

Regulations for cooperation with the dental laboratory StomaLab

StomaLab is a laboratory of modern and reliable solutions that helps create unique smiles, improving the quality of life of people. For comfortable and fruitful cooperation, we have developed this regulation to ensure high quality of services and ease of interaction.

1. Procedure of cooperation

1.1. Order registration

1. Fill out the electronic Application for Production on our website.
2. Please provide the following information in your Application for Production:
 - Name of the clinic;
 - Name and Surname of the Doctor;
 - Name, surname and age of the patient;
 - Type of work according to the article in the price list;
 - Formula and volume of work;
 - Type of restoration (zircon, glass ceramics, etc.) ;
 - Restoration shade according to Vita Classic and gingival shade (if the work involves implants);
 - The color of the stumps according to the Ivoclar shade guide or Vita Classic;
 - Teeth shape, if relevant;
 - Implant system and size or implant passport, preferably a targeted image with transfer or scan - body;
 - Type of fixation (screw or cement);
 - Sagittal angle data if applicable;
 - Date of work submission or fitting;
 - Special requests and recommendations.

Illustration: [Application for the production of fixed orthopedic products](#)

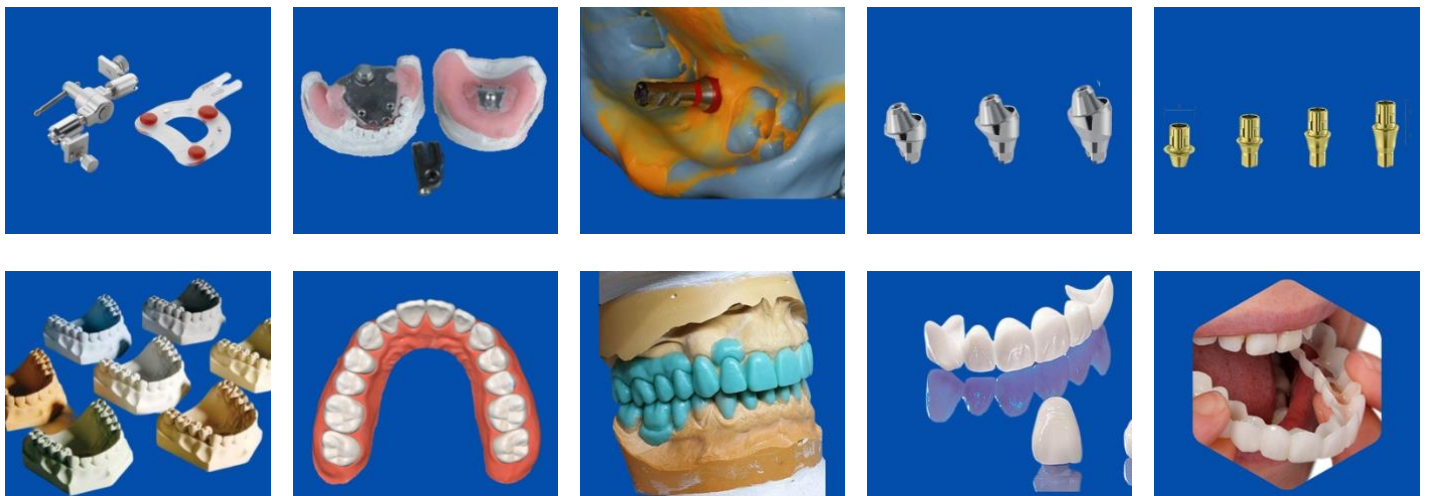
[Application for the production of milled products](#)

1.2. Material Submission

1. Send prints, components with additional elements and printed Application for Production via courier to the address Giełdowa 4E/P1, 01-211 Warsaw;
 - Please submit the application form in a separate package from the prints to avoid getting wet and damaged.

2. Send the Application for Production with OBJ / PLY / STL files, photo protocol. Important! It is preferable to work with OBJ / PLY, as they are colored, and STL is black and white;
3. Ensure that the materials meet the specifications (see section 2 below);
4. If necessary, our administrator will contact you for clarification;
5. Accessories and additional elements:
 - Facial arch data;
 - Central relation with bite register;
 - Centrixfix - determination of central relation;
 - Implant analogues screwed to transfers in the impression;
 - And buttresses, platforms, multi-units;
 - Diagnostic model, if available;
 - Preoperative or situational scan;
 - Functional and aesthetic Wax-up;
 - First order temporary construction;
 - A temporary construction of the second order, as a project of permanent work;
 - Other components, if applicable.

Illustration: example of required materials



1.3. Order execution

1. Application for Production and all the provided materials undergo quality assessment by a senior technician;
2. If you have any questions or comments, the administrator or senior technician will contact you to make adjustments;
3. After casting the model, if a defect is detected, you will receive a detailed photo protocol by email or messenger for approval or making adjustments;
4. After agreeing on all the details, we begin production, observing paragraph 1.4. Payment procedure.

1.4. Payment procedure

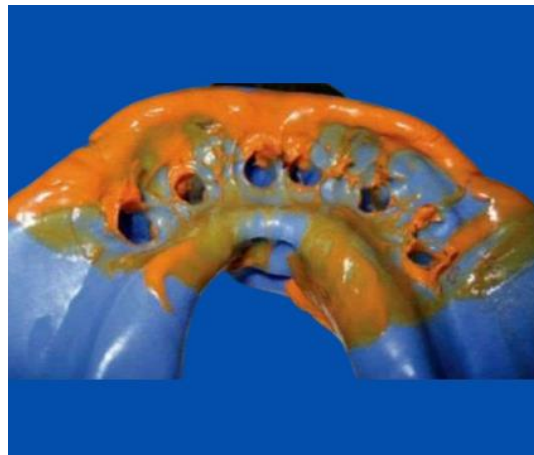
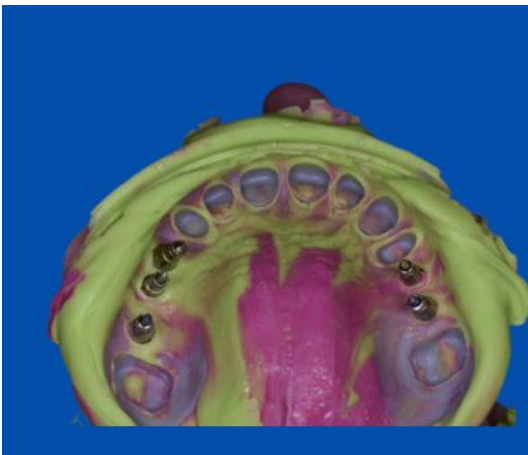
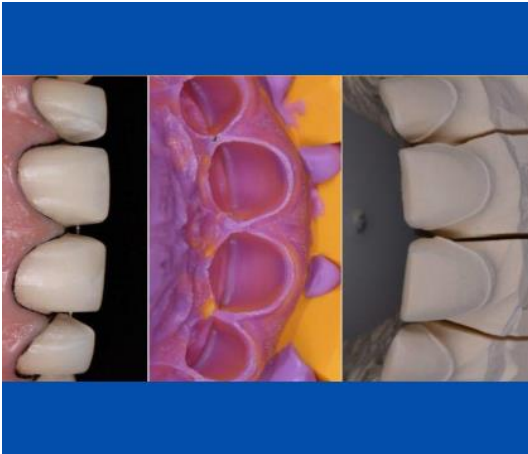
1. Upon Application for Production, the invoice is sent to the customer's email address in parallel with the delivery of the completed work;
 2. The invoice must be paid within 5 banking days from the date of its issue;
 3. For each Application for Production, one invoice is issued;
 4. Every Friday an email will be sent to the client register of unpaid invoices;
 5. From the 6th banking day from the date of the invoice StomaLab reserves the right to suspend the acceptance of new applications for the production and/or delivery of current orders until all overdue debts are paid;
 6. If the amount of the Application for Production exceeds 6 thousand zlotys, the order is accepted for processing after a 50% advance payment. The corresponding proforma invoice will be sent to the client's e-mail address after the initial analysis of the Application for Production.
-

2. Technical requirements

2.1. Criteria for impressions

1. Complete integrity, stability, absence of defects;
2. Complete polymerization of the mass;
3. Good quality of dental impression of teeth and stumps with a lateral space, ensuring precise reproduction of the working surface of the teeth;
4. Transfers are permanently fixed in the imprint;
5. The required implant analogue is screwed onto the transfers in the impressions;
6. The impression is taken with a metal or individual spoon using an adhesive for the impression mass.

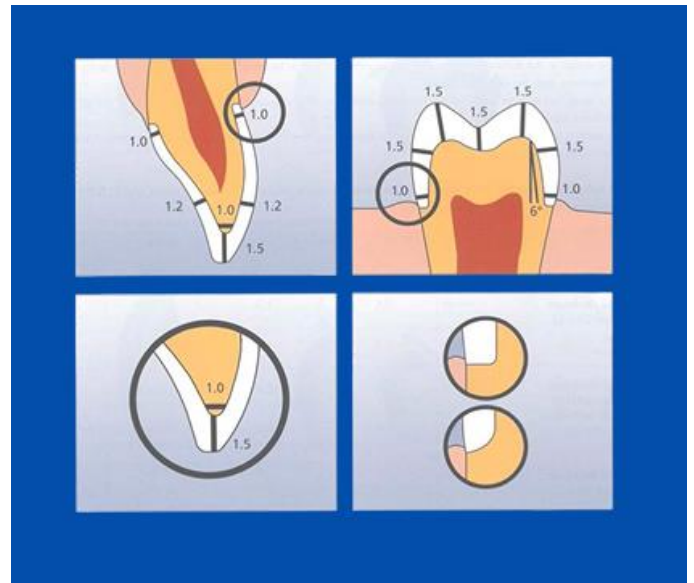
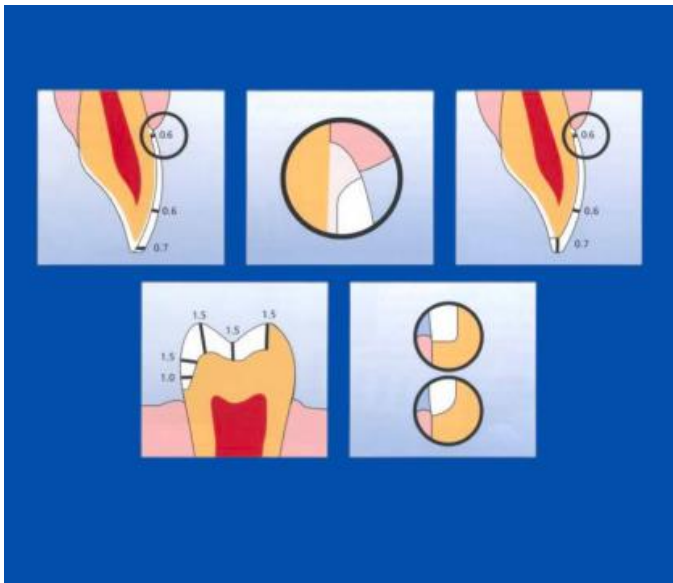
Illustration: example of a high-quality and low-quality print



2.2. Criteria for tooth preparation

1. The preparation was carried out taking into account the correct thickness and height, the stump was polished;
2. Absence of sharp and thinned edges;
3. The principle of parallelism and minimal conicity is observed;
4. Availability of space for a specific type of structure (depends on the stated warranty requirements established by the material manufacturers and generally accepted dental practices).

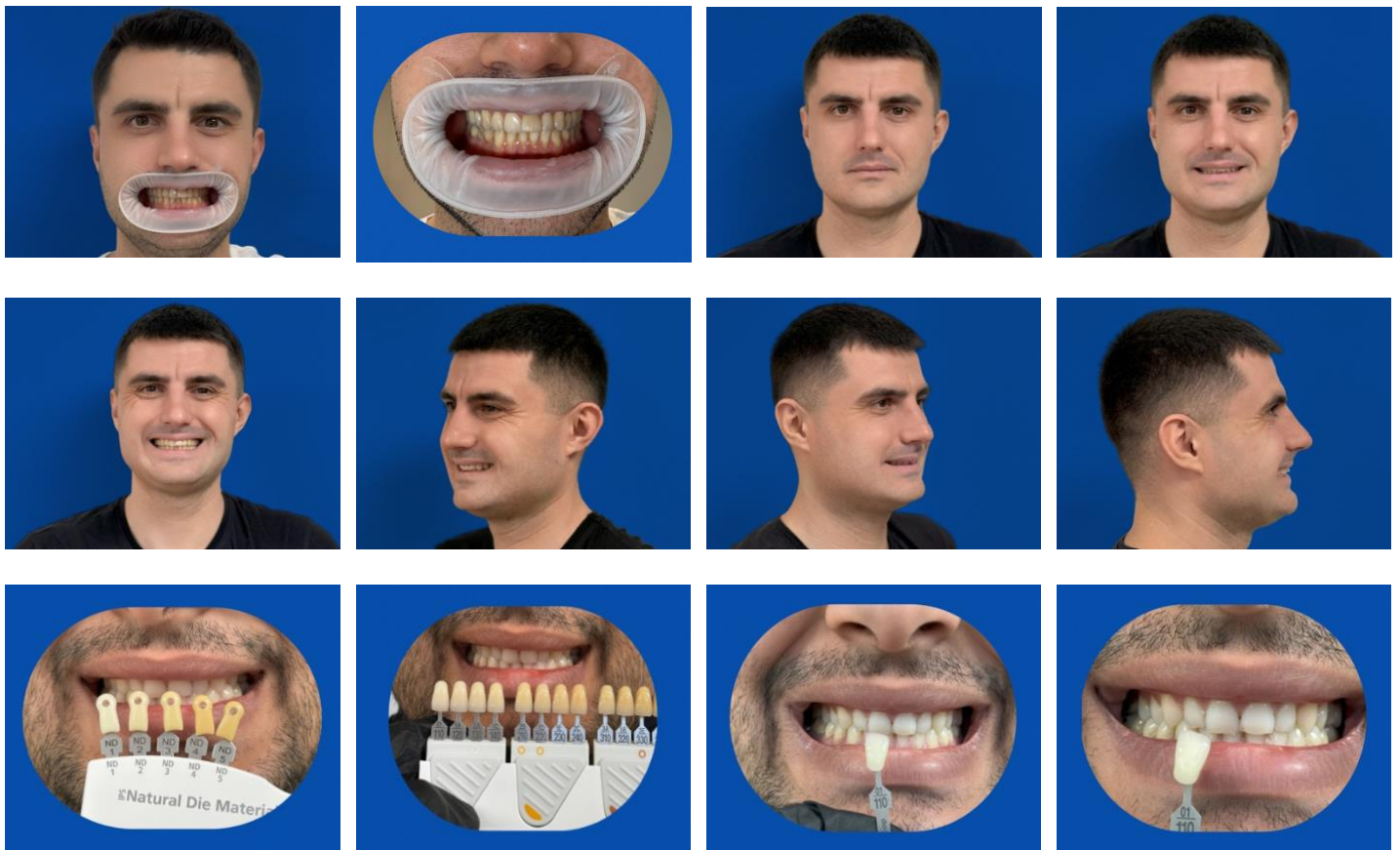
Illustration: example from the book IVOCLAR



2.3. Requirements for the photo protocol

- Requirements for a complete photo protocol:
 - Portrait photo of the entire face and separately the lower third of the patient's face with a retractor;
 - A portrait photo of the patient, normal, with a normal smile and with a maximum smile;
 - Portrait photo of the patient at a 45 degree angle from both sides with a normal smile;
 - A full-face portrait photo of the patient with a maximum smile;
 - For front teeth - a complete photo protocol with tooth coloring and stump coloring.

Illustration: example of a photo protocol



- Minimum photo protocol requirements for planning:
 - Portrait photo patient with a retractor;
 - Portrait photo of a patient with a normal smile.

Illustration: example of a photo protocol



2.4. OBJ/PLY/STL files

1. Complete and high-quality scans;
2. Checking the correct comparison of bite on scans;
3. Attach CBCT file if necessary;

2.5. Optimized protocol for the production of aesthetic and functional works

1. Every aesthetic work (for example, veneers and other constructions in the frontal area) should begin with the production of a diagnostic Wax-Up (digital or manual);
 2. Approval of the modeling design by the doctor;
 3. Predictable Protocol:
 - The future prototype of permanent work using a silicone key;
 - Approval of form and design with the patient;
 - Photo protocol with Mock - Up ;
 - Scanning the transferred Mock - Up with an intraoral scanner and saving it for the production of a permanent work;
 - Preparation of teeth using Mock - Up and checking the correctness of the treatment for the type of selected restoration using a silicone key and other methods;
 - Making temporary crowns, checking fit, adhesion and design;
 - Production of a permanent structure;
 - *It is possible to make a Mock - Up in the laboratory.*
 4. Less predictable protocol (without making a preliminary Wax-Up):
 - Scan teeth or take impressions before preparation;
 - Treatment of teeth for permanent crowns;
 - Scan teeth or take an impression after preparation;
 - Production of temporary crowns and approval of their design;
 - Production of a permanent structure.
-

3. Deadlines

1. Wax-Up and auxiliary structures: 1-5 working days;
 2. Temporary structures: 1–8 working days;
 3. Permanent structures: 1-14 business days;
 4. The lead time depends on the number of units, type and complexity of the design;
 5. The deadlines are indicated taking into account compliance with all technical requirements described above;
 6. The terms indicated do not include delivery times;
 7. The terms and cost of fulfilling urgent orders for production are indicated in the Price List.
-

4. Elimination of defects and responsibility

1. All works are carried out using certified materials;
 2. We eliminate identified defects without additional payment, but only within one correction cycle;
 3. We are not responsible for the integrity of structures if the requirements established by the manufacturers of materials and generally accepted dental practices are not met.
-

5. Contact details

For all questions, clarifications and sending materials, you can contact us:

- Phone: +48 83 888 11 03
- Email: info@stomalab.pl
- Address: Giełdowa 4E/P1, 01-211 Warsaw

We are proud to be part of your success and are committed to providing exemplary, timely, and personalized solutions for the production of high-precision products!