



# Impression Guide: Step-by-Step

A clear, customer-friendly workflow for preparing, taking, checking, and returning an at-home dental impression.



## QUICK START

Use this guide for general customer education. Always follow the product-specific instructions included with your ISO Metrik Dental Labs appliance or impression kit.

## Inside this guide

- 1. Before You Start
- 2. Mix and Load the Impression Material
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- 4. Inspect the Impression Before You Pack It
- 5. Package and Return Your Impression
- Printable checklist

# 1. Before You Start

A good impression starts before the material is mixed. Set up your workspace first so you can move smoothly once the timed steps begin.

- Read the instructions supplied with your impression kit from beginning to end before opening the impression material.
- Confirm which tray is intended for the upper arch and which is intended for the lower arch, if your kit contains separate trays.
- Wash and dry your hands. Use a clean, well-lit workspace and keep a timer nearby.
- Have all required material, trays, bags, labels, and return-packaging components within reach.

|                       |                                                                                                                                                       |
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| <b>TIMING MATTERS</b> | Impression materials can set quickly. Your kit-specific mixing and setting times control. Do not substitute the times in another kit or online video. |
| <b>Tray fit</b>       | Before mixing, test the empty tray gently. It should fit over the teeth without forcing or pinching.                                                  |
| <b>Workspace</b>      | Use a clean counter with good lighting and a mirror if helpful.                                                                                       |
| <b>Questions</b>      | If you are unsure which tray or material to use, contact support before mixing.                                                                       |

## 2. Mix and Load the Impression Material

If your kit uses two-part putty, combine the components exactly as directed by the included instructions. Work efficiently and stop mixing once the material is uniformly blended.

- Start your timer at the point specified by your kit instructions.
- Mix until the material has a uniform appearance with no obvious streaks, unless your kit instructions say otherwise.
- Roll or shape the material as directed, then place it evenly into the tray.
- Avoid leaving obvious gaps, very thin areas, or large air pockets in the loaded tray.

**DO NOT DELAY**

Once the material is mixed, seat the loaded tray promptly within the working time stated in your kit instructions.

### 3. Seat, Hold, and Remove the Tray

Center the loaded tray over the teeth before seating. Seat it in one controlled motion rather than rocking it repeatedly into place.

- Keep the tray centered and level.
- Do not bite through the tray or chew on it while the material is setting.
- Hold the tray steady for the full setting time specified by your kit.
- When set, loosen the tray gently and remove it in a controlled motion.

**COMFORT  
FIRST**

If you experience significant pain, difficulty breathing, choking, or another urgent concern, remove the tray and seek appropriate assistance.

## 4. Inspect the Impression Before You Pack It

Before mailing or submitting an impression, inspect it carefully. If your workflow asks for photos, take clear images in good lighting before packaging.

|                  |                                                                                                                                      |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| <b>Look for</b>  | A continuous impression of the teeth with enough surrounding detail for the laboratory to evaluate the scan or fabrication request.  |
| <b>Watch for</b> | Large voids, obvious tears, tray show-through, severe drag lines, material folded over itself, or teeth missing from the impression. |
| <b>If unsure</b> | Do not guess. Send clear photos to customer support if photo review is available, or contact support for next steps.                 |

|                           |                                                                                                                                                                           |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>RETAKES<br/>HAPPEN</b> | A retake is better than fabricating from an impression that is incomplete or distorted. If the team asks for a new impression, follow the new-kit instructions carefully. |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

# 5. Package and Return Your Impression

Follow the return instructions supplied with your kit. Packaging steps can vary depending on the impression material and shipping workflow.

- Do not trim, cut, reshape, or alter the impression unless the instructions specifically tell you to do so.
- Allow the impression to dry only as directed. Do not expose it to heat.
- Place each impression in the provided bag or protective container and label upper/lower when requested.
- Use the supplied return packaging and shipping label when provided.
- Keep your tracking information until the package is received.

|                                         |                                                                                                                                                                                         |
|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>KIT<br/>INSTRUCTIONS<br/>CONTROL</b> | This guide is a general workflow. Your ISO Metrik Dental Labs kit instructions always take priority for mixing ratios, working times, set times, disinfection, packaging, and shipping. |
|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

# Impression Submission Checklist

Use this final check before packaging your impression.

- ☐ I followed the instructions included with my specific impression kit.
- ☐ The impression shows the teeth clearly without obvious large voids or tears.
- ☐ I completed any requested photo review before shipping.
- ☐ Upper and lower impressions are labeled correctly when required.
- ☐ The impression is packaged in the provided bag or protective container.
- ☐ I used the return packaging and label supplied for my order.
- ☐ I saved the shipment tracking information.

## Important Notes

**PLEASE NOTE**

This is a general workflow, not a substitute for the exact instructions supplied with your impression kit. Mixing ratios, working times, set times, disinfection, packaging, and return steps vary by material and kit. If you have a medical or dental concern, contact an appropriate licensed professional.

### Need help?

Visit the Help Center at [isometrikdental.com/help-center/](https://isometrikdental.com/help-center/) or contact ISO Metrik Dental Labs at [info@isometrikdental.com](mailto:info@isometrikdental.com) or (678) 632-3745.