STRAUMANN® CARES® SCAN & SHAPE
PROCESS GUIDE

From model or wax-up to customised abutment
## CONTENTS

<table>
<thead>
<tr>
<th>TITLE</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>3</td>
</tr>
<tr>
<td>Process Overview</td>
<td>4</td>
</tr>
<tr>
<td><strong>Sending Models for Scan &amp; Shape Service</strong></td>
<td>5</td>
</tr>
<tr>
<td>Preparation of the Master Model</td>
<td>5</td>
</tr>
<tr>
<td>Articulator Guide</td>
<td>8</td>
</tr>
<tr>
<td>Order Form</td>
<td>9</td>
</tr>
<tr>
<td>Abutments for Meso Bridge</td>
<td>13</td>
</tr>
<tr>
<td>Implant Placement Considerations</td>
<td>14</td>
</tr>
<tr>
<td><strong>Sending Wax-up Abutments for Scan Only Service</strong></td>
<td>15</td>
</tr>
<tr>
<td>Preparation of the Wax-up</td>
<td>15</td>
</tr>
<tr>
<td>Order Form</td>
<td>17</td>
</tr>
<tr>
<td><strong>Case Processing</strong></td>
<td>18</td>
</tr>
<tr>
<td><strong>Shipping Checklist</strong></td>
<td>18</td>
</tr>
<tr>
<td><strong>Packing your Case</strong></td>
<td>19</td>
</tr>
<tr>
<td><strong>Pick-up Instructions</strong></td>
<td>20</td>
</tr>
<tr>
<td><strong>Turnaround Times</strong></td>
<td>21</td>
</tr>
<tr>
<td><strong>Conditions of Sale</strong></td>
<td>22</td>
</tr>
</tbody>
</table>
INTRODUCTION

Straumann now offers you a new customer service concept, to obtain our customised Straumann® CARES® Abutments, which are carefully prepared by our highly trained professionals based on your specifications. This concept is designed to ensure the best possible fit of the final restorations.

Our commitment is to provide you with excellent quality and service. Your convenience is our priority, from the moment you send in your master model until you receive your Straumann® CARES® Abutment. Our experienced dental technicians will carry out the computer-aided design of your Straumann® CARES® Abutment, according to the master model and design information you provide. You will have the opportunity to check the design file of the abutment before giving us your approval to manufacture your order. Alternatively, you can also send in a waxed-up abutment and we will produce the abutment you require.

THIS NEW CUSTOMER SERVICE OFFERS YOU

- Digital abutment solutions for your laboratory to provide more options for surgeons and prosthodontists
- Excellence in dentistry
- An interactive collaboration with you
- Guaranteed high quality of Straumann products

STRAUMANN® CARES® ABUTMENTS ARE AVAILABLE FOR CUSTOMISED PATIENT SOLUTIONS

- Available in 2 different materials: titanium and zirconium dioxide*
- For cement-retained crowns and bridges via a mesostructure
- In reduced form for direct veneering to form screw-retained crowns (zirconium dioxide abutments only)

CHARACTERISTICS

- Customised shape and emergence profile
- Control over cement gap
- Optimised path for prosthetic insertion due to flexible design
- Straumann precision fit between implant and abutment

* Except WN (Wide Neck) platform
# PROCESS OVERVIEW

## 1. CUSTOMER
Call UPS on 08457 877 877 (Ireland 1 890 995 500) to arrange the pick-up service (full details page 20). Ensure you have a Scan & Shape box, UPS label, UPS bag and order form. If you need any of these contact customer services on +44 (0) 1293 651240.

## 2. ORDER
The package will be picked up by UPS. Your tracking number is printed on the UPS label.

Pack all items to be sent and the order form into a shipping box.

## 3. STRAUSSMANN
If you send a model, your abutment is scanned and designed based on your requirements. The design is emailed to you for approval.

Your abutment is manufactured.

## 4. DELIVERY
The abutment and the model are delivered to you for fabrication of the final restoration. You can track your order by calling customer services on +44 (0) 1293 651240.
SENDING MODELS FOR SCAN & SHAPE SERVICE

PREPARATION OF THE MASTER MODEL
Please prepare a stone model with a new Straumann Implant analog(s), along with a removable, stable silicone soft tissue mask. This will allow accuracy of your design for the customised abutment. Please ensure that you have disinfected all materials prior to sending it to Straumann.

NOTE
Straumann will not modify your model after it is received. To achieve an accurate design and fit, the model should show the appropriate final gingival contour of the sulcus. Therefore, please ensure that the model has good soft tissue information, no artifacts (such as holes or stone bubbles), and no impression material overlapping the implant shoulder. In some cases, we may need to use a scanning spray on your model.
EXAMPLES OF MODEL DEFECTS

- Impression material around analog
- Undefined soft tissue contour
- Plaster around analog

If the model is not prepared appropriately, we will be unable to accept your order and will return the model to you at your cost. (i.e. You will be invoiced for the return shipping of this model)

STONE MODEL OF SOFT TISSUE

- If you provide a stone model of the soft tissue, please adjust the sulcus area accordingly if you wish to have soft tissue compression from the abutment.

- If you do not adjust the sulcus, we can only produce the abutment within the model parameters with no soft tissue support.
DIAGNOSTIC WAX-UP

If you are ordering abutments for three or more adjacent edentulous spaces, you should provide a diagnostic wax-up to provide additional information about the bucco-lingual dimensions, occlusal height and offset width.

You should construct the wax-up using our Straumann Wax-up sleeves.

NOTE

Before sending the models to Straumann, please verify that the models are articulated in correct occlusion, and a bite registration is provided.
ARTICULATOR GUIDE

All cases should be articulated and a bite registration should be provided in order to achieve an accurate and precise result for the patient.

When you prepare your models for shipping, please use base plates of one of the following articulators:

- ARTEX®: with magnetic plates
- DENAR: with screw or magnetic plates
- KaVo® PROTAR 3: with magnetic plate
- SAM® 3: with screw or magnetic plate

If you are sending in your models affixed to non-adjustable articulators, please ensure that you have prepared the models in a way that they can be removed and relocated easily (e.g. with the use of grooves/pins). The models must be separated from the articulator during our scanning process.

If the articulator you are using is not included in this list, please contact +44 (0) 1293 651240.

NOTE

Please ensure you have used the split-cast technique to construct the models with the baseplates. There is no need to send us your articulator. On the order form you should indicate which type of articulator you have used.

For your convenience, we have created these actual dimensions in this illustration box. The entire model (mounted with plaster on a baseplate if applicable) must fit within these actual dimensions.

Dimensions of your model (including plaster and baseplates if applicable)
ORDER FORM

We will scan your model, and mill your customised Straumann® CARES® Abutment(s) according to the information you provide us in the order form, which must be filled in accurately.

1. Customer details
Please write your unique Straumann customer number and your contact details. This will allow us to verify your registered details on our system, and ensure that we can get in touch with you if necessary.

Please enter the Patient Initials or ID number in order that the abutment is identifiable. Do not include the patient’s full name.

2. Order creation
Please check (✓) where applicable and indicate which tooth needs to be replaced.

For your reference, Straumann® CARES® Abutments are available with the following platforms and in the following materials:

<table>
<thead>
<tr>
<th></th>
<th>Titanium</th>
<th>Zirconium dioxide</th>
</tr>
</thead>
<tbody>
<tr>
<td>For Soft Tissue Level Implants</td>
<td>NN</td>
<td>NN</td>
</tr>
<tr>
<td></td>
<td>RN</td>
<td>RN</td>
</tr>
<tr>
<td></td>
<td>WN</td>
<td>-</td>
</tr>
<tr>
<td>For Bone Level Implants</td>
<td>NC</td>
<td>NC</td>
</tr>
<tr>
<td></td>
<td>RC</td>
<td>RC</td>
</tr>
</tbody>
</table>
We offer 2 types of abutments:
1) Anatomical abutment – Made of zirconium dioxide only, for direct veneering to create a screw-retained restoration.

2) Meso abutment – Made of titanium or zirconium dioxide, which should be used with a coping to create the final cement-retained restoration.

3. Design creation
With the Straumann® CARES® Visual software you can design abutments to optimally fit the soft tissue profile of the patient. For every patient the healing situation may vary depending on the soft tissue management technique and the size of the healing abutment used. Therefore, it is important to choose the appropriate emergence profile option in order to create the abutment size needed to optimally support the final restoration.

Details of the components of design are required:

A) MARGIN POSITION
Margin depths are measured from the gingival crest to the abutment margin. There are four options to choose from. Please indicate the option number on your order form for the preferred position.
Option 1
Gingival crest position – Abutment margins are placed at gingival crest level

Option 2
Default position – Recommended for cement-retained final restorations, average subgingival depth of 1.5 mm from gingival crest circumferentially

Option 3
Anatomical position – For screw-retained abutments where direct veneering is possible

Option 4
Free-form design position – Please provide further information for specific design parameters other than options 1, 2 and 3. You may mark this on the model and describe on the order form (in the section “Additional comments”). In this case, we must obtain your approval before manufacturing.
B) EMERGENCE PROFILE

Straumann uses its proprietary technology to automatically generate an emergence profile which adapts to the sulcus information provided with your model. However, if you wish to apply some compression or relief of the soft tissue, you may indicate that this is required. By default, we will produce your Straumann® CARES® abutment with the best fit emergence profile. Please indicate the option number on your order form for the preferred position.

**Option 1 - Best Fit**
- This design is based on the best emergence profile possible to support the soft tissue by applying only light pressure.
- Temporary blanching of the soft tissue may occur at the time of insertion.
- The size of the abutment is determined by the space created by the healing/temporary abutment. There may be situations where it is not possible to create tissue support with the abutment.

**Option 2 - Convex Profile**
- Where moderate compression of the soft tissue is required, the abutment can be produced with a more convex emergence profile.

**Option 3 - Concave Profile**
- This profile creates an abutment which does not touch the soft tissue.
- If a stone model is provided with no gingival mask, this is the recommended option.

**NOTE**

All Straumann® CARES® Abutment design images are static and therefore do not represent the dynamic relationship of the actual soft tissue morphology with the abutment when it is placed.
ABUTMENTS FOR MESO BRIDGE

When Straumann® CARES® abutments are planned for a final bridge restoration, the abutments must be designed in parallel. On the order form, you may indicate (by circling) which abutments require a single path of insertion so that you may construct the final bridge mesostructure.

NOTE

All Straumann® CARES® Abutment design images are static and therefore do not represent the dynamic relationship of the actual soft tissue morphology with the abutment when it is placed.
IMPLANT PLACEMENT CONSIDERATIONS

When an implant is placed in a non-ideal position, the choice of the margin position and emergence profile will determine the outcome of the final abutment.

**Example I**

When a Soft Tissue Level implant is placed in a high position where the junction between the neck and body of the implant is above bone level, this might result in minimal soft tissue depth for the abutment. Therefore, if a subgingival margin position is selected, the total width of the abutment is also limited.

If you choose a convex profile to create a wider abutment, the margin may be supragingival and exposed.

**Example II**

If an implant is placed off-centre from the required position of the final restoration, we can produce an abutment to compensate for the off-centre placement. In such cases, we recommend that you choose Option 1 for the Best Fit emergence profile. In some cases, this may not be possible if the width of the required abutment is outside our manufacturing limits.
SENDING WAX-UP ABUTMENTS FOR SCAN ONLY SERVICE

PREPARATION OF THE WAX-UP ABUTMENT

Step 1: Prepare a stone model with a soft tissue mask. Insert a wax-up sleeve into the master cast.

The following wax-up sleeves are available:
- 048.087 NN Wax-up sleeve
- 048.088 RN Wax-up sleeve
- 048.089 WN Wax-up sleeve
- 025.2903 NC Wax-up sleeve
- 025.4903 RC Wax-up sleeve

Step 2: Use the wax-up sleeve to model the shape of the abutment.

NOTE
Use a scannable wax if possible (e.g. Straumann® CopyCAD wax), or we may have to apply scan spray to your wax-up abutment. Please cut off the projecting part of the wax-up sleeve. Do not wax below the basal margin of the wax-up sleeve.
### Maximum Geometry for Production

<table>
<thead>
<tr>
<th>Implant Platform</th>
<th>NC</th>
<th>RC</th>
<th>NN</th>
<th>RN</th>
<th>WN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wax-Up Sleeve Article Number</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Zirconium dioxide ($\ce{ZrO_2}$)</td>
<td>025.2903</td>
<td>025.4903</td>
<td>048.087</td>
<td>048.088</td>
<td>048.089</td>
</tr>
<tr>
<td>CARES® ZrO$_2$ Abutment article number</td>
<td>027.2630</td>
<td>027.4630</td>
<td>040.679</td>
<td>040.688</td>
<td></td>
</tr>
<tr>
<td>Titanium (Ti)*</td>
<td>027.2620</td>
<td>027.4620</td>
<td>040.693</td>
<td>040.689</td>
<td>040.694</td>
</tr>
<tr>
<td>CARES® Ti Abutment article number</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Minimum Body of Wax-Up Sleeves

The section above the implant shoulder represents the minimum body and must not be ground.

The upper section of the wax-up sleeve can be reduced (displayed green in these graphics).

**DO NOT WAX BELOW THE MARGIN OF THE WAX-UP SLEEVE** (indicated by red arrow).
ORDER FORM

We will scan your model, and mill your customised Straumann® CARES® Abutment[s] according to the information you provide us in the order form, which must be filled in accurately, and signed.

1. Customer details
Please write your unique Straumann customer number and your contact details. This will allow us to verify your registered details on our system, and ensure that we can get in touch with you if necessary.

Please enter the Patient Initials or ID number in order that the abutment is identifiable. Do not include the patient’s full name.

2. Order creation
Please check (✓) where applicable and indicate which tooth needs to be replaced using the Universal Numbering System.

For your reference, Straumann® CARES® Abutments are available with the following platforms and in the following materials:

<table>
<thead>
<tr>
<th></th>
<th>Titanium</th>
<th>Zirconium dioxide</th>
</tr>
</thead>
<tbody>
<tr>
<td>For Soft Tissue Level Implants</td>
<td>NN</td>
<td>NN</td>
</tr>
<tr>
<td></td>
<td>RN</td>
<td>RN</td>
</tr>
<tr>
<td></td>
<td>WN</td>
<td>-</td>
</tr>
<tr>
<td>For Bone Level Implants</td>
<td>NC</td>
<td>NC</td>
</tr>
<tr>
<td></td>
<td>RC</td>
<td>RC</td>
</tr>
</tbody>
</table>

You do not need to fill in the DESIGN CREATION part of the order form if your design has already been incorporated in the wax-up abutment which you have sent to us. Straumann will not alter this wax-up abutment in any way. The wax-up abutment will not be returned to you.
CASE PROCESSING

From Models
We will send you the computer-aided design by attaching the screenshot(s) from our software by email within 24 hours of receiving your model. **Please confirm your approval by email before we proceed with milling your abutment.** Delay in approving the design may affect the turnaround time.

If you have any concerns, please reply by email for further information or specify what changes you require so that an amended proposal can be sent to you.

As we will be communicating with you by email about your order or design requested, please check that your email spam filters are disabled to allow emails from scanservice.eu@cares-partner.net and scanservice.eu@straumann.com. If you think there might be a problem with us contacting you by email, please call customer services on +44 (0) 1293 651240.

From Wax-up Abutments
We will proceed immediately to mill the abutment you ordered. This follows the design you have sent us on the wax-up sleeve. We will not send you any further email for approval.

SHIPPING CHECKLIST

This is a shipping checklist to help you ensure that your order is processed efficiently and accurately.

**From Models**
- Signed order form with all required details
- Articulated master casts with Straumann Implant analog(s)
- Model with soft tissue mask
- Bite registration (recommended)
- Diagnostic wax matrix (if ordering three or more adjacent abutments)

**From Wax Up Abutments**
- Signed order form with all required details
- Waxed-up abutment, using Straumann Wax-up sleeves
- Model with gingival mask (optional)
PACKING YOUR CASE

PACKING MODELS FOR SCAN & SHAPE SERVICE:

a. Use the box Straumann has provided for your shipment.

b. Place the model into the cut-outs in the foam insert to secure the model.

c. Place the provided foam cover to further secure the model.

d. Place your completed order form into the box. **Please make sure to sign the order form. A shipment without a signed order form will be returned to you at your expense.**

e. Place the closed box completely into the UPS shipping bag and seal the bag.

f. Affix the UPS label onto the UPS shipping bag. **Do not attach the label to the box.**

PACKING FOR WAX-UPS FOR SCAN ONLY SERVICE:

a. Put your wax-up abutment into a small box/membrane box before placing inside a padded envelope.

b. Place your completed order form into the envelope. **Please make sure to sign the order form. A shipment without a signed order form will be returned to you at your expense.**

c. Place the closed box completely into the UPS shipping bag and seal the bag.

d. Affix the UPS label onto the UPS shipping bag.
PICK-UP INSTRUCTIONS

ARRANGING YOUR PICK-UP:

Arranging your pick-up by phone

Phone UPS on 08457 877 877 (IRL 1 890 995 500) to arrange your pick-up. You will need to give your collection address, contact name, phone number and when the pack is ready for pick-up. You may also need to tell UPS that your shipment is “International” to Germany, via the “UPS Express Saver” service.

If you do not have a UPS pre-paid return label, then please order one via our customer services team on +44 (0) 1293 651240 (9am - 5pm, Monday - Friday).

LATEST PICK-UP TIME:

UPS normally require pick-ups to be booked in before 3pm, with the last collection made by 4 - 6pm. There may be some local variations to these times. You can check the final pick-up details for your postcode by using the “Calculate Time and Cost” section at www.ups.com (shipments are made by using the “UPS Express Saver” service).

TRACKING YOUR ORDER:

You can track the status of your order via our customer services team on +44 (0) 1293 651240 (9am - 5pm, Monday - Friday).
# Turnaround Times

This is an example of the times that can be achieved in normal circumstances without delays in the customer approval process, where applicable.

<table>
<thead>
<tr>
<th>Pick-up Cycle</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pick-up from Customer</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Model Received by Straumann</td>
<td>Tuesday*</td>
<td>Wednesday*</td>
<td>Thursday*</td>
<td>Friday*</td>
<td>Monday*</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Design &amp; Production Cycle</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Monday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Design Proposal Sent to Customer</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Design Approved by Customer</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Milling</td>
<td>Wednesday</td>
<td>Thursday</td>
<td>Friday</td>
<td>Monday</td>
<td>Tuesday</td>
</tr>
<tr>
<td>Sintering (ZrO₂ only)</td>
<td>Thursday (ZrO₂ Only)</td>
<td>Friday (ZrO₂ Only)</td>
<td>Monday (ZrO₂ Only)</td>
<td>Tuesday (ZrO₂ Only)</td>
<td>Wednesday (ZrO₂ Only)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Shipping Cycle</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Monday</th>
<th>Tuesday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ship Product to Customer</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customer Receives Final Product</td>
<td>Thursday* (Friday* for ZrO₂)</td>
<td>Friday*</td>
<td>Monday*</td>
<td>Tuesday*</td>
<td>Wednesday*</td>
</tr>
</tbody>
</table>

*Shipping time illustrated applies to most UK postcodes. Some postcodes have a longer shipping time. Please call customer services on +44 (0) 1293 651240 for details.
CONDITIONS OF SALE

Straumann’s normal conditions of sale apply to Scan & Shape service and Scan Only service, in addition to those shown below.

Special Provisions for Customised CADCAM Prosthetics
Scan Only: Straumann will manufacture the customised abutment or other prosthetic device using only the design and dimensions of the wax-up abutment provided by you. When you send in a wax-up abutment you agree you have pre-approved the design and production of the prosthesis. STRAUMANN IS NOT RESPONSIBLE FOR DEFICIENCIES IN THE DESIGN OR FIT OF THE PROSTHESIS APPROVED BY YOU. If you alter or rework the dental prosthetic received from Straumann any claims for defects shall be ineffective.

Scan & Shape: Straumann will shape and manufacture the customised abutment or other prosthetic device using only the design parameters and dimensions provided by you on the Order Form. Straumann does not alter the parameters of the dimensions or contours provided by you. STRAUMANN IS NOT RESPONSIBLE FOR DEFICIENCIES IN THE DESIGN OR FIT OF THE PROSTHESIS APPROVED BY YOU. If you alter or rework the dental prosthetic received from Straumann any claims for defects shall be ineffective.