepticism from the doctors, but once they—and their patients—experienced these types of try-ins, the feedback was tremendous. A major percentage of doctors now pay an additional fee for these types of wax try-ins. In addition to the extra charge for characterized wax ups, I now can easily convince the doctor to pay extra for a processed denture with denture base staining (**Figure 6**). I take a digital photo of the wax up and mimic it in the final finish. With these two options alone, I have just increased the price of a denture by \$150 and this is not including the profit on premium denture teeth.

There are so many areas in removable technology which will grow your lab business including hybrid bar cases (**Figures 6-8**), all-on-4 and all-on-6 in office conversions, esthetic partial dentures and so on. I cover and teach these and many other topics in detail in the seminars I present. And after the seminars, many lab owners and technicians start implementing what they learned and start getting results.

Another component to upselling is to present your laboratory and yourself in a positive way. One way to do this is to show your accounts that you belong to state and national dental laboratory organizations, such as FDLA and NADL.

ANOTHER COMPONENT TO  
UPSELLING IS TO PRESENT  
YOUR LABORATORY AND  
YOURSELF IN A POSITIVE WAY.

**Figure 6**  
*Characterized Denture Base Staining*



THERE ARE SO MANY AREAS IN REMOVABLE TECHNOLOGY WHICH WILL GROW YOUR LAB BUSINESS.

In addition, you should encourage certification for your technicians and have certified dental technicians on staff. This goes a long way to enhance your laboratory's image.

The key to upselling is to stop selling your dentist accounts on price and to sell them on value. After being on the sales and marketing side of the dental laboratory business for many years, I learned that the lower-price scenario is short lived, especially when there is a very good chance your competition will usually out price you and then you are scrambling to find the next account and offering an even lower price. By offering the

expertise, the service, the quality materials, the dedication and the support that you are, you will retain your accounts with a loyalty factor that outweighs the price factor.

The scenario for high-end dentures at a higher profit is not only limited to dental laboratories but also dentists. Dental practices would love to increase their bottom line on all kinds of denture offerings. At every dentist study group lecture that I present at and every case consult I am involved in, I have a detailed step-by-step scenario about how the doctor can give the patient a better denture product for much more money.

Partner with your dentists accounts to help them grow their removable business and become more profitable. They will come to appreciate this and their loyalty will show with referrals, increased business and higher profits for your removable department. I am not saying that every dentist will pay the premium. Regional economic factors can come into play and not every account will fit your business model. However, with the growth opportunities in removables at your fingertips, your profit potential is endless. ①



**Figure 7 and 8**  
*Finished Nobel Montreal Bar Hybrid Case*



## ABOUT THE AUTHOR

Dennis Urban, CDT, has more than 38 years of expertise in the dental technology field including lab management, technical training, sales and marketing, product development, quality assurance, writing and lecturing. In addition to being a seasoned dental lab manager, Urban has been an eminent lecturer to dentists and technicians worldwide since 1985. He owned and operated a full service lab on Long Island, N.Y. for many years. His lectures and trainings span many areas of dental technology. His technical articles have been published in numerous dental publications in the U.S., Canada and Europe. He received the 2007 NADL Excellence in Education award and is the director of removable technology at Jason J. Kim Dental Aesthetics in Port Washington, N.Y.





# Lab Supplies and Teeth GREAT Prices!



The Atlanta Dental Lab Division  
is growing to meet your needs!

You will now see our Lab Division called...



- Guaranteed Low Prices
- Same-Day Shipping
- Next-Day Arrival Anywhere in the USA
- Professional Lab Customer Service Agents
- We carry all major brands:  
Trubyte, Heraeus, Whip Mix,  
Keystone, Garreco, Snow Rock,  
Renfert, NSK, and many more!

*Call 800.218.5447*



Ask for Maggie, Indira, Edina or JoAnn

800.218.5447 • [www.atlantadental.com](http://www.atlantadental.com)  
1650 Satellite Blvd • Duluth, GA 30097



Make it **e.max®**  
because it matters.

When Juan Rego's daughter Natalie wanted a new smile for her wedding day, he chose IPS e.max to make her perfect day even more beautiful.

Today, more dental professionals choose IPS e.max, the world's leading all-ceramic – for their families and for themselves. With over 100 million e.max restorations placed, it has become the unchallenged leader around the world for dentists who prefer to treat their patients like part of the family. ***Make it e.max, because every patient matters.***

Share your story at  
***[makeitemax.com/smile](http://makeitemax.com/smile)*** ***For a chance***



[ivoclarvivadent.com](http://ivoclarvivadent.com)

\*Ivoclar Vivadent global usage data

For more information, call us at 1-800-533-6825 in the U.S., 1-800-263-8182 in Canada.

© 2016 Ivoclar Vivadent, Inc. Ivoclar Vivadent, IPS e.max is a registered trademark of Ivoclar Vivadent, Inc.



***to be featured in an IPS e.max advertisement!***

  
**ivoclar<sup>®</sup>**  
**vivadent<sup>®</sup>**  
passion vision innovation



By Iain McFarlane, CDT

# BEYOND DIGITAL

UNDERSTANDING THE BEHIND-THE-SCENES ASPECTS OF DIGITAL  
INTEGRATION IN ORDER TO COMPETE IN THE DIGITAL ERA.



ProLab Esthetics

Digital technology has changed the dental industry by opening up new restorative possibilities as well as elevating levels of precision and predictability in both the lab and the clinical setting. However, in addition to the changes that digital brings in capability, it has changed the business climate and organizational make-up of the industry, as well.

Make no mistake about it, the lab industry is splitting into two distinct paths—boutique labs that specialize in high-end, hand-fabricated restorations and labs focused on digital automation and manufacturing type workflows. Today, the question for any lab owner caught in the middle is then obvious: Where do you fit in? Well, the answer to that really comes down to a choice: Where do you want to fit in?

Digital technology, its workflows and organizational strategies are more sophisticated than anything that has existed in the industry before. Those workflows and strategies are the same across all lab sizes because they are strictly set by the operational capabilities of the machines themselves. That means that any lab adopting digital workflow must learn manufacturing principles and organizational strategies that they might never have needed to understand before. Unfortunately, though, many lab owners go into digital seeing the end product only. They assume that since they understand crowns, they should automatically understand any method utilized to produce them. And, for the most part, I tend to agree with that, but I also know from personal experience that there are still a number of challenges to overcome in the early phases of digital integration.

For this article, I sought the opinions of three Florida lab owners, all who have found success with digital, to get their take on digital integration. After talking with them, and numerous others over the years, one thing is for sure—every lab owner goes through the same challenges

initially, and every lab owner is more than capable of overcoming those challenges if they understand a few key concepts.

“It took us about three months before we were really comfortable with the new workflow,” said David Haley, owner of ProLab Esthetics, summing up the challenges of incorporating a digital workflow into his lab. “The first month had me believing that I made a huge mistake. Now, a year in, we’re not looking back. I’m already looking at a second mill and have no regrets at all.”

One side note before I get into those concepts: Digital technology is not a magic wand. It won’t fix organizational



***“I’M ALREADY LOOKING AT A SECOND MILL AND HAVE NO REGRETS AT ALL.”***

**—David Haley**



*GPS Dental Lab, Inc.*



*"THE PERSON  
DOING THE  
DESIGN REALLY  
NEEDS TO HAVE  
EXPERIENCE AS A  
TECHNICIAN AND  
UNDERSTAND  
TOOTH  
MORPHOLOGY."*

**—Glynn Watts,  
CDT**

or leadership flaws. In fact, it's usually the opposite—it will expose those shortcomings almost immediately. Many labs specialize in what I call brute force efficiency, which is the ability (or need) through sheer determination and hard work to out muscle their organizational and leadership deficiencies. We all know labs that run like that. They operate on these up and down cycles of heavy production to get caught up followed by cycles of low production once the pressure is released until the cycle repeats again. As that relates to digital technology, experience has taught me that a machine's operational limit cannot be outmuscled. If it takes a machine 30 minutes to mill a crown then 48 units is the daily maximum for that machine—period. Those operating capacities must be factored into the workflow as a fixed parameter. That doesn't just go for the mill. That goes for the time it takes to set up the CAM, load the disks and blocks and perform the preventive maintenance. In short, organizational skill is critical

to the manufacturing process. Unfortunately, that reality is often underestimated by lab owners who are just getting into digital processes. More often than not, that fact is only really understood after a number of mistakes, miscalculations and underestimations are made. But, that's true of learning anything, so take heart and know that you can do it, and do it well.

So, with that said, the first point I'll make about digital integration is this: No more operating by feel. Everything in the workflow must be scheduled and organized to the maximum degree possible. An example of that can be found at Knight Dental Group, Inc., CDL, DAMAS in Oldsmar.

"Everything that enters the lab is categorized by how long it will take to leave the lab," said Knight Dental Group President Barbara Wojdan, CDT, AAACD. "In the model room, cases are grouped not only by material type, but by unit count and



GPS Dental Lab, Inc.



sintering times. Essentially, the workflow is broken down into the finest detail possible so cases will reach quality control at exact times rather than arriving at random intervals....Before that kind of scheduling precision was introduced, the QC staff was often staying late because the large cases (which required longer sinter times) were coming out later in the day than the smaller cases, but, once variables such as sinter time were accounted for, overtime, and its associated cost, was reduced significantly."

Contrast that to the approach that many labs take when they operate by feel, pushing cases through the model room based on when they come in as opposed to how long they will take to complete. In those environments, workflows aren't planned, rather, they are settled into, and overall efficiency is harmed.

This concept of hard scheduling applies to everything else in the digital workflow that has an associated speed limit. And, though that may sound daunting, understand that it is actually a good thing.

Any variable that can be standardized and scheduled-in based off of set parameters ultimately makes operations more efficient—a concept that may be obvious for high-volume work environments, but in low-volume environments it's a concept that is often overlooked. In those environments, it is too easy to stray from schedules and attempt to feel one's way through the daily production needs. There is also a definite side benefit of working by set schedules as opposed to working by feel. It is much easier to determine when it is time to invest in more equipment, if it is known that the workflow itself is already at its most efficient level. Labs that are poorly organized, however, may end up needlessly buying extra equipment to make up for production shortfalls without realizing that there is increased productivity just waiting to be tapped if a few organizational changes are made. Bottom line, it's better to organize yourself into higher productivity rather than buy yourself into it.

Hand in hand with organizational efficiency is operational efficiency in the digital workflow.

"I would watch digital technicians literally add and take away from the same spot for 10 minutes," said GPS Dental Lab, Inc. CAD/CAM Manager Andrew Perricone who added that some personality types are better suited to digital than others. "Yes and the ones that couldn't get past wanting to tweak every possible thing are no longer doing digital."

This is a critical concept for both technicians and lab owners to understand: Constantly micro-adjusting designs can ruin workflow efficiency and rarely yields a better result—no matter the technician's personality type.

"People who love computers and gaming tend to do better than most," said Glynn Watts, CDT, president of Advantage Dental Design in Tallahassee. "However, ultimately, the person doing the design really needs to have experience as a technician and understand tooth morphology, as well."

Haley agreed.

"Younger employees tend to learn the basics of CAD/CAM quicker than the more experienced, higher paid analog technicians," he said. "However, once the more experienced technicians get comfortable with the software and trust the computer monitor they are staring at—in most cases, they become better designers than someone with limited dental experience."

Personally, margin identification was an area I found where the digital workflow slowed down in my own lab. I always noticed this tendency for new designers to spend too much time moving the margin line minute distances based on perceived mistakes by the software. And, in my experience, I found that margins were more accurate when the technicians only adjusted them in situations where the software obviously miscalculated the margin.

**WE ARE...** 

**INNOVATORS.** Our technicians work with cutting edge technology and in-house perfected techniques to fabricate full dentures, partials, and implant retained dentures.

**LEADERS.** We offer career advancement opportunities unmatched by our competitors. Our management team is comprised of all Certified Dental Lab Technicians promoted from within the company.

**PROFESSIONALS.** All technicians are salaried employees, with ample benefits, paid time off, and a standard Monday through Friday work week.

**ARTISTS.** Producing a high quality product is the top priority for our technicians.

**MENTORS.** Training is available at every skill level through in-lab cross-training, online training, and internal specialized courses, such as CDT exam preparation.

**TEAMMATES.** Technicians enjoy working in teams of 2 to 6 in an environment based on respect for our craft.

**And WE are HIRING!**  
**Skilled Denture Technician**  
**Fort Myers, FL**  
Relocation Assistance Available

**AFFORDABLE  
DENTURES®**  
DENTAL LABORATORIES

We invite you to learn more:  
[affordabledentures.com/careers](http://affordabledentures.com/careers)  
or call **1-800-313-3863**

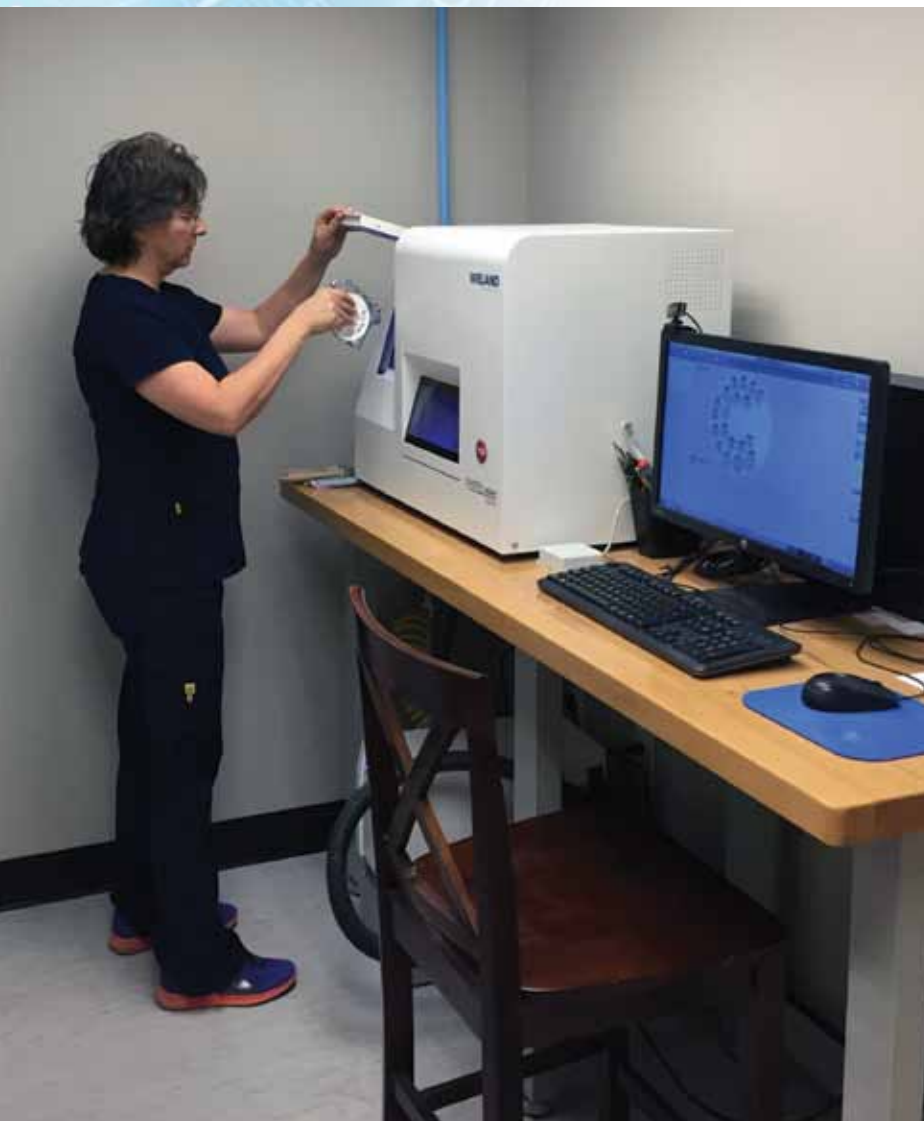
EOE Minorities/Females/Protected Veterans/Disabled  
• Affiliated Affordable Dentures & Implants practices are independently owned and operated by licensed dentists.

**“THE MOST  
PRODUCTIVE  
TECHNICIANS  
MAKE THE MOST  
PRODUCTIVE  
DIGITAL  
DESIGNERS.”**

**—Barbara  
Wojdan,  
CDT, AAACD**

*ProLab Esthetics*

To the other side of digital—the CAM, CNC, and preventative maintenance aspects—lab owners must understand that as they acquire larger, more robust milling units for use in higher-volume applications, they are entering into a distinctly more sophisticated production mode and must act accordingly. Preventive maintenance is a reality of larger scale automated production processes, and must be scheduled into the routine in order to keep the machines running and the workflow moving smoothly. Also, interaction with the CAM and CNC takes time and must be hard-scheduled into the day's workflow. Too many labs make the costly error of winging it when it comes to production schedules and the CAM operators often end up staying late, rushing to load machines for overnight milling. Wojdan and Perricone both point out that once a certain volume is reached, having a dedicated employee to handle the CAM and the machines is critical to operational success.



“Having an auxiliary tech handle the CAM allows the designers to concentrate only on the design phase without having to worry about other aspects of the workflow,” said Haley.

Skilled CAM operators contribute to the lab's bottom line in other ways as well. Those that can safely maximize the number of units nested in a disk can literally save their labs thousands of dollars in material costs just by gaining an extra one or two units per disk. If even just one extra crown can be fit on each disk (with an average of 18 units per disk) then there is a real cost-savings realized—better to use 17 disks to mill the same number of crowns than the lab using 18. Once again, everything in the digital workflow is limited by maximum parameters, and the most profitable labs are the ones that are able to consistently operate as close to those limits as possible.

To sum it up, the digital workflow is rigid and bound by limits everywhere, but that rigidity should be seen as a benefit not a hurdle and it can be mastered with a little hard work and patience.

“The most productive technicians make the most productive digital designers,” Wojdan said. “It's in their personality to be productive and digital doesn't change that.”

And that same concept holds true for lab leadership as well—the best lab leaders and organizers in the analog world will likely be just as successful when they transition to the digital world. All it takes is a little re-thinking of the industry and a willingness to take on new challenges. 📌

## **ABOUT THE AUTHOR**

Iain McFarlane, CDT, is a technical consultant for Ivoclar Vivadent. A lab technician and owner for more than 17 years, he specializes in the integration of digital technologies and their related materials into the laboratory workflow. He is passionate about helping dental laboratories and technicians better understand and utilize the digital capabilities available to the industry today. McFarlane can be reached at [iain.mcfarlane@ivoclarvivadent.com](mailto:iain.mcfarlane@ivoclarvivadent.com).









**SOLUTIONS**  
FOR ALL YOUR  
ZIRCONIA CASES.





**RELY ON US,**  
TO HELP YOUR LAB  
THRIVE.

LEARN MORE ABOUT THESE SOLUTIONS  
[WWW.ZAHNDENTAL.COM/ZIRCONIA](http://WWW.ZAHNDENTAL.COM/ZIRCONIA)



© 2016 Henry Schein, Inc. No copying without permission. Not responsible for typographical errors.

**ZAHN DENTAL**  
LABORATORY DIVISION  
A HENRY SCHEIN® COMPANY

(800) 496-9500  
[www.zahndental.com](http://www.zahndental.com)

**CAP**  
Custom Automated Prosthetics.  
A HENRY SCHEIN® COMPANY

(877) 977-7889  
[www.cap-us.com](http://www.cap-us.com)

**CNC**  
CUSTOM MILLING CENTER®  
A HENRY SCHEIN® COMPANY

(877) 933-6455  
[www.custom-milling.com](http://www.custom-milling.com)



## FDLA Makes Race for the Future One To Remember

Recently, several Florida Dental Laboratory Association members took part in the Foundation for Dental Laboratory Technology's Race for the Future 3.0 in Longboat Key. The pristine waters, oceanside bike trails, and some of the most spectacular running courses in the United States, made the Longboat Key Triathlon and Duathlon the world famous luxury triathlon. With four race options — the International Distance Triathlon, Sprint Distance Triathlon, International Duathlon, and Sprint Duathlon — FDLA members had several opportunities to show their pride in the dental laboratory profession while raising money for the industry.



FDLA board members Fernando de Leon, Nick Azzara, and Tim Stevenson, CDT



Bob Warner, CDT, Judy Warner, Kristen Brown and Barbara Warner-Wojdan, CDT, AAACD







Shawn Nowak



Nick Azzara



# TRUTH

## What's in your Mouth?

What's In Your Mouth seeks to educate the dentist and the patient about the standards in dental laboratory technology and the important role that a trained and educated dental technician and laboratory plays in evaluating the level of patient care. Tell your Dentist how you follow quality systems and good manufacturing practices for each restoration you create.



[www.whatsinyourmouth.us](http://www.whatsinyourmouth.us)  
[www.nadl.org](http://www.nadl.org)

# FDLA Business Partners

These companies support the Florida Dental Laboratory Association in our vision to advance the individual and collective success of Florida's dental technology professionals in a changing environment. They are FDLA's Business Partners, and have pledged their support to Florida's dental laboratory profession.

## Accurate Metals & Refining, LLC

Phone: 866-973-3463  
Fax: 860-871-2925  
www.accuraterefining.com  
Refiner of precious metal scrap.



## The Argen Corporation

Phone: 858-455-7900  
Fax: 858-626-8658  
www.argen.com  
The Argen Corporation provides a wide range of alloys to meet any need, as well as refining services.



## Aspen Dental

Phone: 315-396-5507  
Fax: 866-262-0840  
www.aspendentaljobs.com  
Aspen Dental supports over 480 general dentistry locations in 27 states across the US. We are on a mission to give America a healthy mouth.



## Atlanta Dental Supply

Phone: 800-218-5447  
Fax: 877-614-0597  
www.atlantadental.com/lab  
Atlanta Dental Supply Lab Division is an employee-owned company servicing the dental lab market for over 145 years. Specializing in denture teeth by Dentsply TruByte, Hereaus Kulzer, Ivoclar, as well as lab supplies by Modern Materials, Garreco, Whip Mix, S S White, Keystone, GC, Dedeco and Shofu. Atlanta Dental also offers lab scanning solutions.



## BEGO USA Inc.

Phone: 800-342-2346  
Fax: 401-334-9265  
www.begousa.com



## CardConnect

Phone: 940-627-8844  
Fax: 913-953-5353  
www.cardconnect.com  
Credit card processing specialist for dental laboratory industry that provides preferred wholesale rates with complimentary gateway.



## DENTSPLY Prosthetics

Phone: 352-293-1471  
Fax: 813-436-5196  
www.dentsply.com  
Denture Teeth, Denture Materials, CAD/CAM, Porcelain, Lab Equipment



## Handler Red Wing Int'l

Phone: 908-233-7796  
Fax: 908-233-7340  
www.handlermfg.com  
American made lab equipment and furniture manufacturer since 1920. Handler builds Red Wing lathes and model trimmers, Dyna Vac dust collectors, hand pieces, vibrators, flasks, presses, denture curing systems, lab bench and case work.



## Heraeus Kulzer

Phone: 574-299-5502  
Fax: 574-291-2907  
www.heraeus-scrap.com  
Scrap refining.



## Ivoclar Vivadent, Inc.

Phone: 800-533-6825  
Fax: 770-935-4794  
www.ivoclarvivadent.com  
Leading international manufacturer of high quality dental materials for preventative, restorative and prosthetic dentistry.



## Panthera Dental

Phone: +1 (855) 233-0388  
www.pantheradental.com  
Headquartered in Quebec City, Canada, Panthera Dental is a world leader in CAD/CAM prosthetic implant solutions and dental sleep appliances. The rapid growth of the company is based on the values that are very dear to us, namely highly attentive customer care, quality products, as well as innovation, and on its collaboration with many key opinion leaders in the dentistry field. Both a pioneer and a leader, Panthera Dental has successfully combined creativity, science and know-how to develop its proprietary innovative technology and is now able to offer next-generation products to the dental industry worldwide.



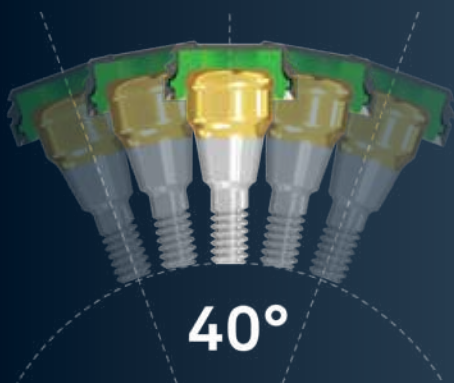
Want information on supporting Florida's dental laboratories by becoming an FDLA Business Partner?  
Call the FDLA office at (850) 224-0711 or e-mail membership@fdla.net.



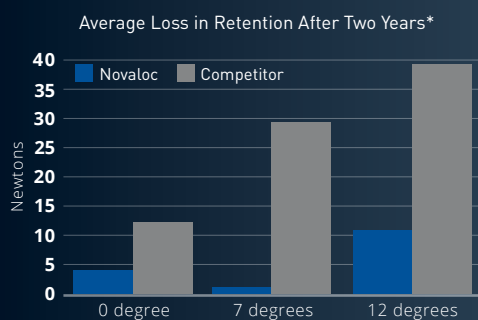


LONGER LIFE SPAN AND  
BETTER HYGIENE

» MedentiLOC® and Novaloc®  
can make your removable denture  
a longer term solution «



VARIABLE ANGLED COMPATIBILITY



OUTSTANDING PERFORMANCE

MedentiLOC abutments are Locator® style abutments available for most major implant systems. Available in straight, angled, and various gingival heights. Compatible with Locator® housings.

Novaloc housings are designed to provide longer functionality by utilizing a PEEK insert. Compatible with Locator® and MedentiLOC® abutments.

**Find out more at [www.medentika.us](http://www.medentika.us).**

\*Reference: Rianne Biemans [2013]: Retentieverlies bij matrixsystemen voor de overkappingprothese.  
Nijmegen: Radboud University Nijmegen Medical Centre



[www.medentika.us](http://www.medentika.us) 855-412-8883 toll free



DISTRIBUTED BY  
 **INSTRADENT**

Products indicated with ® are registered brand names of respective manufacturers.

## PRESIDENT

Fernando De Leon  
Precision Esthetics  
Apopka  
deleons90@aol.com

## PRESIDENT ELECT

Lenny Herrera, CDT  
The Surveyor Dental Arts  
West Park  
survdentsupp@aol.com

## TREASURER

Jeremiah Naas, CDT  
Inverness Dental Arts  
Inverness  
iarts@tampabay.rr.com

## SECRETARY

Tim Stevenson, CDT  
Stevenson Dental Technology, CDL  
Beverly Hills  
tim@sdt-labs.com

## DIRECTORS AT LARGE

Bryan Johnson  
Sterling Dental Arts  
Merritt Island  
sterlingdntarts@gmail.com

Tryron Lloyd  
Knight Dental Group, CDL, DAMAS  
Oldsmar  
tlloyd@knightdentalgroup.com

Danielis Reyes  
Signature Dental Lab  
Naples  
zerpenuja@gmail.com

Dory Sartoris  
DCS Dental Lab, Inc.  
Jacksonville  
dory@dcslab.com

James Wells, CDT  
Inman Orthodontic Laboratories,  
Inc., CDL  
Coral Springs  
james@inmanortho.com

Alexander Wünsche  
Zahntechnik Inc.  
Miami  
alex@zahnlab.com

## PAST PRESIDENT

Gail Perricone  
GPS Dental Lab Inc.  
Orlando  
gperricone@gpsdental.com

## SUPPLIER REPRESENTATIVES

Nick Azarra  
DNS Consulting  
n.azzara01@gmail.com

Nancy Franceschi, CDT  
GC America, Inc.  
nancy\_franceschi@gcamerica.com

## EXECUTIVE DIRECTOR

Jillian Heddaeus, CMP, IOM  
Tallahassee  
jillian@executiveoffice.org

# SAVE THE DATE!

www.fdla.net/symposium

# Southern States SYMPOSIUM & EXPO

*presented by* **FDIA**

# May 11 – 13, 2017

## Renaissance Orlando Resort at SeaWorld



## Classifieds

### DCS Dental Lab: Jacksonville, FL

Looking for an experienced REMOVABLE technician. Must have significant work experience setting teeth, waxing, processing and finishing partials and dentures. Must be able to complete relines, repairs, bite rims and custom trays. Email resume to dory@dcslab.com

### DDS Lab

DDS Lab is hiring technicians in all specialties. Come join one of the fastest growing dental labs in the country! We use the latest technology and work with small and large dental groups across the US. Earn salary plus paid vacation and holidays. Call Jason at (877) 377-7800 ext. 8222 or email jobs@ddslab.com

### Classified Line Advertising (print and online opportunities)

Classified Line Ads are \$125 (members) and \$175 (non-members) for the first 50 words, and \$.25 for each additional word. Ads will run in one issue of the publication and on FDIA's website for one quarter.

**CONTACT: Maureen Turner, Advertising Sales. Phone: (850) 224-0711 advertising@fdla.net**

# PROTECT YOUR BUSINESS BECOME EMV READY

## WHOLESALE RATES

INTERCHANGE % RATES AS LOW AS

# .05 % \*

Be ready to accept  
**Apple Pay.**

PROCESS  
CREDIT CARDS  
ON YOUR  
SMARTPHONE



**NEXT DAY  
FUNDING  
AVAILABLE**

**REDUCE YOUR  
CREDIT CARD  
PROCESSING FEES**

- **FREE** Placement, Credit Card Terminal  
Wireless / Land Line / High Speed / Dial-Up
- Easy Setup - Quick Approval
- Integrate with your current POS
- Free Paper\*\*
- No set-up fee
- Check Services Available
- NAB will reimburse your business up to \$295\*\* if you have  
an early termination fee with your current processor

**NFC & EMV Enabled**



**FREE  
TERMINAL  
& PIN PAD**

**WIFI  
TABLET  
TERMINAL**



**ENROLL NOW - CALL A SPECIALIST TODAY!**

# 866-481-4604

©2016 North American Bancard is a registered ISO of Wells Fargo Bank, N.A., Walnut Creek, CA, and The Bancorp Bank, Philadelphia, PA.  
American Express may require separate approval. \* Durbin regulated Check Card percentage rate. A per transaction fee will also apply. \*\*Some restrictions apply.  
This advertisement is sponsored by an ISO of North American Bancard. Apple Pay is a trademark of Apple Inc.

NorthAmerican<sup>®</sup>  
BANCARD

[www.nynab.com](http://www.nynab.com)





# Alexander Wünsche

**R**ecently, *focus* sat down with new FDLA board member Alexander Wünsche, to find out more about his take on the dental laboratory profession in Florida and the best advice he's ever received about succeeding as a dental technician.

Wünsche is president of Zahntechnik Dental Laboratory, a premier high-end, full-service dental lab that specializes in implants and digital technology. Zahntechnik is an Amann Girrbach Live Lab, so they participate in alpha and beta tests of new materials and equipment.



**How did you get involved in the dental laboratory technology profession?**

I grew up in a dental family. I am a third generation dental technician. My grandfather was a dental technician and a dentist, my father is a dentist and all my uncles (three of them) are dentists or dental technicians. My passion for this profession developed very early.

## What's In Your Mouth

Wondering what kind of outreach is happening to better educate patients about the importance of qualified dental technicians and dental laboratories? Check out What's In Your Mouth at [www.dentallabs.org](http://www.dentallabs.org).

**What are the three biggest challenges to the industry and how can FDLA help members overcome those challenges?**

I think the biggest challenge is the lack of education. The second is the fast moving and evolving technology compared to years ago. We are facing new technologies and materials extremely fast and the market can change overnight. The next challenge is corporate dentistry. It's the perfect example of the race to the bottom mentality, which is driven by young dentists having huge debt and being forced to work in these kind of organizations.

A big percentage of new dentists and dental technicians don't have the time for more in-depth education, so we are developing a very sloppy form of dentistry for our patients. The FDLA can help to improve the education level by offering classes for

dentists and technicians. I think the Southern States Symposium & Expo is a great example of FDLA doing that. Also, we need to find better ways to support dental technology schools. We at Zahntechnik are trying to support McFatter Technical College as much as we can and are giving new graduates the opportunity to work in a modern and high-end laboratory because we are always looking for good talent.

**What do you wish patients knew about dental technicians and dental laboratories?**

I would love to get them more involved in their cases. In Germany, we were allowed to educate patients about the advantages and disadvantages of materials with or without the dentist present. Most dentists need better education in materials. I think the What's In Your Mouth campaign is a great start to educating patients. We should push it more and be more aggressive with this campaign.

**What is the most important piece of advice you've gotten about succeeding in the dental laboratory industry?**

To have success, you have to fail. You have to find your niche and specialty and then combine it with your passion.

**What advice would you give to someone just entering the profession?**

To be aware that this is a very special profession with great potential and opportunities. However, if you don't have the passion for it, you will most likely not succeed or be in it for very long. You should use every chance to become more educated and find the specialty where you have the most talent. I would definitely recommend obtaining the CDT certification because it is something nobody can take and it will always help you in finding a job and/or getting a promotion. ①

*The Most Successful*

# SPEAR STUDY CLUBS

## START WITH THE ACADEMIC YEAR

Spear creates the environment and provides the content for you and a small interdisciplinary group of your peers to collaborate on cases that increase your clinical skills and predictability in your practice.



## TIMING IS THE KEY

In working with hundreds of Spear Study Clubs, we've learned that fall is the perfect time to launch.

There are benefits to starting a Spear Study Club in the fall.

### Be part of 2016's biggest event

Hold your organizational meeting before September and the leader can attend the exclusive Study Club Leader Summit.

### Spear Seminars fill quickly

By launching in the fall, your club can select a popular Spear Seminar to attend as a group before they sell out.



*Plus*

### More predictable case outcomes

Bridge the gap between your vision and reality. You'll learn how to achieve predictable, repeatable results.

### Improved case acceptance

Spear Study Clubs give you the confidence to present treatment to your patients - and the skills to move forward with cases that once seemed beyond your reach.

### A supportive interdisciplinary network

Small-group learning builds a trusted group of colleagues in your community to share ideas and challenges with, including those cases you're not sure where to begin.



**SPEAR**  
STUDY CLUBS

VISIT [WWW.SPEARSTUDYCLUBS.COM](http://WWW.SPEARSTUDYCLUBS.COM)

OR CALL 866.666.8556 TO LEARN MORE

# AURIDENT Offers **LOWER PRICING** on our Entire Line of Delta Zirconia!



## We've Cut Prices, NOT Corners.

**SAVE MORE** on Aurident's complete line of Delta Zirconia products including **TWO OUTSTANDING NEW ADDITIONS...**

### Anterior Delta Zirconia

gives you the superior translucency required for natural-looking anterior restorations. Offered with Aurident's specially-formulated coloring liquid to assure consistent, optimum shading of restorations.



- *Flexural strength greater than 600 MPa*
- *Ideal for creating exceptional single-unit, full-contour restorations or bridges up to 3 units*

### Preshaded Translucent Delta Zirconia

provides reproducible, uniform Vita shades for milling copings, full-contour restorations, titanium hybrid implants and bridges up to 14 units.



- *Eliminates the need for coloring liquids*
- *Flexural strength exceeding 1100 MPa*



Aurident Delta Zirconia products are available in a large variety of sizes.

**Order Now & Save  
800-422-7373**

See our complete line of alloys,  
products & services at

**aurident.com**



**AURIDENT, INC.**

Dental Alloys • Refining • Milling Services