



OPEN CONTACT PROTOCOL

Before returning a crown requesting adding porcelain to a contact please seat the crown on the solid model and confirm that the fit to the solid model matches the fit in the mouth. If the contacts are closed on the solid model please send the following:

1. Original crown and all models.
2. A new impression capturing the new position of the teeth.

-or-

3. Shave off stone on the solid AND working models to indicate how much porcelain needs to be added.

If the contacts on the solid model are light or open, please send the following:

1. Original crown and models.