

Scan for video explanation!
Or visit
resetsmile.com/impression-video

Please read all
instructions carefully
before starting your
impressions!

GET YOUR SMILE BACK

FAQ

How do I know if my impressions are good enough?

We will inspect the photos of your impressions within one business day from the day we receive them. If there are any issues with your impressions we may ask you to take an extra set with the remaining putty in your kit before returning to us.

How do I send the impressions back?

Your at-home impression kit includes a self-sealing, padded envelope with a prepaid USPS Priority Mail label on it. Simply place your impressions inside the envelope, seal it closed, and drop it off with any US Post Office or delivery person.

How long does the process take?

The impression taking process will take approximately 20 minutes to complete. Once shipped, Priority Mail packages will take 1-3 days to arrive at our scanning facility. The device will be fabricated and shipped within 2 weeks from the date that your impressions are received by us and will take an additional 1-3 days to arrive to you by Priority Mail. The entire process can be completed in about 3 weeks including shipping both ways.



Contact Us

support@resetsmile.com
(877) 869-0740

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Impression Taking Guide

After reading and following this guide you will be able to submit the following 3 items:

1 Two Total Impressions (Top and Bottom)

DO NOT remove putty from trays when done!

2 One Photo of Both Impressions

Upload to resetsmile.com/upload for confirmation that impressions are successful.

3 Seven Photos of Your Teeth

Upload to resetsmile.com/upload to help us design your device.

Impression Kit Contents

- 3 Upper Arch Trays
- 3 Lower Arch Trays
- 10 Jars of Putty (5 Blue, 5 White)
- 1 Pair of Vinyl Gloves
- 1 Smile Retractor
- 1 Tooth Shade Calibration Card
- 1 Postage Paid Return Envelope

Things to know before taking your impressions

- Watch the video first!
- **DO NOT** remove impressions from tray!
- Do include **BOTH** top and bottom impressions
- If you already wear dentures or a partial, please **include an extra impression while wearing them**
- Please **DO NOT** mail physical dentures, partials, flippers, crowns, bridges, and broken/extracted teeth
- Remember to upload your 7 smile photos and 1 photo of impressions **BEFORE** sending your physical impression

Before we get started make sure you have:



A Timer



Clean Hands



Clean Teeth



Tissues



A Clean and Clear Surface

1 Select Trays

Try the impression trays in your mouth and choose the best fitting ones for your upper and lower arch. Make sure they fit around your teeth and gums comfortably without contacting them.



Top



Bottom

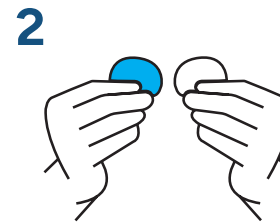
Need larger, smaller or additional trays?
Please contact us for
free replacement items.

2 Prepare Putty for Impressions

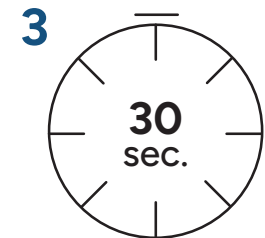
Take impressions one at a time. Allow putty to reach room temperature before mixing. The putty mixture will start to harden after mixing so keep an eye on the timer and work **QUICKLY** through the following steps.



Sit by a clean
table surface
and put on the
vinyl gloves.



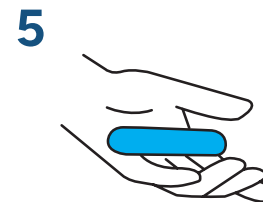
Extract all of one blue
putty and one white
putty from jars.



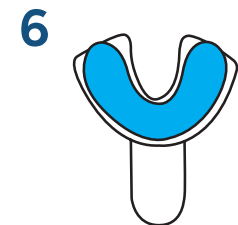
Start a timer for
30 seconds.



Knead the blue and
white putties thoroughly
between your palms until
color is fully mixed
- no white streaks.



Roll the blended
putty into the shape
of a log.



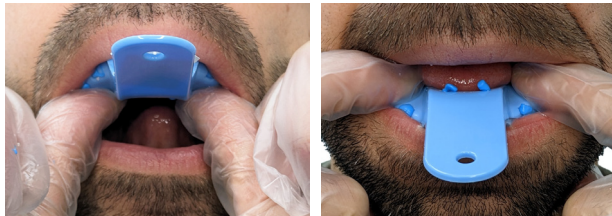
Place the log of putty to
fill the impression tray in a
u-shape and immediately
place in mouth.

Note: This may take several attempts. Please contact support for further assistance if required.

3 Position Tray in Mouth

PLEASE READ!

- Once positioned in your mouth, press the tray in fully until it is just contacting the top of your natural teeth.
- Do not bite down on the tray to position it.
- **PULL YOUR LIP OVER** the tray so that the putty fully extends over the gums.
- Using both hands, press and hold the tray throughout all 3 minutes - **two thumbs for top tray, two index fingers for bottom tray**.
- It is recommended to rest your elbows on a flat surface.
- Do not shift, wiggle or rock the tray before putty has hardened.



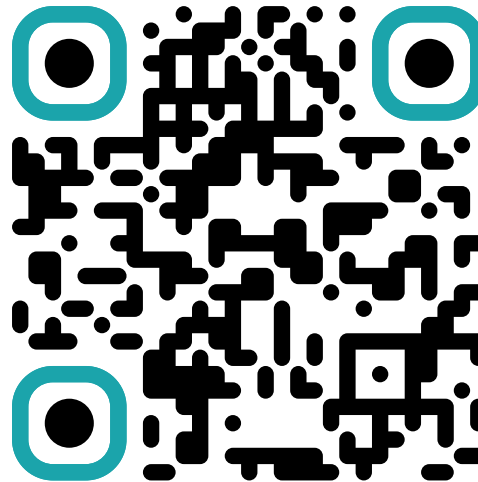
After 3 minutes you can test if the putty has hardened by gently touching any putty that has pushed through the holes in the top of the tray. If it is still soft and pliable, wait another 30 seconds before testing again. When hardened, remove the tray carefully by pulling up/down the tray handle.

Remove after 3 minutes
DO NOT remove putty from trays!

4 Upload 8 Photos to Our Site

Follow the upload instructions on the **website**. You will take a total of 8 photos: 7 smile photos (specified on website) and 1 photo of your impressions. These photos help us check your impressions before you mail them and to match your tooth color.

Scan to upload!
Or visit
resetsmile.com/upload

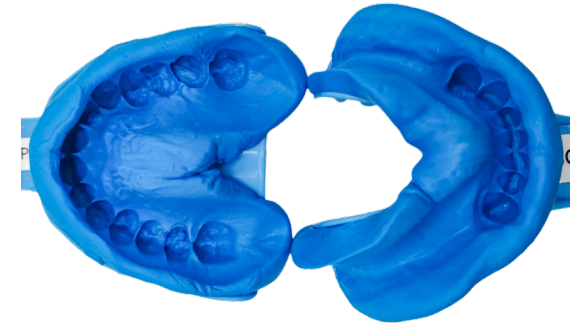


After uploading your photos you will receive an email confirmation within 1 business day when your impressions have been approved. You can then move on to the final step.

5 Pack and Mail Impressions

MOVE ONTO THIS STEP ONLY AFTER YOUR IMPRESSIONS HAVE BEEN APPROVED BY EMAIL!

If requested, please take a second set of impressions as instructed by email or contact support for assistance. Once you have received an email confirming your impressions have been approved, place your completed impressions (**KEEP THE TRAYS ON**) in the pre-labeled padded envelope provided and seal it closed.



Return postage is already paid, so you can simply mail it back via US Mail. You will receive a confirmation email once we've received your impressions. The device will be fabricated and shipped within 2 weeks from the date that your impressions are received by us.

Note: Please **DO NOT** send us any existing dentures, partials, flippers, crown bridges, broken/extracted teeth as we cannot guarantee that they will not be lost in transit or returned in the same condition.