STRAUMANN® CARES® SCAN & SHAPE
PROCESS GUIDE

From model or wax-up to customized abutment
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INTRODUCTION

Straumann now offers you a new customer service concept, to obtain our customized 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 CUSTOMIZED 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
- Customized shape and emergence profile
- Control over cement gap
- Optimized path for prosthetic insertion due to flexible design
- Straumann precision fit between implant and abutment

*Except WN (Wide Neck) platform
FROM MODELS

PROCESS OVERVIEW

1. CUSTOMER
   Call our Straumann technical support team at 866/531 7365 for the order form and to arrange the pickup service.

2. ORDER
   The package will be picked up by a courier. You will be given a tracking number.

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

3. STRAUMANN
   Your abutment is scanned and designed based on your requirements.

   Your abutment is manufactured.

4. DELIVERY
   The abutment and the model are delivered to you for fabrication of the final restoration.
PREPARATION OF THE MASTER MODEL
Please prepare a stone model with a new and genuine Straumann® implant analog(s), along with a removable, stable silicone soft tissue mask. This will allow accuracy of your design for the customized 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.

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. (ie. You will be invoiced for the return shipping of this model)
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. (ie. 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

If you are sending in your models affixed to non-adjustable articulators such as **CERAMCO VERTEX, RAY FOSTER APEX** or similar; 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 our technical support team at 866/531 7365.

**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.

![Illustration of model dimensions]

Dimensions of your model (including plaster and baseplates if applicable)
ORDER FORM
We will scan your model, and mill your customized 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.

If this is the first time that you are using Straumann products and services, please contact us at 866/531 7365 (technical support team).

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>
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-center from the required position of the final restoration, we can produce an abutment to compensate for the off-center 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.
## FROM WAX UP ABUTMENTS

### PROCESS OVERVIEW

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. CUSTOMER</td>
<td>Call our Straumann technical support team at 866/531 7365 for the order form and to arrange the pickup service.</td>
</tr>
<tr>
<td>2. ORDER</td>
<td>The package will be picked up by a courier. You will be given a tracking number. Pack your wax-up abutment and order form into a shipping package.</td>
</tr>
<tr>
<td>3. STRAUMANN</td>
<td>The wax-up abutment is scanned. Your abutment is manufactured.</td>
</tr>
<tr>
<td>4. DELIVERY</td>
<td>The abutment and the model are delivered to you for fabrication of the final restoration.</td>
</tr>
</tbody>
</table>
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.
ORDER FORM
We will scan your model, and mill your customized 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.

If this is the first time that you are using Straumann products and services, please contact us at 866/531 7365 (technical support team).

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>
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<tr>
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<td>RN</td>
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</tr>
<tr>
<td>For Bone Level Implats</td>
<td>NC</td>
<td>NC</td>
</tr>
<tr>
<td></td>
<td>RC</td>
<td>RC</td>
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</tbody>
</table>

You do not need to fill in the DESIGN CREATION part of the order form as 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.

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 genuine 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 genuine Straumann Wax-up sleeves
- Model with gingival mask (optional)
**TURNAROUND TIMES**

<table>
<thead>
<tr>
<th>Pickup Cycle</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Model Received By Straumann</td>
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<td>Thursday</td>
<td>Friday</td>
<td>Monday</td>
<td>Tuesday</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>Design 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>Thursday</td>
<td>Friday</td>
<td>Monday</td>
<td>Tuesday</td>
<td></td>
</tr>
<tr>
<td>Design Approved by Customer</td>
<td>Thursday</td>
<td>Friday</td>
<td>Monday</td>
<td>Tuesday</td>
<td></td>
</tr>
<tr>
<td>Production</td>
<td>Wednesday</td>
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<td>Friday</td>
<td>Monday</td>
<td>Tuesday</td>
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</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>Monday</td>
<td>Tuesday</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customer Receives Final Product</td>
<td>Monday</td>
<td>Wednesday</td>
<td>Thursday</td>
<td></td>
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</tr>
</tbody>
</table>

An example of turnaround times by 2-day Standard Shipping on pick-up and delivery. 4 PM central cut-off time. If you choose to use our pick-up service, your shipment will be collected from you within 24 hours of your call. Please contact us by 12 PM Central Mon–Fri. For calls received on Friday, your order may be picked up on Monday.
TERMS AND CONDITIONS

These General Terms and Conditions apply to the purchase of all Straumann Products; whether the order is placed by telephone, website, order form or other acceptable means as determined by Straumann.

PLEASE READ THIS INFORMATION CAREFULLY PRIOR TO PLACING YOUR ORDER WITH STRAUMANN. BY CLICKING THE “I ACCEPT” BUTTON, YOU AGREE TO BE BOUND BY THESE TERMS AND CONDITIONS.

The following terms and conditions shall apply to the use of this web site and the purchase of any Straumann Product and shall be considered an integral part of the contract of sale that the user of this website (“you” or “your”) forms with Straumann USA, LLC (“Straumann,” “we,” “us,” or “our”), upon placing an order through this web site.

UNLESS OTHERWISE EXPRESSLY AGREED IN WRITING, ALL SALES ARE SUBJECT TO THE FOLLOWING TERMS AND CONDITIONS:

1. Prices
All prices published by us on this web site or quoted by our representatives may be changed at any time without notice. All prices will be as specified by us or, if no price has been specified or quoted, will be our price in effect at the time of delivery. All prices are subject to adjustment on account of specifications, quantities, shipment arrangements or other terms or conditions which are not part of our original price quotation. All software purchases are also subject to an End User License Agreement.

2. Taxes
All prices are exclusive of all excise, sales, use, transfer and other taxes and duties imposed with respect to the products or their sale by any federal, state, municipal or other governmental authority, all of which taxes must be paid by the buyer (“you” or “your”).

3. Terms of Payment
Generally, payment terms are net thirty (30) days from date of invoice. However, we reserve the right to modify such terms depending upon the nature of the transaction involved and the form of payment used to purchase products from Straumann (e.g., credit card). We also reserve the right, in our sole discretion, to require payment on a COD basis, to require full or partial payment in advance or to revoke any credit previously extended. If the products are delivered in installments, you will pay for each installment in accordance with the terms specified above. Payment must be made for the products regardless of whether you have made, or plan to make, any inspection of the products. To the extent permitted by applicable law, overdue payments may be subject to finance charges computed at a periodic rate of 1-1/2% per month (18% per year). Amounts owed by you with respect to which there is no dispute must be paid without setoff for any amounts which you may claim are owed by us and regardless of any other disagreements which may exist. Payment is considered made when payment is received by us at our principal offices or at such other address as we indicate to you. You shall also pay or reimburse us for all costs and expenses (including reasonable attorneys’ fees) incurred or paid by us in collecting amounts due from you or in enforcing your obligations hereunder.

4. Packaging and Shipment
All packaging and methods of shipment will be selected by you during the ordering process, but we will not assume any liability in connection with shipment nor constitute any carrier as our agent. We reserve the right to ship the products in any order and to make partial shipments. We reserve the right to stop delivery of products in transit and to withhold shipments in whole or in part if you fail to make any payment to us when due or otherwise fail to perform your obligations hereunder. All shipping dates are approximate only.

5. Delivery
We will use reasonable efforts to meet requested delivery dates, but will not be liable for our failure to do so. We will not be liable for any loss or damage resulting from any delay in delivery or failure to deliver which is due to any cause beyond our control. If, as a result of any cause beyond our control, any scheduled delivery is delayed for a period in excess of sixty (60) days, we may at our option, by written notice to you, cancel any and all scheduled or future deliveries without further liability or obligation of any kind. In the case of customized CADCAM appliances, where design pre-approval is required; your failure to timely approve the design may delay delivery.

6. Security Interest
We reserve and you grant to us a security interest in all products sold and all proceeds to secure the full payment and performance by you of your obligations and liabilities to us. You acknowledge that these Terms and Conditions or copies of them may be filed with the
appropriate authorities as a financing statement and you agree to execute and deliver such other documents as we may request in order
to evidence or perfect our security interest.

7. Specifications
All products are subject to our standard tolerances for specifications. We reserve the right to make substitutions and modifications in the
specifications of any products, provided that such substitutions or modifications do not materially affect the performance of the products
or the purposes for which they can be used.

8. Warranty Disclaimer; Indemnification
EXCEPT AS WE MAY OTHERWISE EXPRESSLY PROVIDE IN WRITING TO YOU, WE DISCLAIM ALL WARRANTIES, WHETHER EXPRESS
OR IMPLIED, WRITTEN OR ORAL, WITH RESPECT TO THE PRODUCTS, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR
FITNESS FOR A PARTICULAR PURPOSE. OUR MAXIMUM LIABILITY ARISING OUT OF THE SALE OF THE PRODUCTS OR THEIR USE,
WHETHER BASED UPON WARRANTY, CONTRACT, TORT OR OTHERWISE, SHALL NOT EXCEED THE ACTUAL PAYMENTS RECEIVED
BY US IN CONNECTION THEREWITH. IN NO EVENT SHALL WE BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAM-
AGES, INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS, LOSS OF DATA OR LOSS OF USE DAMAGES, ARISING HEREUNDER
OR FROM THE SALE OR USE OF THE PRODUCTS.

You shall indemnify, defend and hold us harmless against all claims, liabilities, damages, expenses, judgments and losses (including
reasonable attorneys' fees) arising from your use and/or misuse of the products. No sale of any product shall be construed as granting
to you any license or other proprietary or intellectual property right applicable to the products. You may not alter or remove, and shall
abide by, any patent, trademark, copyright, trade secret, proprietary or other notices contained on or in the products.

9. Product Returns
All product returns shall be at our sole discretion and consistent with Straumann USA, LLC’s returns policy as it exists at the time of the
proposed return.

10. Product Resale
The resale, redistribution, trade, transfer or use other than pursuant to the Instructions for Use of Straumann products is prohibited. If
you have or are attempting to resell, redistribute, trade or transfer any Straumann product, we may at our sole discretion, exercise all
available remedies including but not limited to discontinuing or canceling your account with us and demand immediate payment for all
outstanding balances.

11. Straumann Guarantee
All sales are subject to the terms and conditions of the Straumann Guarantee then current as of the date of purchase.

12. Special Provisions for Customizable CADCAM Prosthetics
Scan Only
Straumann will manufacture the customized abutment or other prosthetic device using only the design and dimensions of the wax-up
model provided by you. When you send in a wax-up model you agree you have pre-approved the design and production of the pro-
thetic. STRAUMANN IS NOT RESPONSIBLE FOR DEFICIENCIES IN THE DESIGN OR FIT OF THE PROTHESIS. 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 customized 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. STRAU-
MANN IS NOT RESPONSIBLE FOR DEFICIENCIES IN THE DESIGN OR FIT OF THE PROTHESIS. If you alter or rework the dental pros-
thetic received from Straumann any claims for defects shall be ineffective.