



DenSureFit Chairside Kit— FAQs & Troubleshooting

GENERAL QUESTIONS

Q1: What is included in the DenSureFit Pro Chairside Kit?

A: Each Chairside Kit includes:

- 1 x Instructions For Use in-office application
- 1 x 50cc Cartridge of DenSureFit Pro Soft Silicone
- 10 x Mixing Tips
- 1 x 15mL Bottle of Primer
- 10 x Medical Swabs for Primer Application
- **5 Individual Snug Up At-Home Care Kits** to be provided to patients post-application for at-home maintenance.
 - Each Snug Up At-Home Care Kit includes:
 - 1 x 5mL Cartridge of DenSureFit Soft Silicone
 - 3 x Mixing Tips
 - 1 x Instructions for Use Card

Q2: What is the purpose of the 5 Snug-Up Kits in the Chairside Kit?

A: A single Snug Up At-Home Care Kit is given to each patient who receives a DenSureFit Pro reline. They allow the patient to make small adjustments at home to maintain a snug fit as their gums change, with the support of our Care Coaches.

Q3: What type of dispenser is compatible with the 50cc cartridge?

A: A standard 1:1 50ml (50cc) automix dispenser gun is required for use. These are commonly used with crown and bridge or chairside reline materials.

Q4: Is primer required before applying DenSureFit Pro?

A: Yes. Applying the included primer ensures strong adhesion between the silicone and the denture base. Always allow the primer to dry fully before silicone application.

Q5: How long does the silicone take to cure?

A: The material sets in approximately 4 minutes intraorally. Have the patient apply steady, gentle pressure during curing.

**CLINICAL APPLICATION****Q6: Can I use DenSureFit Pro on both upper and lower dentures?**

A: Yes! DenSureFit Pro is designed for use on both arches. Apply and fit each denture separately for best results. Always begin with the upper application to ensure proper bite reference before proceeding with the lower application.

Q7: How much silicone should I apply?

A: Less is More! For an upper denture application, apply 3 lines of silicone vertically down the palate, all the way to the back edge of the denture. Apply 1 line of silicone into the trough, making sure silicone reaches the back edge of the denture inside the trough. For a lower application, apply 1 line of VPS into the trough only, making sure the VPS touches the back edge of the denture within the entire trough.

Avoid overbuilding the material & remember that DenSureFit VPS is buildable! You can continue to reapply until you have successfully achieved a smooth layer of VPS throughout the entire denture. Application should reflect a smooth layer throughout the denture as well as up and over the walls of the denture, reaching the ridge of the denture- without any voids of material.

Q8: What if the patient still feels looseness after the initial reline?

A: Instruct them to use their Snug-Up Kit at home. If they need help, our Customer Care Team can schedule a 1-on-1 video call with a Care Coach to walk them through the snug-up process.

Q9: How long will the reline last?

A: A well-applied reline can last up to 3-6 months or longer with proper care. Snug-Up Kits help extend that fit by allowing for minor adjustments at home. Verify by visually inspecting the reline

at follow up appointments to ensure there is no discoloration, lifting of silicone, or bacteria growth within the relin.

TROUBLESHOOTING & PATIENT SUPPORT

Q10: The silicone is peeling or lifting—what happened?

A: This may be caused by:

- Incomplete drying of the denture before primer
 - Touching the primed surface
 - Moisture contamination during application Ensure proper prep and technique.
 - Denture may not have properly been cleaned prior to application.
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Q11: What if a patient is unhappy with their fit or has issues with their Snug-Up application?

A: We offer **top-tier customer support**. The patient can call us directly and our Care Coaches will:

- Walk them through troubleshooting via video call
 - Provide **free replacement material** if needed
 - Help them redo the application for a better result
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Q12: Can patients use adhesive with DenSureFit?

A: Yes. For added security, we recommend **Dr. B's Dental Solutions Adhesadent** cream on top of the cured silicone or a powder based adhesive such as Fixodent or Polygrip.

Q13: Should the cartridge be refrigerated?

A: No refrigeration needed. Store in a cool, dry place at room temperature—ideally below 75°F.

Q14: How can a dental office or patient contact DenSureFit for help?

A:

- **Phone:** 844-682-3368
- **Business Hours:** Mon-Fri 8am-5pm PST

- **Website:** www.densurefit.com
- **Live Help:** Our Care Coaches are available to support both providers and patients via scheduled video appointments.

This FAQ section is designed to empower both dental professionals and patients with clarity, confidence, and continued support when using DenSureFit & DenSureFit Pro.