



*People You Can Count On*

**Providing Consistency  
Through A Unique  
System Of Methodologies  
& Communications**



# Why Choose Mitech Dental Laboratory?

## REASON #1: Consistency

Mitech Dental Laboratory (MDL) does something quite unique when it comes to delivering high quality restorations. What we do different is this... For starters, we train our staff members in-house using a revolutionary training system called **Verification and Training System 2000™**. This training system is a multi-faceted management program that allows us to set up our labs production components into an aligned system, and because every staff member is knowledgeable and skilled in every area of production, every case is built in a more consistent manner.



## REASON #2 – Effective Communication

Effective communication is the key to any successful relationship whether it be in a personal or business type situation. When you decide to come on board and work with us, not only do we ask the question “what do you expect from us?” We also want you to know what we will expect of you.

We want to be as clear as possible when it comes to meeting your expectation at the beginning and also throughout our business relationship. Only then can we work together in forming a harmonious ethical relationship that is beneficial for both parties, resulting in a WIN –WIN situation.

We also offer a personalized tour of our lab to every one who decides to work with us. This gives you the opportunity to meet the people who produce the end products. You will see that each department has its own manager, whom you will be more involved with personally once you start placing orders with us. Dealing directly with the department manager gives you a direct channel to go through when you want to know exactly where your order is in the production process.



## REASON #3 – Faster Chair Times

Because our consistency rating is so good, you spend less time making adjustments and more time focused on getting the job done. You'll move patients in and out of chairs quicker and with less hassles, giving you the ability to handle more clients on a daily basis. This will make your day flow smoother than ever before.



# Products & Services



## PFM's & Full Cast Gold

- PFM
- Goldtech 2000®
- Full Metal – Crowns, Inlays, Onlays, Bridges
- Implants



## All Ceramic

- IPS Empress – Crowns, Inlays, Onlays, Veneers
- IPS Eris – Anterior Bridges, Crowns
- Empress Esthetic Advanced Layering – Crowns, Veneers
- Veneers – Porcelain Laminate Veneers
- Procera Zirconia® – Crowns, Bridges
- Procera Alumina® – Crowns, Laminates



## Complete & Partial Dentures

- MDL Complete/Partial Dentures
- MDL Premium Complete/Partial Dentures
- Implants Overdentures



## Cast Partial Dentures

- Cast Partial Dentures
- Precision Attachments



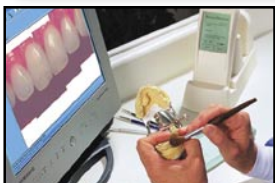
## Provisional Restorations

- Acrylic Temporaries
- Classitemps



## Nightguards

- Thermoplastic
- Acrylic



## Custom Shade Selection & Case Consultation

- X-Rite ShadeVision System – Computer analysis
- By Appointment – In office or in lab (some restrictions apply)
- Digital Communication

# MDL's Warranty Policy

## MDL's warranty covers the following:

- ✓ Repair or replacement of appliance in accordance with the times specified below
- ✓ 1 year on all acrylic work
- ✓ 5 years on all fixed restorative work
- ✓ 3 years on cast partial framework



## MDL's warranty does not cover the following:

- ✗ Cash refund for prosthesis
- ✗ Cost incurred for removal or reinsertion
- ✗ Repairs or replacement resulting from accident, neglect, abuse, failure of supportive tooth or tissue structures, relines, improper adjustments or improper dental hygiene.
- ✗ Repairs or replacement for cases which did not meet MDL standards upon receipt of case.
- ✗ Implant and attachment components. Warranties on these items are covered by their respective manufacturers.

## Remake Policy

All incoming cases must meet a predetermined set of standards. Doctors will be notified about cases that do not meet these standards.

## Terms and Conditions

All accounts are payable within 30 days of statement date. Payment can be made by cheque, VISA® or MasterCard®. Pre-authorized payments can be arranged for the 15th of the month. Accounts not paid within the stated terms will be subject to a late charge of 1.5% of the unpaid balance.

# Frequently Asked Questions...

## What products and services does Mitech Dental provide?

We are a full service lab capable of providing you with:

- Night Guards
- Complete & Partial Acrylic Dentures
- Cast Partial Dentures
- General and Special Repairs
- Mouth Guards/Trays/Misc.
- Crowns & Bridges
- Provisional & Full Cast Restorations
- Major Implant Systems
- All Ceramic Restorations
- Custom Shading



For a more detailed breakdown of our products and services, please refer to the Fee Schedule located at the rear of this information package.

## How long does it take to produce crowns, dentures, etc.?

Our production times vary depending on your order. Most of our services can be manufactured in 4 to 8 (in lab) days. For specific times please refer to the Fee Schedule at the rear of this information package.

## How do I communicate difficult shades to you?

Custom in house or on site shade selection is available and must be scheduled ahead of time by calling our office toll free 1-800-509-8815. We recommend using the X-RITE ShadeVision® system for communicating shades. Call us for details or to download our activation file.

## Are you capable of handling rush deliveries and special requests

Yes. We take on each "special case" individually, and provide you with repair time, procedures and costs that are directly related. If you have such a case, we ask that you personally contact us so we can make the proper diagnosis and arrangements to meet your needs.

## What is your pricing structure?

Prices are noted in the attached Fee Schedule located at the rear of this information package. Prices are subject to change without notice. You will be notified by direct or electronic mail as pricing fees change.

## Is delivery included in the price and do you look after it?

Yes. There is no extra delivery cost to you. We will either have it shipped to you via courier or deliver it to you personally via our in house couriers.

## What are your hours of operation?

You will be able to contact, in person, our customer service between 8:30 am and 5:00 pm (EST) Monday to Friday. After hours calls will be returned the next business day. Please leave your message!

**To answer any more of your questions, please call us  
locally at (905) 333-0765, or toll free at 1 (800)509-8815**

# Shipping Instructions

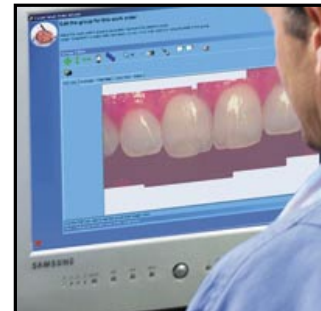
- 1.** For best results, pour alginate impressions in stone before shipping to the lab. If later pouring is necessary, wrap impression in wet towel and place in sealed plastic bag.
- 2.** Place impression wrapped in a bag on the floor of the box.
- 3.** Place in cardboard insert over the impression.
- 4.** Place models on cardboard insert. Separate models to prevent breakage.
- 5.** Secure bites, crowns, or other small items in a small container or bag.
- 6.** Pack with foam and enclose Rx. Make sure contents are secure and won't shift.
- 7.** For local pick-up call Mitech Dental Laboratory Inc. directly at (905) 333-0765.
- 8.** For pick-up outside the local area, seal box securely with packing tape and insert into PuroPak and attach shipping label. Call Purolator for pick-up at 1 (888) 744-7123 or Mitech at 1 (800) 509-8815.

# Simplifying Shade Selection

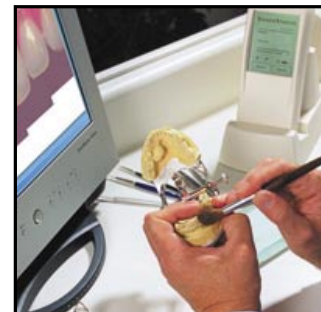
Here at Mitech, we have chosen to improve communication between the dentist and the laboratory by adopting the **X-Rite® ShadeVision® System**. The ShadeVision® System eliminates the subjectivity of the human eye, improves communication between the dentist and the laboratory, and gives the laboratory the ability to control the colour accuracy of the restoration prior to placement in the patient's mouth.



**POINT**



**SEND**



**MATCH**



**SMILE**

*"These systems take a shade better than the human eye—they reduce the number of remakes and save time. Conventional shade taking requires 10-15 minutes to set a good reading on a single central. It takes about 1 minute with a computer-based system."*

*DR. ED McLAREN  
Dental Equipment & Materials  
January 2002*

***Communicating colour and verifying results is as simple as  
POINT, SEND, MATCH and SMILE!***

***Please contact us for more detailed information.***

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