

TruAbutment

FAQ's

- Do you mill using blanks?

No, we mill only using the highest precision Swiss-type CNC machines. This is a tube-fed system allowing us to mill with great accuracy from head to toe of the abutment.

- Where do you manufacture and what is the turn-around time?

We manufacture at our headquarters in Irvine, California. Providing there are no complications with the order, we aim to return the abutment to your Lab in 4 days from confirmation. All-on-T & T:LOC can take up to 7 days.

- Where is the outsource design centre?

Our Outsource design centre for all UK orders is here in the UK. We only use qualified dental technicians proficient and experienced with abutment design. We endeavor to return the designed file to you for approval in 3-4 hours.

- Can I use ELOS Scan flags?

We have tested several cases using ELOS, and the accuracy is good. However, we would always recommend using original TruAbutment scan posts when possible.

- There is an option for milled coping/crowns? Is this from the US?

We mill all Copings & Crowns through a specialist centre in the UK, the Coping and/or Crown will be invoiced to you directly by them. The price list is available in the Downloads section.

- Do you sell direct to Dentists?

No, our business is based on partnerships with Dental Labs, as such, all our custom solutions are available only direct to Dental Labs. We do also have a range of Cerec and Pre-Fabricated Ti-Base, which are the only products we would sell to Dental Practices.

- How does the split-file work?

Split-File is like Core-File, if you design the abutment in-lab, you can use the parameters to mill the coping, or outsource to us for a milled coping. Our Abutment milling is so accurate, you will achieve a perfect fit from the original design. Check the downloads section for more information on the Split-File parameters for your milling unit.

- Will you be adding further implant platform compatibility?

Yes, as we are relatively new in Europe, we are assessing the market needs for the most requested platforms. We plan to launch more systems this year and will update further as and when we do. If you have a specific request, please email us at support@truabutment.co.uk

- Do you have a warranty on your abutments?

Yes, we offer a lifetime warranty on all Titanium abutment.

- Do you offer return & exchange?

You may return your unopened/undamaged lab components for full credit within 15 days of order. You may exchange unopened/undamaged lab components within 30 days of order.

e - support@truabutment.co.uk

t - [0800 059 95 49](tel:08000599549)



"Experience the Tru solution"