

CustomDirect Abutment Case Submission Instructions

1. Custom abutment cases submitted as shipped casts for scanning and designing by CustomDirect require the completion of a printed, SIGNED order form.
2. Orders received after 1:00 PM PST will fall into the following day's production schedule.
3. CustomDirect does not accept impressions; only poured casts are accepted for abutment design. Casts should be prepared with a soft tissue matrix to facilitate scanning. The soft tissue matrix should be modeled to allow for ideal emergence profile and esthetics.
4. Please disinfect all casts, implant components and bite registrations using accepted infection control practices. Please place all items along with the order form in a sealed, plastic bag.
5. Casts should be wrapped to prevent damage. If several cases are shipped to CustomDirect together, ensure separation by placing cases in an individual bag with an individual, SIGNED order form.
6. Please sign and date the lower statement on the form requesting a custom modified abutment(s) for a specific patient.
7. Please select Yes for **Design Approval**, if so requested on abutment order form or web store order form.
8. Abutment case workflow:
 - A. Complete Custom Abutment Order Form with case details. To submit an order for abutments with a design file: print, sign, scan and email the Custom Abutment Order Form along with the design file to custom@implantdirect.com.
 - B. Confirm that your account number is entered on the order form and your account information is current.
 - C. Ship cases with order forms enclosed as requested in Sec. 4 to:
Implant Direct/CustomDirect
3050 E. Hillcrest Drive.
Thousand Oaks, CA 91362
 - D. Upon receipt of your case(s), CustomDirect will enter your cases as received status and generate an email notifying you of the received case(s).
 - E. If you have selected Yes for **Design Approval**, you will have designs sent as jpeg images (.jpg) within two business days.
 - F. If you have No for **Design Approval** or left it blank, your custom abutment(s) will be designed per your instructions and sent to production.
9. Custom abutments cannot be produced by CustomDirect for angle corrections greater than 30° from the long axis of the implanting starting no greater than 3mm above the interface. Custom abutment must have a post height of at least 4mm; the contours and dimensions must be within the parameters of our preset blanks. Blank sizes vary according to interfaces type and size. Custom abutments are covered by our 5 year limited warranty.