

dentalJOURNALLab

OCTOBER 2026

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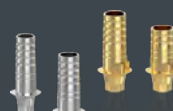
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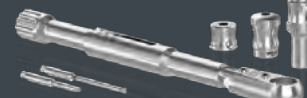
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Editorial

When Will Dentistry Get a Seat at the Table?

The Prime Minister, Andy Burnham, recently set out ambitious thinking around the creation of a National Care Service, presenting it as a major opportunity to rethink how health and social care is delivered in the UK.

Whatever your political view, it is right that we have serious conversations about the future of healthcare. We should be talking about access, workforce, prevention, funding and how we build services that are fit for the years ahead.

Yet dentistry still seems to be missing from that conversation.

This is particularly difficult to understand when access to NHS dentistry remains one of the most common issues raised with MPs by their constituents. Dentistry regularly fills constituency inboxes and surgeries, yet when political parties gather at conference to set out their priorities for the country, oral health receives remarkably little attention.

Dentistry may not always deliver the biggest political headline, but it remains a fundamental part of healthcare.

Oral health affects someone's ability to eat, speak, work and live without pain. It can have a significant impact on confidence, wellbeing and quality of life. Dentistry should therefore never be treated as something separate from the wider health service.

The same is true of dental technology.

Behind every dentist delivering restorative treatment is a skilled dental laboratory team producing dentures, crowns, bridges, orthodontic appliances and increasingly advanced digital solutions. Dental laboratories are not simply suppliers to healthcare. We are part of healthcare.

Yet the sustainability of the UK dental laboratory sector rarely features in political debate. There is limited discussion around workforce planning, training, NHS remuneration, regulation or the growing pressure on UK manufacturers competing with overseas production.

If politicians are serious about improving access to dentistry, they must also consider the entire dental team that makes that care possible.

We need a longer term vision for dentistry in the UK, one that recognises oral health as a core part of healthcare and understands the importance of maintaining a skilled, sustainable dental workforce.

The DLA will continue to make that case with Ministers, MPs, regulators and the wider profession.

If dentistry is important enough to fill MPs' constituency inboxes, it should be important enough to feature properly in the national political conversation.

It is time for dentistry to be recognised, respected and treated as the core healthcare service that it is.



Ian Cumberland
DLA President



Membership Pages

Request for Infection Control Policy.

Over recent months, we have received an increasing number of requests for infection control policy templates. These requests have arisen where a client (dentist or dental practice) has contacted a member asking them to confirm their infection control procedures.

We understand that infection control within the dental laboratory is an important consideration for all laboratory owners, as there is a legal duty to protect the health and safety of staff, clients, patients, and anyone else who visits the laboratory. Effective infection control procedures are also essential to minimise the risk of cross-contamination during the manufacturing of custom made dental devices, from the point at which work arrives at the laboratory, throughout the manufacturing process, and through to final disinfection, packaging, and dispatch.

The DLA has developed a "How-To Guide for Infection Control in the Dental Laboratory", which is available to download free of charge from the DLA website via [Members Area > DLA Shop > Lab Infection Pack](#).

The guide takes you through the areas within your laboratory where infection control is a concern. As with many health and safety issues, it follows a structured approach of identifying areas of concern, recognising hazards, assessing risks, and implementing appropriate control measures.

To enable this to be done effectively, the guide examines each stage of the laboratory process:

- Work arriving at the laboratory
- Disinfection of incoming work
- In-process (manufacturing) infection controls
- Outgoing appliances and dispatch

To work through the guide successfully, you will need to review each area, follow the associated guidance, assess the relevant risks using the provided templates, and produce laboratory-specific infection control procedures for each process.

Also Included within the pack (Section 22) is a template infection control policy, which can be adapted to suit the specific needs of your business.

Don't Forget to Cast Your Vote in the 2027 DLA Trade Awards!

You should have received an email on 1st October entitled "Cast Your Vote – 2027 DLA Trade Awards Are Here!" If you haven't already taken part, there's still time to have your say.

The DLA Trade Awards provide an opportunity to recognise and celebrate the Affiliate Members who have gone above and beyond in supporting both the DLA and the wider dental technology profession over the past year.

As in previous years, a randomly selected group of DLA members (excluding the DLA Executive Board) helped create a shortlist of outstanding Affiliate Members for this year's awards. To view the full list of DLA Affiliates, please visit the [A-Z Directory](#) on our website. If you would like to nominate a DLA Affiliate supplier who is not included on the shortlist, simply use the 'Other' option within the voting survey.

DLA Affiliate Members play a vital role in supporting dental laboratories across the UK, and the DLA Executive Board and Membership Team are keen to recognise and celebrate their valuable contributions.

Every vote counts, so please [click here](#) to cast your vote if you have not already done so.

Voting closes on Saturday 31st October 2026.

Winners will be announced on Thursday 19th November 2026.



New DLA Dental Lab Members

The DENTALab of Cleethorpes

Orthofit Lab Ltd of Swinton

Primedent Lab of Luton

ArchonX Ltd of Bolton

Remember, if you have any news that you wish to share with us, such as anniversaries, celebrating a number of years trading, a staff member's years of service, or a charity event taking place at your lab this year, please contact the membership team on info@dla.org.uk or 01159 575 371. We would love to hear from you and feature your news on our pages!



Dates for your Diary

2026

OCTOBER 2026

DLA TRADE AWARDS 2027 - Voting is now open

31st OCTOBER 2026

DLA TRADE AWARDS 2027 - Deadline for votes

19th NOVEMBER 2026

DLA TRADE AWARDS 2027 - Winners announced

8th DECEMBER 26

Check inside the December DLJ for your copy of the 2027 DLA Year Planner

23rd DECEMBER 26

DLA office closes at 4pm

2027

4th JANUARY 27

DLA office re-opens at 9am

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LESSONS from the lab

THE VALUE OF DLA MEMBERSHIP

I have read all the different articles from fellow lab owners, and I do not want mine to sound like an advertisement for the DLA. But without a doubt, one of the most important business decisions I have ever made was joining the DLA.

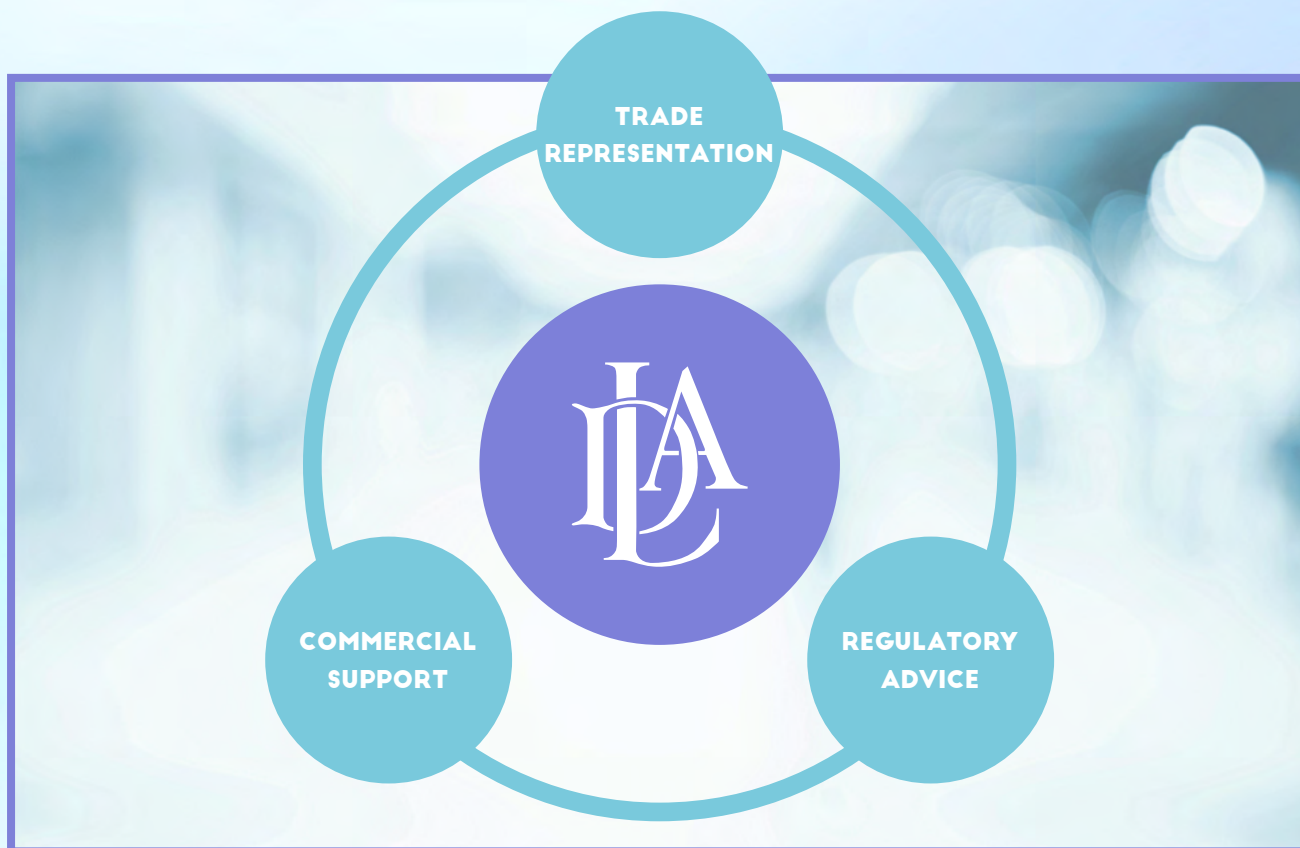
Running a dental lab can sometimes feel like an isolated experience. Unlike larger businesses with dedicated HR, finance, or legal teams, lab owners often have to wear multiple hats, handling everything from payroll and compliance to client relations and staffing issues. Having an organisation like the DLA in my corner has made a real difference. It is not just about the practical support they provide but also about having a network of people who understand the challenges of running a lab.

I have been a member for many years and have never had a reason to leave. They have always been quick to respond to any queries I have, and I know that if I ever need help or advice, they are there for me. Whether it is a question about regulations, dealing with an HR issue, or even just getting some industry insight, their support has been invaluable. But what they did during lockdown is something I will never forget.

Throughout that period, the DLA was outstanding. I remember sitting at home watching yet another Boris Johnson press conference, trying to make sense of a new government support package. It was overwhelming, and like many lab owners, I was unsure what applied to my business and what I needed to do next.

Then, within a few hours, an email would arrive from the DLA explaining exactly what had been announced, breaking it down into clear, practical information with worked examples. This went on for weeks. After every government update, another email from the DLA would follow, making sense of the ever-changing rules and offering guidance when we needed it most.

Their support did not stop at emails. They were answering queries late into the evenings and even at weekends, making sure lab owners had the information they needed. It was during this time that I truly realised how much the DLA does behind the scenes, often without much recognition. When the industry needed clarity, they provided it. When lab owners needed someone to turn to, they were there.



I remember Angela in the office being a godsend when it came to sorting out the MHRA re-registration, something that could have been a major headache without the DLA's help. It is small things like this that make a huge difference to lab owners who already have so much on their plate.

Beyond crisis support, the DLA continues to provide real value. Their CPD offerings ensure lab owners and staff can stay updated with industry developments, and they advocate on behalf of the profession, representing the interests of dental labs in discussions with regulators and policymakers.

For me, the DLA is more than just an association. They are an extension of my business, offering guidance, support, and expertise that I simply would not have access to on my own. I have spoken to other lab owners who thought they could manage without membership, only to find themselves in a difficult situation and realising they had nowhere to turn. Being part of the DLA means you are never alone in this industry.

That is why I recommend all lab owners to join. The cost of membership is far outweighed by the benefits it brings, whether in terms of practical advice, industry representation, or just having a support system in place when you need it.

I am just a regular member. I have never been on the board, and I have no reason to write this article other than to share my genuine experience. If you own a lab, having the DLA in your corner is one of the best decisions you can make. Whether you need them today, next year, or ten years from now, knowing they are there gives you peace of mind that is worth every penny.



Board Email



Dan Barber
Director of Finance



Dear DLA Member,

October is often a very good time of year to start looking ahead to 2027 and either prepare a new budget or revisit an existing one.

For many laboratories, the final quarter of the year is when you begin to get a clearer picture of where things currently stand and what pressures may be coming next. It also gives you time to plan properly, rather than leaving key decisions until the new year is already underway.

As we head towards 2027, there are still a number of uncertainties in the wider economy. The Iran conflict has contributed to fluctuations in the price of fuel, materials and a wide range of everyday goods. Whether those pressures continue at the same level or not, the key point for laboratory owners is that we need to understand what our new cost base actually looks like.

That means taking the time to go through the numbers carefully.

What are your current wages and what may they look like after April?

Are you expecting any pay increases, whether through National Minimum Wage changes, staff retention decisions or wider inflationary pressure?

What are your energy costs likely to be over the next twelve months?

Have your materials increased gradually without you fully reflecting that in your prices?

What has happened to delivery costs, packaging, maintenance, software or finance repayments?

These are the types of questions that should sit at the heart of your budgeting process.

A budget does not need to be complicated, but it does need to be honest. There is little value in producing a set of figures that look comfortable on paper if they do not reflect the likely reality of the business.

For many laboratories, one of the most useful exercises is to build the budget from the ground up. Start with the fixed costs you know are coming. Then look at the variable costs that are likely to move. Then ask yourself what level of sales is needed to cover those costs and still leave the business in a healthy position.

This is also the right time to look at different scenarios.

What happens if materials rise by a further 5 or 10 percent?

What happens if energy stays high for longer?

What happens if private work softens slightly, or if one key client reduces their volume?

These are not negative questions. They are sensible questions. A budget is not just there to show the best case. It is there to help you prepare for the more difficult possibilities as well.

Once you understand your likely costs, the next question is pricing.

This is often where laboratory owners feel most uncomfortable. The concern about losing a client can sometimes stop people from making the changes they know are needed. However, it is important to remember that you are a laboratory owner. You are allowed to increase your prices.

You are allowed to run your business in a way that is sustainable. You do not have to operate in fear of every price discussion.

If your costs are increasing, your prices have to be reviewed properly. That is not unreasonable, it is simply good business practice.

In reality, dentists and practices are also aware that costs are rising. They may not welcome a price increase, but a clear and professional explanation is usually far better than trying to absorb costs for too long and placing unnecessary pressure on your own laboratory.

It is often better to review your prices properly, communicate clearly and make one considered adjustment, rather than delaying and then having to make several increases in a shorter period. Small, reactive changes can sometimes create more uncertainty than one well planned review.

This does not mean every laboratory should increase every price by the same amount. It may be that some items need greater adjustment than others. It may also be a good opportunity to look again at low margin work, more complex cases, or services that take up disproportionate time for limited return.

Budgeting and pricing should always work together. There is little value in preparing a budget if you are not then willing to make the pricing decisions needed to support it.

Ultimately, the aim is not to create concern. It is to encourage laboratory owners to go into 2027 with their eyes open. Understanding your costs, setting a realistic budget and reviewing your prices properly are all part of running a stable and successful business.

Kind regards,

Dan Barber
DLA Director of Finance



DLA Affiliates CPD Course Calendar 2026

October

Date: 08th–09th October 2026

Speaker: -

Title: Fresco Ceramics Course

NO. hours verifiable CPD: 16 hours

Cost: £1,050

Location: London, United Kingdom

Link for booking: https://education.zirkonzahn.com/page/Fresco_Ceramics_Course_SOL



Date: 27th October 2026

Speaker: Sylwia Arizpe

Title: IPS e.max Ceram Art: Stain & Glaze System

NO. hours verifiable CPD: 7 hours

Cost: £372.29

Location: Ivoclar Academy, Compass Building, Feldspar Close, Enderby, Leicester, LE19 4SD

Link for booking: <https://bit.ly/CeramArt>



Date: 28th October 2026

Speaker: Sylwia Arizpe

Title: Micro layering masterpieces made easy – IPS e.max Ceram & Ceram Selection

NO. hours verifiable CPD: 7 hours

Cost: £372.29

Location: Ivoclar Academy, Compass Building, Feldspar Close, Enderby, Leicester, LE19 4SD

Link for booking: -



November

Date: 09th–10th November 2026

Speaker: -

Title: Fresco Ceramics Course

NO. hours verifiable CPD: 16 hours

Cost: £1,050

Location: London, United Kingdom

Link for booking: https://education.zirkonzahn.com/page/Fresco_Ceramics_Course_SOL



Date: 16th–17th November 2026

Speaker: -

Title: Full Denture Course

NO. hours verifiable CPD: 16 hours

Cost: £1,200

Location: London, United Kingdom

Link for booking: https://education.zirkonzahn.com/page/Fresco_Ceramics_Course_SOL



November

Date: 18th November 2026

Speaker: -

Title: CAD/CAM Intro course

NO. hours verifiable CPD: 4 hours

Cost: Free of charge

Location: London, United Kingdom

Link for booking: https://education.zirkonzahn.com/page/Fresco_Ceramics_Course_SOL



Date: 19th–20th November 2026

Speaker: -

Title: Full Denture Course

NO. hours verifiable CPD: 16 hours

Cost: £1,200

Location: London, United Kingdom

Link for booking: https://education.zirkonzahn.com/page/Fresco_Ceramics_Course_SOL



2026

Date: Courses are run regularly to fit around the technicians. Please enquire for dates

Speaker: Derren Neve

Title: Valplast Flexible Partial Design and Fabrication

NO. hours verifiable CPD: 16 hours over 2 days

Cost: £795+VAT for up to 2 Technicians

Location: RDT Technology Ltd in Ferring, West Sussex – We can also discuss running the course in your lab

Link for booking: megan@valplast.info Please email to enquire





ECPD Emails and important dates

Continuing throughout 2026/27 (excluding June/July), the DLJ will maintain its enhanced CPD schedule of a CPD article per month via the DLJ and email. This means that over the next twelve months, the DLJ will deliver a total of 10 hours of CPD content (not including CPD Supplements).

How it will work:

- Each month (excluding June/July) you will be sent an email with a link to download a CPD Article. Each article is allocated 1 hour of verifiable CPD.
- In order to gain the verifiable CPD, please read the article, and at the bottom of the questions page there will be a link or a QR code where you must submit your answers.
- Completion Time: Members and dental technicians employed at their lab will have two months to complete each CPD article. E.G Octobers must be completed by 31st December 2026, with certificates emailed the 2nd week of January from cpd@dla.org.uk .*(CPD Certificate issued subject to the minimum pass mark of 70% being achieved).
- Administrative Changes: Due to the high administrative demand of marking and issuing CPD certificates, there will be a small charge for processing certificates if the answers are submitted after the initial two-month period.

The CPD articles being provided by email (and the DLJ) for the next 6 months can be found below:

2026

- October:
 - » Article - Utilising Defibrillators in UK Medical Emergencies.
- November:
 - » Article - Equality and Diversity in Dental Laboratories: Understanding UK Legislation and Best Practices.
- December:
 - » Article - Legal Responsibilities of Having a Pension for Employees in the UK.

2027

- January:
 - » Laws Relating to Working in Extreme Temperatures in a Dental Laboratory
- February:
 - » The Effectiveness of Social Media Advertising in Reaching Target Audiences
- March:
 - » The Importance of a Complaints Procedure in a Dental Laboratory

Please note all articles comply with the GDC requirements for personal development planning, with the outcomes mapped against the GDC criteria for your ease. Before completing any of the articles, please ensure that they meet the professional needs set out in your Personal Development Plan.

If you have any queries regarding CPD, please don't hesitate to contact the DLA office on cpd@dla.org.uk and we will happily help.

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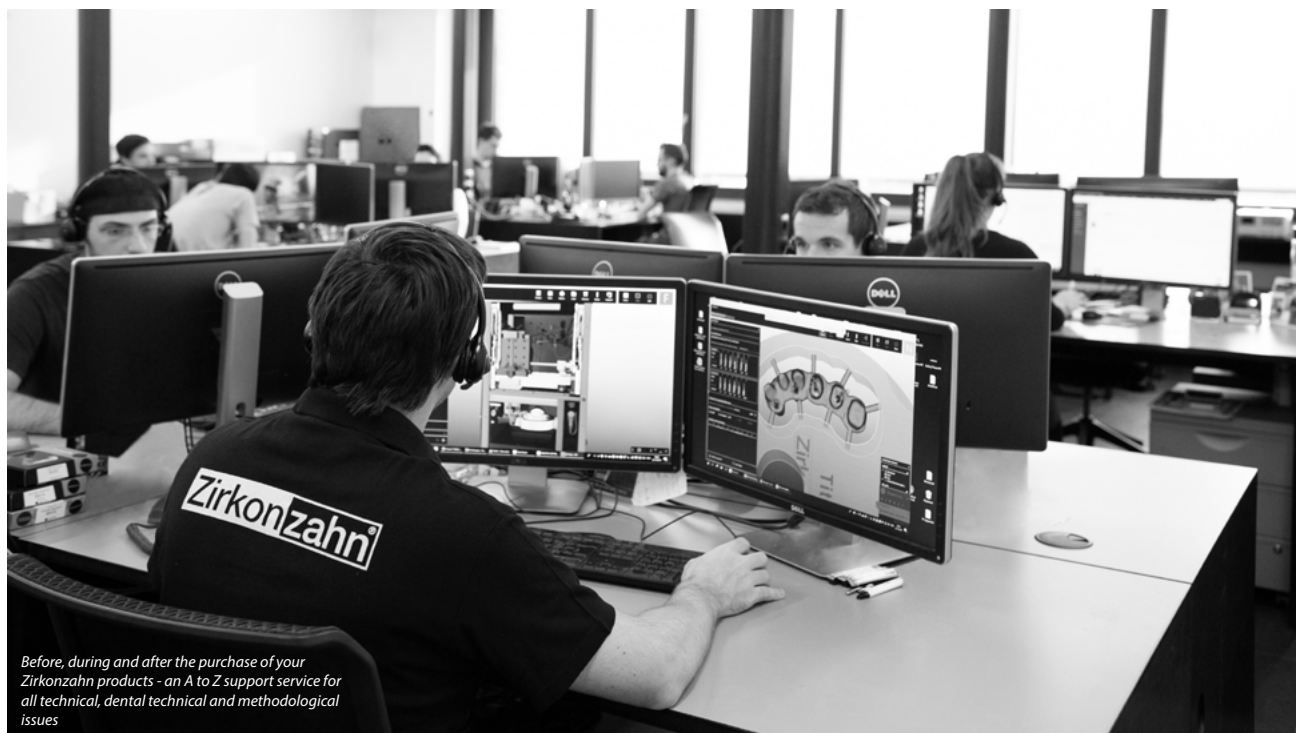


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'Everything from a single source' is the principle that has always guided the Zirkonzahn dental company (South Tyrol, Italy). This work philosophy dictates that all hardware, software, tools and materials provided by the firm are conceived and manufactured in-house, with a full control over the entire production process, to guarantee the highest standards of quality and a reliable workflow. However, 'in-house' philosophy for Zirkonzahn also means that all working teams, from Research & Development to Customer Care, all the way through Production, Sales, Technical Support and Education are gathered under the same roof, ensuring easy communication and knowledge transfer from team to team. This is one of the core aspects of the company, which allows them to provide clients with quick problem solving and a 360° support that covers all technical, dental technology and methodological assistance, with extremely short response times. This service includes:

- Delivery of spare parts within 24/48 hours
- Fully-stocked warehouse
- Remote live support via software and PC
- Remote upgrade of milling machines, sintering furnaces and software

- Modular products to facilitate maintenance work – clients can repair their machines autonomously under the guidance of a Zirkonzahn technician via remote and live assistance
- Multilingual, in-house Support Team with many years of experience in the sector of informatics and dental technology, composed also of dental technicians. Each team member is trained internally to become specialised in a specific sector (machines, software, PC, materials, case design, nesting – such as calculation/positioning, etc.)
- Efficient ticket system with high priority to software and hardware issues

Alongside the technical and technological support, Zirkonzahn also offers educational assistance through the 'Zirkonzahn School', an extensive training programme for dental technicians and dentists to help them get the most efficient use out of their equipment. From Zirkonzahn, clients don't just buy 'a product'. They buy a whole work philosophy that includes the conception of a seamless dental workflow, a complete package of services and a reliable technical and educational support.

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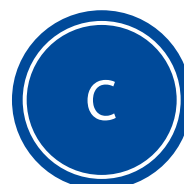
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- High quality
- Extremely life-like
- The only denture teeth for fixed removables (ideal for attachment work such as CEKA)
- Recommended for implant work





Utilising Defibrillators in UK



Educational Aims

- To equip dental professionals with the knowledge and confidence to effectively operate Automated External Defibrillators (AEDs) during cardiac emergencies.
- To enhance understanding of the critical role AEDs play in increasing survival rates following sudden cardiac arrest.
- To promote awareness of the legal protections and responsibilities associated with the use of AEDs in emergency situations.

Educational Objectives

- Identify the signs and symptoms indicative of sudden cardiac arrest requiring defibrillation.
- Demonstrate the step-by-step procedure for the safe and effective use of an AED.
- Understand the legal framework and Good Samaritan protections related to the use of AEDs in the UK.

Development outcomes

This CPD course meets the criteria for the GDC's development outcome C

How to Use a Defibrillator in UK Medical Emergencies

A defibrillator is a life-saving device used to restore a normal heart rhythm in cases of cardiac arrest. Many villages, industrial parks, and public spaces in the UK now have defibrillators installed for emergency use. Knowing how to use a defibrillator correctly can make a significant difference in a life-or-death situation. This guide will explain how to identify a defibrillator, follow the correct procedure for use, and provide essential guidance on responding to a medical emergency.

Identifying a Defibrillator

Public access defibrillators are usually found in locations where large numbers of people gather, such as community centres, shopping areas, railway stations, and

sports facilities. They are typically stored in a bright green or yellow cabinet and clearly labelled with the letters AED, which stands for automated external defibrillator.

In an emergency situation, if you suspect someone is experiencing cardiac arrest, call 999 immediately and inform the operator that you need to use a defibrillator. They may be able to direct you to the nearest defibrillator and provide additional guidance.

Assessing the Situation

Before using a defibrillator, it is important to assess the condition of the individual. Cardiac arrest occurs when the heart stops pumping blood effectively, which causes the person to collapse and become unresponsive. Check for the following signs:

- The person is unresponsive and does not wake up when spoken to or shaken gently.
- They are not breathing or only gasping for air.
- There is no visible chest movement indicating normal breathing.

If these signs are present, you should act quickly to provide immediate assistance.

Calling for Help and Starting CPR

Before using a defibrillator, you must call 999 to alert emergency services. If other people are nearby, instruct someone to locate the nearest defibrillator while you begin cardiopulmonary resuscitation, commonly known as CPR.

Perform CPR by following these steps:

- Place the person on a firm, flat surface.
- Kneel beside them and position your hands in the centre of their chest.
- Push down firmly at least five centimetres deep at a rate of around 100 to 120 compressions per minute.
- Allow the chest to rise fully between compressions but do not pause for too long.

Continue CPR until a defibrillator arrives or professional medical help takes over.

Using the Defibrillator

Once a defibrillator is available, follow these steps to use it correctly:

1. **Turn on the defibrillator** – Most models will have an on button or automatically turn on when the lid is opened.
2. **Follow voice prompts** – The device will provide clear spoken instructions guiding you through the process.

3. **Expose the chest** – Remove any clothing covering the chest to allow proper placement of electrode pads. (Any clothing or easily removed jewellery that could interfere with pad placement should be removed)

4. **Apply electrode pads** – Attach the pads to the skin as shown on the diagrams provided with the defibrillator. Typically, one pad is placed on the upper right side of the chest and the other on the lower left side.

5. **Ensure no one is touching the person** – Before delivering a shock, make sure everyone is clear to avoid injury.

6. **Deliver the shock if instructed** – The defibrillator will analyse the heart rhythm and determine if a shock is needed. If a shock is advised, press the button when prompted.

7. **Continue CPR if necessary** – After delivering a shock, continue chest compressions and follow further instructions from the device.

What to Do After Using the Defibrillator

Once a defibrillator has been used, it is crucial to continue providing assistance until emergency medical services arrive. If the person regains consciousness, place them in the recovery position and monitor their breathing. If they remain unresponsive, continue CPR as directed by the defibrillator.

Emergency responders will take over upon arrival and provide further medical treatment. Be prepared to explain what has happened and provide any relevant details about the incident.

Common Concerns and Myths About Defibrillator Use

Many people hesitate to use a defibrillator due to fear of causing harm. However, modern automated external defibrillators are designed to be safe and easy to use. Some common concerns include:



- **Fear of delivering a shock unnecessarily** – The device will only administer a shock if it detects a life-threatening heart rhythm.
- **Legal concerns** – In the UK, the Good Samaritan law protects individuals who provide emergency assistance in good faith.
- **Lack of medical training** – AEDs are designed for use by members of the public with no prior training.

Maintenance and Accessibility of Defibrillators

Local authorities and businesses are responsible for ensuring public access defibrillators are in good working condition. Regular checks should be conducted to confirm that the device is operational, and that electrode pads and batteries are not expired.

If you are part of a community or business that has a defibrillator, it is beneficial to raise awareness and encourage people to familiarise themselves with its location and usage instructions. Some organisations provide free training sessions to increase public confidence in using these devices.

How Defibrillators Work

A defibrillator works by delivering an electric shock to the heart in an attempt to restore a normal heartbeat. The device analyses the electrical activity of the heart and determines if a shock is needed. If the heart is in a shockable rhythm, the defibrillator will provide clear instructions to deliver a shock. If no shock is needed, the device will prompt you to continue CPR until medical professionals arrive.

Defibrillators are designed to be used with minimal training. The automated voice prompts ensure that even those with no medical experience can use them effectively. Many models also have visual instructions to assist users.

Why Speed is Essential in Cardiac Arrest Cases

Cardiac arrest requires immediate action, as every minute without treatment reduces the chances of survival. Studies show that using a defibrillator within three to five minutes of collapse can increase survival rates significantly. This is why it is so important to act quickly and confidently when faced with a cardiac emergency.

Delays in calling emergency services, locating a defibrillator, or hesitating to use it can decrease the likelihood of a positive outcome. Remember, doing something is always better than doing nothing, and defibrillators are designed to be foolproof.

Encouraging More Public Awareness and Training

The presence of defibrillators in public places is a significant step toward improving survival rates for cardiac arrest victims. However, many people are unaware of their locations or how to use them. Increasing public awareness through signage, education campaigns, and community training sessions can make a real difference.

Workplaces, schools, and community groups can all benefit from defibrillator awareness training. Learning CPR and how to use a defibrillator should be seen as a crucial life skill that anyone can acquire.

Conclusion

Using a defibrillator in a medical emergency can save a life. By knowing where to find one, how to use it, and following the correct procedure, you can make a critical difference in the outcome of a cardiac arrest. While calling 999 and starting CPR are essential, using a defibrillator quickly and effectively can significantly improve survival chances. Everyone should take the time to learn these simple steps as emergencies can happen at any time in any place.



Utilising Defibrillators in UK

- Q5) What is the primary function of an Automated External Defibrillator (AED)?
- To monitor blood pressure
 - To deliver an electric shock to restore normal heart rhythm
 - To administer medication
 - To measure oxygen saturation
- Q6) Which of the following is a common sign of sudden cardiac arrest?
- Unresponsiveness and absence of normal breathing
 - Severe headache
 - Chest rash
 - High fever
- Q7) Upon encountering an unresponsive individual, what is the first action you should take?
- Begin chest compressions
 - Give rescue breaths
 - Look for an AED
 - Call 999 for emergency assistance
- Q8) When applying AED pads, where should the first pad be placed?
- Upper left side of the chest
 - Lower right side of the chest
 - Upper right side of the chest
 - Center of the chest
- Q9) What should you ensure before delivering a shock with an AED?
- The person is lying on a soft surface
 - No one is touching the person
 - The person has a pulse
 - The person is breathing
- Q10) If the AED advises that no shock is needed, what is the next step?
- Continue CPR
 - Turn off the AED
 - Wait for emergency services to arrive
 - Check the AED pads
- Q11) What legal protection is offered to individuals using an AED in good faith during an emergency in the UK?
- No legal protection
 - Employer liability
 - Mandatory first responder certification
 - Good Samaritan law
- Q12) How often should CPR be paused to allow the AED to re-analyse the heart rhythm?
- Every 1 minute
 - Every 2 minutes
 - Every 5 minutes
 - Every 10 minutes
- Q13) Why is it important to remove any metal jewellery before using an AED?
- To prevent interference with the electrical current
 - To improve blood circulation
 - To enhance breathing
 - To comply with hygiene standards
- Q14) What is the recommended depth for chest compressions during CPR on an adult?
- At least 2 centimetres
 - At least 5 centimetres
 - At least 7 centimetres
 - At least 10 centimetres

To submit your answers to the above article, please scan the QR Code or click on the following link below.
Please note questions 1 – 4 when submitting online include; name, Lab name, GDC number and email address.
If you do have any questions or require assistance, please contact the DLA membership team via info@dla.org.uk

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HR Questions from Our Membership

Q1. Do You Have to Invite Everyone to the Christmas Party?

The Legal Position

Employers are not legally required to host a Christmas party, but if they do, they must ensure it is inclusive and non discriminatory. The Equality Act 2010 protects employees from unfair treatment based on characteristics such as religion, disability, or gender.

While there is no law stating that all employees must be invited, excluding individuals or groups could lead to complaints of unfair treatment or discrimination.

Who Should Be Invited?

- All employees, including part time, temporary, and remote workers, should be invited to avoid feelings of exclusion.
- Employees on maternity leave, long term sick leave, or other absences should also receive an invitation so they have the choice to attend.
- Contractors and freelancers may not automatically be entitled to an invitation, but if they are regularly engaged in company activities, including them can help maintain positive relationships.

Can Employees Be Required to Attend?

A Christmas party should be voluntary. Making attendance mandatory could cause issues for employees who do not celebrate Christmas due to religious beliefs, those with caregiving responsibilities, or those who do not feel comfortable in social gatherings.

Employers should also consider how they communicate the event. Phrasing such as “team celebration” or “end of year gathering” may feel more inclusive than a Christmas party for those who do not observe the holiday.

Can Behaviour at the Christmas Party Lead to Disciplinary Action?

Even though a party is outside regular working hours, it is still considered a work event. Employers can take disciplinary action for misconduct, including inappropriate behaviour, harassment, or excessive drinking that results in poor conduct. Having a clear policy on expected behaviour at work events can prevent issues.

Q2. Are All Staff Entitled to One Off Bonuses?

Employers are not legally required to give one off bonuses unless there is a contractual obligation or a company wide policy stating that employees are entitled to them. However, if bonuses are offered, they must be distributed fairly to avoid discrimination claims.

A one off bonus may be awarded for different reasons, such as recognising outstanding performance, rewarding long service, or celebrating company success. Employers should ensure transparency in how bonuses are determined and avoid unfair treatment.

Do All Employees Have to Receive a Bonus?

Employers can choose who receives a bonus, but decisions should be based on objective criteria, such as:

- Performance based targets or achievements
- Length of service
- Company profits and financial circumstances



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increases found**
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**We saved several hundred pounds
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agreed to match the lower price.”**

Steve Campbell

MD, Nexus Dental Laboratory
Past President, Dental
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HR Questions from Our Membership

If some employees are excluded, the employer should be able to justify why. For example, if bonuses are only given to full time staff and exclude part time employees, this could be seen as indirect discrimination unless there is a valid business reason.

What If an Employee Is on Maternity Leave or Sick Leave?

Employees on maternity leave are entitled to any bonuses they would have received if they were not on leave. This applies to contractual bonuses and performance related bonuses if the assessment period includes time before or after the leave.

For employees on long term sick leave, eligibility will depend on company policy. If bonuses are based on attendance or performance, an employee who has not worked for most of the period may not qualify. However, this must be clearly outlined in policies to prevent disputes.

Can Employers Give Discretionary Bonuses?

A discretionary bonus means that the employer decides whether to pay a bonus and how much to award. Even if discretionary, bonuses should not be given in a way that appears biased or discriminatory. Employers should:

- Have a clear policy on bonus payments
- Document reasons for bonus decisions
- Communicate bonus criteria to employees

What If Employees Expect a Bonus?

If an employer has given bonuses regularly over time, employees may come to expect them as part of their remuneration. If bonuses suddenly stop without explanation, this could lead to employee dissatisfaction or, in some cases, claims that the bonus was an implied contractual right. Communicating changes to bonus schemes clearly can prevent confusion and frustration.

Are Bonuses Subject to Tax?

Yes, bonuses are considered earnings and are subject to tax and National Insurance contributions. Employers should ensure employees understand how the bonus will be taxed so there are no unexpected reductions in their take home pay.

Leading

the CHARGE in Dental Apprenticeships EVERYONE TEACH ONE

Each month, we'll explore different elements of Yeovil College's dental programme, focusing on why we're making strategic decisions and our future plans to address the growing skills gap in the dental industry. By highlighting our innovative approach, we invite you to join us in shaping the future of dental education and workforce development.

Apprenticeships Shaping the Future of Dental Technology

At Yeovil College, the dental programme isn't just about filling gaps in skills; it's about nurturing future talent, one apprenticeship at a time. Our Dental Growth strategy is 'Everyone Teach One'; to help stop the fall in numbers and begin reversing the dental sector's dramatic decline.

In the last year, there has been a revival in investment by dental laboratory owners, and they are focussing on staff development to help resource their business.

How long will it take?

Level 5

Typical duration to gateway: 36 months (this does not include EPA period) The EPA starts with the examination board and finishes when the Approved Education Provider (Yeovil College) submits the required documentation to GDC. The apprentice is not required to carry out any additional assessments.

The EPA consists of consideration by the examination board, notice of the decision of Pass or Fail to GDC, and the apprentice separately applying for registration once awarded the Pass grade.

Level 3

Typical duration to gateway: 24 months (this does not include EPA period) The End Point Assessment (the final set of examinations) includes three assessment methods: Knowledge Test (Graded Pass or Fail), Observation with Questioning (Graded Pass or Fail) and Structured Interview (underpinned by a portfolio of evidence (Graded Distinction, Pass or Fail))

34% Reduction in dental technicians in the last 16 years. (statistic from Dentistry)
"If this trend continues, the role could disappear by 2055"

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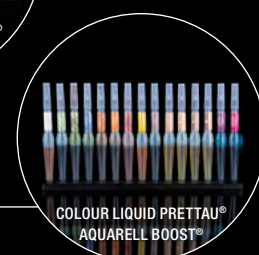


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The Effectiveness of Video Marketing in Engaging Audiences

Video marketing has emerged as one of the most powerful tools for engaging audiences, building brand awareness, and driving sales. With the rise of digital content consumption, businesses across various industries, including healthcare and dentistry, are increasingly leveraging video content to connect with their target markets. Whether through social media, websites, or email campaigns, well crafted video content can captivate audiences and communicate messages far more effectively than static images or text based content.

For dental laboratories looking to promote their services to dental practices in the UK and beyond, video marketing offers a compelling way to showcase expertise, build trust, and highlight unique selling points. However, success in video marketing depends on using the right strategies, avoiding common pitfalls, and consistently delivering content that resonates with the intended audience.

Why Video Marketing Works

One of the main reasons video marketing is so effective is that it combines visual and auditory elements to create a more immersive experience. People process visual information faster than text, making video an ideal format for conveying complex messages in an easy to digest manner. Studies have shown that viewers retain 95% of a message when they watch it in video form, compared to only 10% when reading it as text.

Engagement levels are also significantly higher with video content. Social media algorithms prioritise video posts, meaning they tend to reach a broader audience compared to static content. Platforms such as YouTube, Instagram Reels, and LinkedIn video posts drive higher interaction rates, encouraging viewers to like, share, and comment, which amplifies brand exposure.

Another reason video is so effective is its ability to build emotional connections. A well produced video can establish credibility, convey authenticity, and create trust faster than written content alone. For a dental laboratory, video marketing can humanise the brand by introducing the team, showing the precision of their craftsmanship, and featuring testimonials from satisfied dental professionals.

Strategies That Work in Video Marketing

The most successful video marketing strategies focus on storytelling, authenticity, and delivering value. One of the best approaches is educational content, where businesses provide useful insights that help their audience solve a problem or make better decisions. For a dental laboratory, this could include explainer videos on the latest dental materials, tutorials on restoration techniques, or behind-the-scenes footage of the lab's workflow.

Short form video content has also proven to be highly effective. Platforms like TikTok, Instagram Reels, and YouTube Shorts have seen massive engagement rates, making them excellent avenues for bite sized, high impact content. Quick tip videos, product demonstrations, and patient success stories are particularly well suited for these platforms.

Another effective strategy is leveraging video testimonials and case studies. When dental professionals share their positive experiences working with a laboratory, it builds credibility and encourages others to consider using the same services. A well structured testimonial video featuring a dentist discussing how a laboratory's work improved their patient outcomes can be incredibly persuasive.



Live video content is another powerful tool for engagement. Hosting Q&A sessions, product launches, or virtual lab tours in real time allows businesses to interact directly with their audience. Live videos often receive higher engagement rates because they create a sense of urgency and exclusivity, encouraging more viewers to participate.

Common Pitfalls in Video Marketing

One of the biggest mistakes businesses make with video marketing is focusing too much on selling rather than providing value. Videos that are overly promotional can feel forced and fail to engage viewers. Instead, businesses should focus on telling compelling stories, offering educational insights, and addressing audience pain points.

Poor production quality is another issue that can negatively impact a brand's image. While videos don't always need to be highly polished, they should have good lighting, clear audio, and a professional presentation. Viewers associate video quality with business quality, so investing in proper equipment or hiring professionals can make a significant difference.

Another mistake is not optimising videos for different platforms. A video that works well on YouTube may not perform as effectively on LinkedIn or Instagram. Businesses should tailor their content to fit the specifications and audience expectations of each platform.

How Video Marketing Can Help a Dental Laboratory Attract Dental Practices

For dental laboratories, video marketing provides a unique way to showcase the precision, quality, and innovation behind their services. A well crafted video can visually demonstrate the laboratory's capabilities in a way that static images or written descriptions cannot.

A strong video marketing campaign for a dental laboratory might include:

- Behind-the-scenes footage showing the craftsmanship involved in creating restorations.
- Case studies featuring dentists who have benefited from using the lab's services.
- Expert interviews discussing advancements in dental materials and techniques.
- How-to videos educating dental professionals on proper restoration placement.

The Effectiveness of Video Marketing in Engaging Audiences

By consistently producing valuable content, a dental laboratory can position itself as an industry leader, making it the go to choice for dental practices looking for high quality restorations.

A Suggested Plan for Becoming an Influencer in a Professional Field Through Video Marketing

For those looking to become an influencer in their industry, video marketing can be an invaluable tool. Establishing authority requires a consistent and strategic approach:

1. **Define the Niche and Target Audience** – Identify the specific area of expertise and the audience that would benefit from the content. A dental professional, for instance, may focus on educating dentists on the latest materials and lab processes.
2. **Create Valuable Content** – Focus on providing insights, expert opinions, and educational content rather than direct promotions. This builds credibility and fosters audience trust.
3. **Be Consistent** – Regularly posting high quality videos on platforms such as YouTube, LinkedIn, and Instagram helps maintain engagement and grow an audience.
4. **Engage with the Community** – Responding to comments, collaborating with other industry professionals, and participating in discussions can help build a strong, loyal following.
5. **Leverage Multi Channel Distribution** – Posting videos on different platforms maximises reach and exposure. Repurposing long-form content into shorter clips for social media can also enhance visibility.
6. **Use Analytics to Optimise Strategy** – Tracking engagement metrics, such as watch time, shares, and click-through rates, helps refine content strategy to better serve audience interests.

Videomarketing has proven to be one of the most engaging and effective tools for businesses looking to connect with their audiences. Whether through educational content, testimonials, live videos, or behind the scenes footage, video provides an unparalleled opportunity to captivate viewers and build lasting relationships.

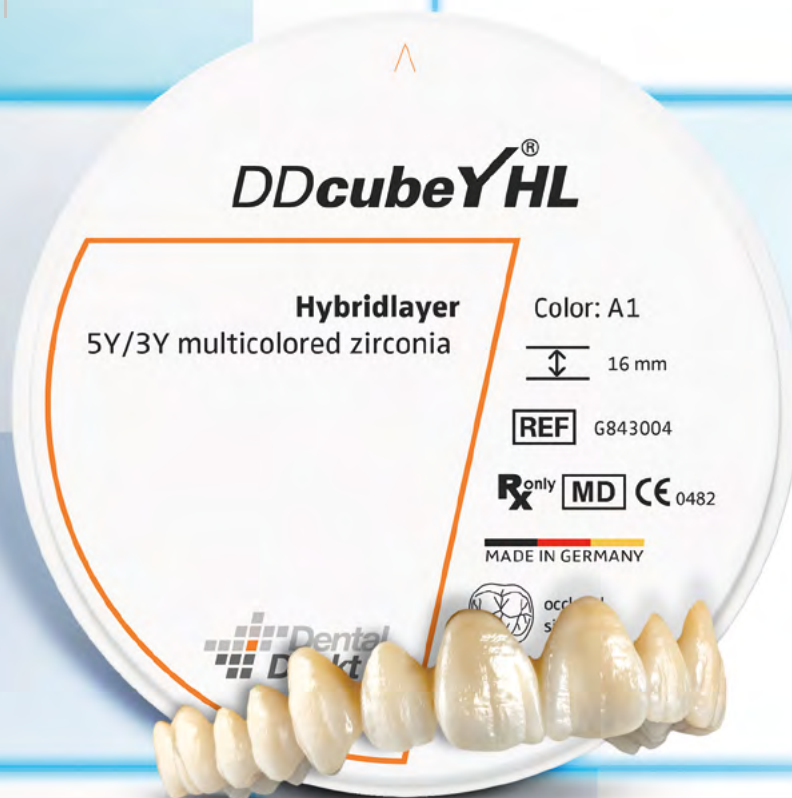
For dental laboratories, leveraging video marketing can lead to increased brand recognition, stronger relationships with dental practices, and ultimately, more business opportunities. By strategically using video content to educate, inspire, and connect, a dental laboratory can establish itself as a trusted industry leader both in the UK and beyond.

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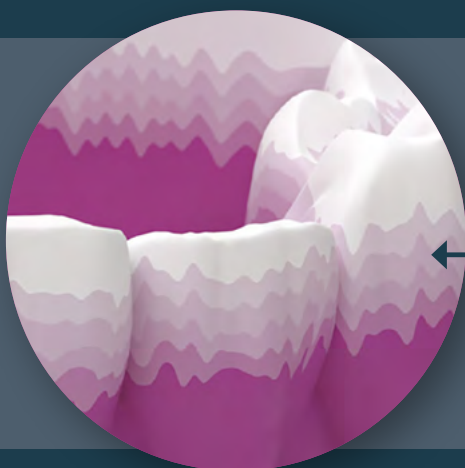
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Entrepreneurs' Relief Explained: How It Works for Dental Lab Owners



by Dan Barber

What Is Entrepreneurs' Relief (Business Asset Disposal Relief)?

Entrepreneurs' Relief allows eligible business owners to pay a reduced Capital Gains Tax rate of 10% on the sale of qualifying business assets. This is significantly lower than the standard CGT rates of 25% for higher-rate taxpayers.

There is a lifetime limit of £1 million on gains that can qualify for BADR, meaning that you can claim the relief multiple times but only up to this threshold.

If you're selling your dental laboratory business, BADR can apply whether you are a sole trader, a business partner, or a limited company shareholder selling shares—as long as you meet the qualifying conditions.

Who Qualifies for Entrepreneurs' Relief?

To be eligible for Business Asset Disposal Relief, you must meet the following criteria:

- You must have owned the business or been a shareholder in a trading company for at least two years before the sale.
- If selling a sole trader business or a partnership interest, you must be selling all or a significant part of it.
- If selling shares in a limited company, you must have at least 5% of the shares and voting rights, and the company must be trading (not an investment company).
- You must be actively involved in the business (as an owner or director) for at least two years prior to sale.

Example 1: Selling a Dental Lab as a Sole Trader

John has run a successful dental laboratory as a sole trader for 15 years. He has built a strong client base, invested in high-quality equipment, and employed several technicians. In 2026, John decides to sell his entire business to a competitor for £500,000.

Tax Implications:

- Since he meets the two-year ownership rule, John qualifies for BADR.
- His taxable gain (after deducting any allowable costs) is subject to only 10% Capital Gains Tax instead of the usual 25% for higher-rate taxpayers.
- Without BADR, he would have paid £125,000 in tax (25%), but with the relief, he only pays £50,000 (10%)—a saving of £75,000.

This relief makes it far more tax-efficient for sole traders looking to exit their business.

Example 2: Selling Shares in a Limited Company Dental Lab

Sarah and Mark run Precision Dental Labs Ltd, a limited company in which they each own 50% of the shares. After growing the business for 10 years, they decide to sell the company to a larger laboratory group for £2 million.

Tax Implications:

- As shareholders, they each sell their 50% stake, receiving £1 million each from the sale.



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- Since they have held the shares for more than two years and were actively involved in running the business, they qualify for Business Asset Disposal Relief.
- Under normal CGT rules, they would each pay 25% tax on their £1 million gain (£250,000 tax each).
- However, with BADR, they only pay 10% tax, reducing their tax bill to £100,000 each—a saving of £150,000 per person.

This shows how BADR benefits business owners looking to sell their shares in a trading company.

Does BADR Apply to Selling Business Assets Separately?

If you sell a business asset but continue trading, BADR may not apply—it typically requires a full or significant business sale. This will involve specialist advice

How to Claim Entrepreneurs' Relief

If you qualify for Business Asset Disposal Relief, you must claim it through your Self Assessment tax return for the tax year in which you sell the business. The deadline to claim is 12 months after the 31st January filing deadline.

For example, if you sell your business in December 2026, you must file your 2026/27 tax return by 31st January 2028 and ensure your BADR claim is included.

Selling a dental lab is a significant financial decision, and Business Asset Disposal Relief can make a huge difference to your tax bill. If you're considering selling your business, speak to an accountant or tax advisor to ensure you qualify and make the most of this valuable relief.

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DAMAS News

New DAMAS Laboratories:

Congratulations to the following dental laboratory that successfully achieved DAMAS registration during August 2026:

Anglia Ceramics, Peterborough

HAVE YOU BEEN PREVIOUSLY DAMAS REGISTERED?

Have you thought about resuming your yearly audit to enable you to promote your DAMAS status? Many dental laboratories are realising just what a bonus having DAMAS is especially as many of the dental corporates are now stipulating that their laboratory suppliers are audited.

Returning to DAMAS means you will be able to use this as an opportunity to not only easily show that you comply with your legal requirements but also have an inspection confirming you do as part of a yearly DAMAS audit.

There are many benefits to being able to call yourself a DAMAS laboratory:

The potential to attract new clients:

As the number of DAMAS laboratories continues to grow, when seeking out new laboratories to try, clients will know at a glance that you have proven your labs compliance to the law and a commitment to quality.

Promotion for your laboratory:

Once registered your laboratory will be published on the DAMAS website, making it easier for people to find you.

Peace of mind:

Knowing that your laboratory is in conformity with the requirements of the MDR, for you and your clients.

A simple to follow management system:

A simple system to help ensure the smooth day-to-day running of your business.

WHAT NEXT?

If you like the idea of returning to DAMAS then you need take the following steps:

- Ensure that your previous DAMAS system is up to date by reviewing the current DAMAS Specification.
- Undertake an Internal Audit and Management Review to check your systems.
- When the DAMAS system has been fully up and running again for 3 months – apply for your DAMAS audit by contacting the DAMAS Office.

Contacts for DAMAS:

If you would like any information relating to DAMAS or would simply like to schedule your next DAMAS inspection, this can now be done using the following contacts details:

DAMAS International Ltd
Office 6
NBV Enterprise Centre
David Lane
Nottingham
NG6 0JU
Tel: 0115 9648249
Email: damasoffice@btinternet.com

DAMAS is operated in partnership with the DLA and therefore DAMAS registered laboratories are required to be members of the DLA prior to having their annual DAMAS inspection and to maintain this membership for the duration of their DAMAS registration. Failure to maintain DLA membership will result in DAMAS registration being cancelled.

THE BENEFITS OF BECOMING A DAMAS REGISTERED LABORATORY

What is DAMAS?

The Dental Appliance Manufacturers Audit Scheme (DAMAS) is a quality assurance management system, similar to systems such as ISO 9001, but has been simplified and tailored specifically towards the dental industry. It provides the opportunity for laboratories to become certified as a laboratory that is in compliance with the law.

There are many benefits to being able to call yourself a DAMAS laboratory:

Retaining clients:

As more and more clients, (particularly bigger corporate clients) look for a straightforward way to select their labs, some are now specifying that they will only use labs with such proven registrations as DAMAS and ISO 9001.

The potential to attract new clients:

As the number of DAMAS laboratories continues to grow, when seeking out new laboratories to try, clients will know at a glance that you have proven your labs compliance to the law and a commitment to quality.

Promotion for your laboratory:

Once registered your laboratory will be published on the DAMAS website, making it easier for people to find you.

Peace of mind:

Knowing that your laboratory is in conformity with the requirements of the MDD and MDR, for you and your clients.

A simple to follow management system:

A simple system to help ensure the smooth day-to-day running of your business.

CPD:

After having implemented the system and passed your first external audit, you and your staff will be eligible to receive verifiable CPD.

Becoming DAMAS Registered:

There are a few routes that you can take to start the process:

- Using the DAMAS Specification as a guide implement your own system.
- Buy in the DAMAS Implementation System and follow the guidance provided to implement the system.
- If you have already bought the DAMAS folders, but feel you do not have the time to implement the system yourself or would like more support, a DAMAS Consultant can come into your laboratory and implement your system for you.

For more information on any areas about becoming DAMAS registered or for more details on the amount of CPD you could claim as a DAMAS laboratory please feel free to contact the DAMAS office.

kuraray

FUTURE-PROOF YOUR LAB

MICRO-LAYERING BY NORITAKE
CERABIEN™ MiLai



LOW-FUSING PORCELAIN AND INTERNAL STAINS FOR ZIRCONIA AND LITHIUM DISILICATE.

The CERABIEN™ MiLai range includes porcelain and internal stains specifically developed for the micro-layering technique. The easy-to-use range comprises 16 porcelains and 15 internal stains.

The synthetic feldspathic porcelain offers consistent handling and results, strong mechanical properties and allows multiple firing cycles. The low firing temperature (740 °C) makes the product compatible with both zirconia and lithium disilicate.

Finish your KATANA™ Zirconia YML restorations with a straightforward, time-saving procedure.
Aesthetic and efficient!

CHROMA MAP CATALOGUE

In collaboration with DT Dumitru Leahu, we created a Chroma Map Catalogue featuring 7 step-by-step micro-layering cases, material combinations and firing guidance for achieving natural-looking restorations with CERABIEN™ MiLai.

EXPLORE HIS APPROACH TO COSMETIC VENEERS.

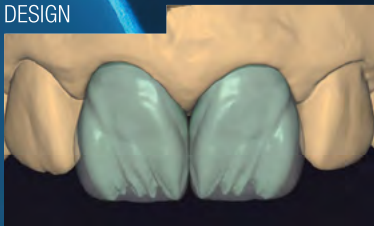
Cosmetic Veneer BL1

The demand for cosmetic veneer treatment is on the rise. Most people want it bright with subtle, realistic effects like vivid incisal translucencies. These effects are easily integrated with CERABIEN™ MiLai internal stains and porcelains.

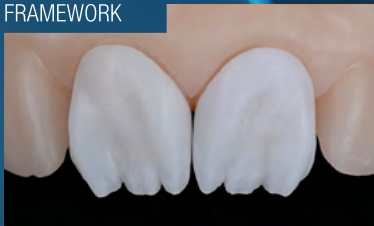
DETAILS IN SHORT

Underlying structure	Veneer preparation
Determined tooth shade	Bleach 2
Type of restoration	Veneers with vestibular cut-back
Framework material	Lithium disilicate BL1 MT
Restoration design	0,5 mm vestibular cut-back palatal surface just polished
Specific measures	1,0 mm veneers
Mixing liquid used	Simple water
Firing parameters	740°C

DESIGN



FRAMEWORK

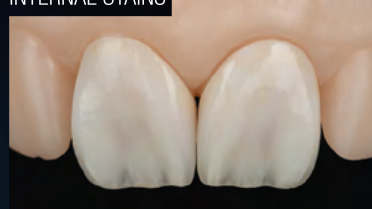


WASH FIRING



● LT₁ ● Value liner 1

INTERNAL STAINS



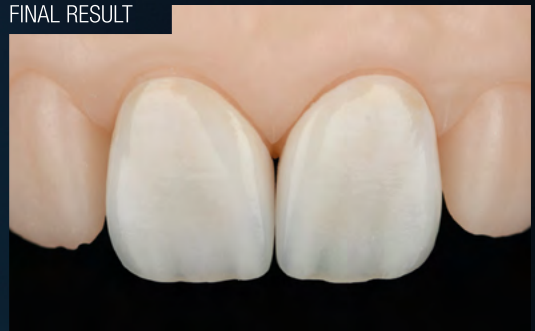
● White + Bright (1/10) ● Bright + B+ (2/1)

LUSTERS



● CREAMY ENAMEL ● LT ROYAL BLUE ● ELT1

FINAL RESULT



All clinical work and images courtesy of DT Dumitru Leahu.

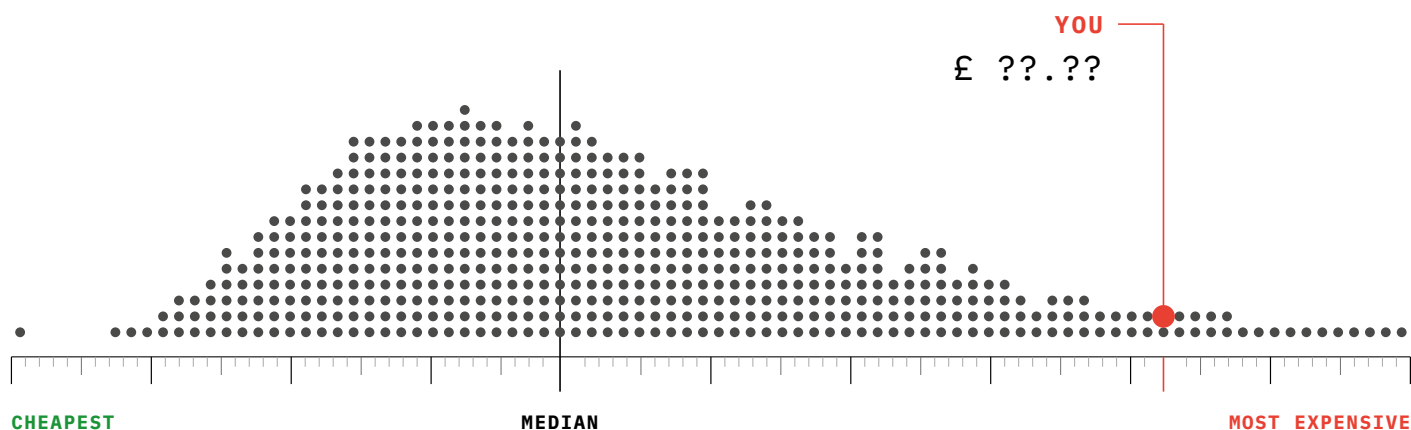
DISCOVER THE FULL CHROMA MAP CATALOGUE



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pay less
for the same
zirconia?

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SCAN
TO START



Spencer Greening CDT shares his thoughts on NEW enigmallife digital denture teeth

"I've been really impressed with the results I'm achieving using **enigmallife digital denture teeth** from Schottlander.

On a recent full/full case, the detail, depth and translucency of the teeth were outstanding—everything I'd expect from the analogue **enigmallife** teeth but delivered through a fully digital workflow.



For this patient, I used a reference denture technique, taking impressions inside their existing dentures to optimise fit before scanning. The case was designed in the 3Shape Denture Module, try-ins were 3D printed on the Asiga printer, and the final prostheses were completed with milled PMMA bases and Schottlander **enigmallife digital** teeth.

What really stood out wasn't just the appearance—it was the fit. At the two-week review, the dentures had performed exactly as I'd hoped. The occlusion was spot on with no adjustments required, and the only minor refinement was easing the upper labial frenum. That's the kind of predictable outcome every clinician and technician wants.

Digital dentures are evolving rapidly, but the technology is only part of the story. When the workflow, materials and design are all working together, **enigmallife digital** denture teeth consistently deliver exceptional results.

Most importantly, it's the patient's reaction that matters. Seeing the smile in the mirror and the confidence that comes with it reminds me why we do what we do. For me, that's what makes **enigmallife digital** denture teeth such a rewarding system to work with.



Digital dentures done properly. Every time."

Spencer Greening, CDT, Scan2Smiles*.

To find out more about **enigmallife digital** denture teeth, including introductory offers, contact Schottlander on freephone **0800 97 000 79**, email sales@schottlander.co.uk, or visit [Schottlander.com](https://www.schottlander.com).

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Fast & easy workflow

GC's light-curing technology in an efficient painting & microlayering concept for consistent outcomes.

Natural aesthetics

Ceramic-like translucency, chroma, and opalescence, enabling highly lifelike microlayering results with predictable shade reproduction.

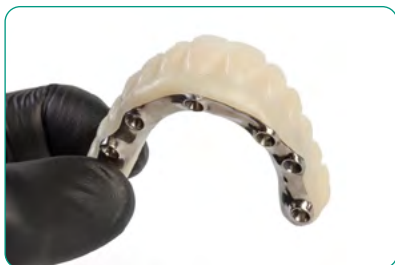


Highest physical properties

High-strength nano-hybrid composite ensures durable, long-term restorations.

Versatile

Upleveling your PMMA, composite or hybrid frameworks into premium looking restorations.



Imitation of natural colours in case of partial prostheses

Restoration with white and pink aesthetics made with pre-coloured zirconia

The dentist commissioned the Dental Laboratory Antonio Lazetera (Italy) the manufacture of a mandibular partial prosthesis on implants for a middle-aged patient suffering from gingival recession and bone loss due to periodontal disease. The dentist had previously removed the compromised teeth 32-43 placing two implants (1). Due to the severe gingival recession, the restorative team opted for a reconstruction with white and pink aesthetics. In this case, gingival reconstruction was crucial to create a natural effect and a healthier restoration, avoiding disproportionately long teeth. Focusing on the dental-technical perspective, the main challenge of this case was to create a restoration that could integrate delicately in the patient's mouth by imitating the colour of residual dentition and tissues and by reproducing the exposed roots in the final restoration.

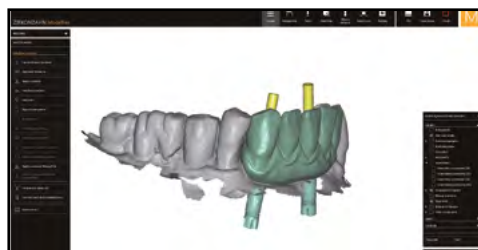
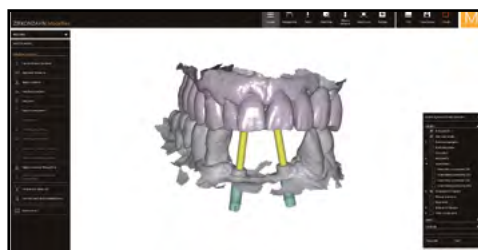
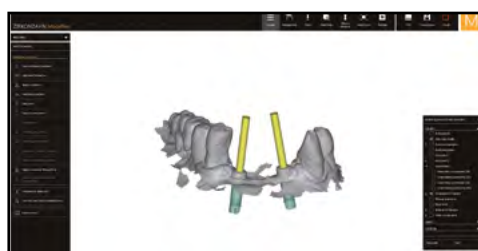
The dental technician in charge of treatment, DT Federico Presicci, designed a prototype using the Zirkonzahn.Modifier design software. The software is provided with new set-up concepts and extensive individual design options, and includes several modules dedicated to model production, mock-ups, bite splints and full dentures (2). After designing the prototype, the gingival part was added to the tooth set-up. The design was imported into the Zirkonzahn.Modellier software to be finalised and milled using Temp Basic resin (3 - 7).



1 – Initial situation. The patient suffered from gingival recession and bone loss due to periodontal disease. The dentist removed the compromised teeth 32-43 and placed two implants.



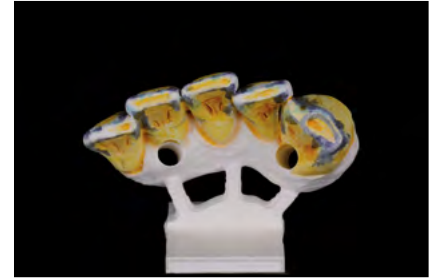
2 – Creation of the restoration set-up in Zirkonzahn.Modifier.



3-7 – Final prototype design in Zirkonzahn.Modellier.



8-9 – The prototype milled in Temp Basic resin



13,14 – The restoration milled in Prettau® 2 Dispersive® zirconia. the zirconia restoration was reduced in the gingival area for subsequent layering with ceramics. The teeth were kept monolithic and slightly refined to create a more natural texture.

15 - 16 – Characterisation of the monolithic teeth with Colour Liquids. The greatest challenge was the colouring of the zirconia canine, which had to be copied and recreated with high precision to mirror the residual tooth.



10-12 – The printed models and the zirconia restoration milled based on the prototype setup.

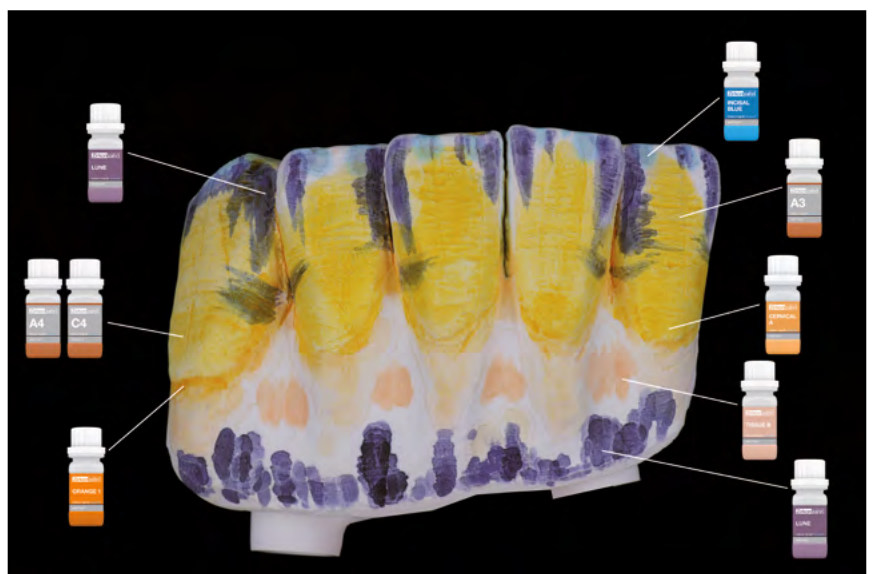
Model Maker module included in Zirkonzahn.Modellier, models were also designed then printed with Zirkonzahn's 3D printing system. The system comes as a pre-configured package composed of printer, post-curing lamp, resin and software. Thanks to the pre-set parameters, it ensures a uniform and smooth workflow.

Prettau® 2 Dispersive® zirconia (A2) was selected as a restorative material. This zirconia combines high flexural strength with a natural colour

gradient, making it particularly suitable for monolithic designs.

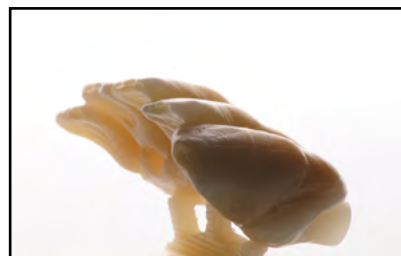
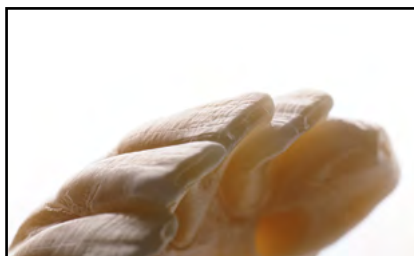
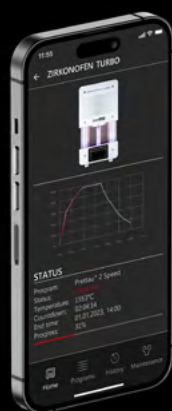
"Prettau® 2 Dispersive® allows me to concentrate more on individual characterisation, with the certainty that I am working on a predictable and reliable colour base given by the zirconia", says DT Federico Presicci. "This material also shows high translucency values, which help me to recreate a more natural-looking incisal effect, which I usually intensify with colouring liquids for a more individual result."

Through the prototype, the dentist run all functional and aesthetic aspects intraorally, paying special attention to the tissue area (8-9). After the dentist's approval, the final zirconia restoration was produced using the same set-up used for the prototype, since no changes had to be applied (10-12). Using the



17 – Colouring schema with Colour Liquids.

18 - With Zirkonofen Turbo, smaller restorations can be sintered even in just 75 minutes, reducing electric consumption by 81 % and cutting processing time by 84 %. The furnace is equipped with pre-set sintering programs. In addition to the pre-installed programs, the user can easily and quickly create individual programs directly on the touch display of the furnace as well as via the mobile Zirkonzahn.App, which can also be used to monitor the furnace remotely.



19-21 – The zirconia restoration sintered with the Speed program in the Zirkonofen Turbo.



22, 23 – The sintered structure on the model before and after characterisation with ICE Stains 3D by Enrico Steger.

After milling, the zirconia restoration was reduced in the gingival area for subsequent layering with ceramics. The teeth were kept monolithic and slightly refined to create a more natural texture (13, 14). Tooth characterisation was performed using Zirkonzahn's Colour Liquids (15, 16, 17). The colouring step was carried out with special attention, in order to simulate as naturally as possible the shade of residual dentition. "The greatest challenge was the characterisation of the zirconia canine, which I had to copy and recreate with high precision to mirror the residual tooth" says the dental technician.

The reference shade guide used was Ivoclar Vivodent PE, since it contains special shades that were noticed in this patient case. In particular:

- the canine showed the 4C colour of the shade guide, which was reproduced by mixing 50% of Colour Liquid A4 with 50% of Colour Liquid C4.
- the colour of the four incisors was slightly clearer, it corresponded to the 1C shade of the Ivoclar Vivodent PE guide and to the A3 of the VITA shade guide.

After the application of Colour Liquids, the restoration was sintered in the Zirkonofen Turbo (18-21). The sintered restoration was then placed on the milled model to start characterisation with ICE Stains 3D by Enrico Steger (22, 23). The following colours were used: a mixture of Base A, orange and brown to reproduce the roots colour, blue and violet to imitate the natural enamel in the incisal part.



24, 25 – Application of Tissue 5 and 6 to imitate the darkest area close to the mucosa; result after sintering.



26, 27 – Application of Tissue 2 and 3 to create volume and texture structure; result after sintering.



28, 29 – Application of Tissue 1 to correct the tooth necks and perfect the texture. Glazing material was also applied and sintered in combination with ceramics; result after sintering.



30 - The final Prettau® 2 Dispersive® restoration on the printed model.



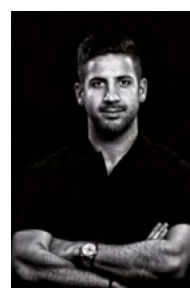
31 - The final result in the patient's mouth.

The manual work continued with the application of ceramics in the gingival area, as shown in pictures 24-29.

The final result (30-31) appeared well integrated in the patient's mouth and the dental technician, dentist and patient were totally satisfied. Tissues and teeth perfectly mirrored natural residual dentition. The imitation of natural root exposure through reproduction of the root shade helped to recreate a very natural and patient-specific restoration. The choice of the right dental material, an eye for detail, and highly trained manual skills were important factors that contributed to the success of this zirconia restoration.



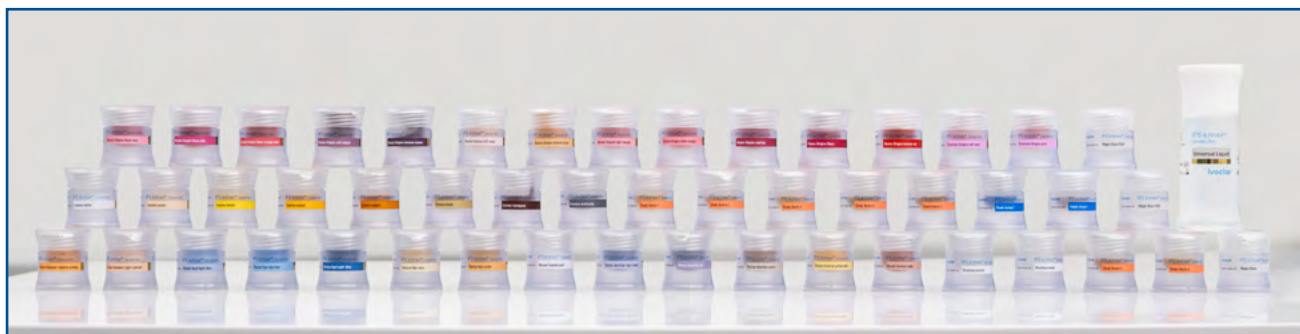
Dr. Fabio Manazza,
Milan, Italy



DT. Federico Presicci,
Dental Laboratory
Antonio Lazetera, Savona,
Italy



THE CRAFT BEHIND LIFELIKE RESTORATIONS



Stain and glaze may come at the end of the workflow, but for Sylwia Arizpe it is where colour, judgement and experience come together, and where the difference between a restoration that looks made and one that looks real is decided.

The finishing stage is not simply the last step in the process. It is where a restoration starts to look natural, balanced and believable. After more than 30 years in ceramics, and a career that has taken her across Poland, the United States, Germany and the UK, she has developed a practical approach to stain and glaze that is rooted in colour, observation and everyday lab reality.

Now widely recognised within the UK for her work in fixed prosthetics, she brings that same approach into her teaching with Ivoclar. Her stain and glaze and micro-layering courses have become some of the most in-demand in the Academy, consistently filling with technicians looking for techniques they can apply straight away.

A career shaped by different perspectives

Dental technology was not the original plan. Growing up in Poland, Sylwia wanted to become a pilot, but aviation schools were not open to women at the time. A family friend owned a dental lab, and one visit was enough. What began as a practical decision became a long career in ceramics.

Working in different countries shaped the way she approaches restorations. In Dallas, she began with contacts and occlusion before moving into porcelain. A later role

in Berlin, within a combined implant lab and practice, brought a closer to the clinical side and highlighted the gap that can exist between what technicians prioritise and what dentists actually need.

Teaching for real lab life

Sylwia is quick to point out that, unlike many educators, she still works in a busy lab every day. "Most technicians who teach are lab owners. I am not. I teach from a different perspective. I want to be taught in a way I can actually use the next day," she says. "I still deal with everyday problems. Every single day."

That helps explain why the courses connect. The focus is on helping technicians produce strong aesthetic results within the limits of a normal working day. Cases arrive with compromises, time is short, and the ceramist often has little influence over what happened earlier in the workflow. She understands how frustrating that can be, especially when the finishing stage becomes more about correcting than refining.

That focus on what is realistically achievable not only improves aesthetic outcomes, but also helps create a more efficient and predictable workflow within the pressures of everyday lab life.

Seeing stain and glaze more clearly

When Sylwia talks about stain and glaze, the explanation is surprisingly simple. For her, it is painting. "When you look at a painting and something looks beautiful, the darker colours are further back and the brighter ones come forward," she says. "That is exactly how stain and

glaze works. You are painting on a flat surface." Those small shifts in colour and contrast are often what make restorations feel natural and lifelike to patients, rather than simply well-made.

That is why she often recommends something as basic as a colour wheel book. The principles of colour, depth and contrast are not unique to dentistry, and many technicians benefit from understanding those fundamentals than from memorising another formula. Curiosity matters too. She also speaks openly about learning from others and adapting useful ideas into daily work. "We all learn something from someone," she says. "But you have to be curious enough to try it."

A material that made sense

Her response to IPS e.max Ceram Art is telling because it did not begin with enthusiasm. She says plainly that she was not easy to convince and had already tried similar products from other manufacturers without being impressed. "I told them straight away, I am not easy to sell. If I do not believe in something, I am not going to be able to teach it," she says. What changed her mind was not novelty, but familiarity. The colour logic felt intuitive because it aligned with systems she had already been using for years, including IPS Ivoclar and e.max Essence. That familiarity builds on years of working with Ivoclar systems, where consistency and reliability are already part of her day-to-day work. There was no need to relearn the basics before using it confidently. "All my favourites were already there. You do not have to learn anything new because you already know the colours."

For Sylwia, the strength of IPS e.max Ceram Art lies in its versatility, from surface characterisation through to more advanced applications such as gingiva work, allowing technicians to adapt it across a wide range of indications. While intuitive to use, it represents a step forward in how efficiently those results can be achieved, combining familiar colour logic with a more streamlined approach.

She has used it on every case since October 2025. That consistency allows her to work more efficiently without compromising on detail, particularly in busier workflows.

For zirconia work she uses IPS e.max ZirCAD Prime and Prime Esthetic, choosing between them depending on what each case needs in terms of strength and aesthetics. Combined with materials she already trusts, it allows her to produce restorations that are not only aesthetic, but also consistent and reliable over time. The newer zirconia



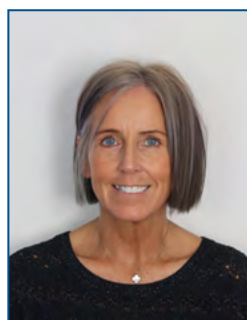
materials have made it considerably easier to achieve natural-looking results in cases that would once have involved more compromise on one or the other.

More than a finishing touch

Sylwia does not see good ceramic work as a solo act. The final result depends on a chain of decisions and communication passed through the workflow long before the finishing stage begins. "Everybody posts the picture and ceramics takes the credit," she says. "But it starts with the patient's expectation, the dentist's prep, the communication between the clinic, the lab, the CAD designer and the wider team."

That perspective is part of what makes her teaching feel grounded. For all the attention paid to materials and technique, the message is simpler than that. Lifelike restorations depend on judgement, teamwork and knowing how to make colour work in a way that feels natural rather than applied. The finishing stage may come at the end, but in many ways it is where the whole case becomes visible. When that process works well, the result is not just a technically successful restoration, but one that feels natural to the patient and continues to perform over time.

Scan the QR code to book a IPS e.max Ceram Art demo in your lab and experience the benefits first-hand!



Sylwia Arizpe

 **@syla_76**

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A series of educational evenings for dental technicians, clinical dental technicians, and dentists.



Spencer Greening, CDT

Free to
attend with
1 hour
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Caroline Kirkpatrick, CDT



schottlander

Digital dentures used to be a compromise. They could be designed simply, and made accurately, but the resulting dentures were lifeless.

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enigm^{life}+ digital premanufactured teeth for digital workflows have the aesthetics and validated clinical durability of the enigm^{life}+ cosmetic denture range.

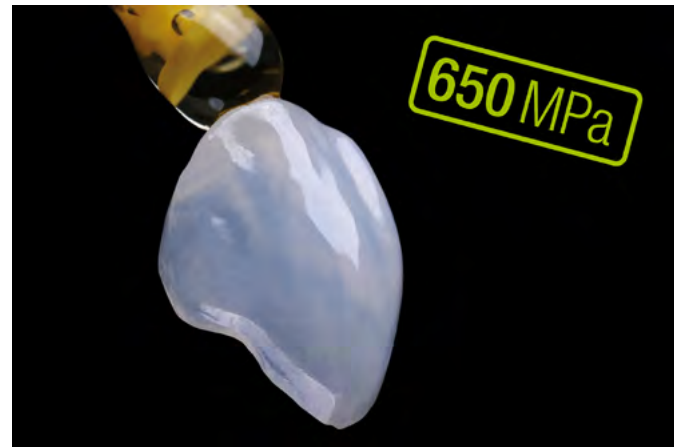
Spencer Greening and Caroline Kirkpatrick will share their clinical and technical experiences as CDTs using enigm^{life}+ digital both in pre-release beta testing and now within their practices. They will show how they have both been able to integrate enigm^{life}+ digital into different digital workflows while standardising on their highest quality, increasing patient satisfaction and reducing the number of adjustment visits.

These events are free of charge to attend and are a must for those interested in using digital workflows to make dentures with the fit and aesthetics to meet the needs of the most demanding private patients.

- Wellcome Collection, London – Thursday 8th October with Spencer Greening, CDT
- 1599, Glasgow – Thursday 19th November with Caroline Kirkpatrick, CDT

For further information or to book, please contact Schottlander on 01462 704633 or visit www.schottlander.com/educational-events.

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With 36 years of orthodontic laboratory experience, Mike brings extensive expertise in appliance fabrication, digital workflows and laboratory management.

The course was extremely informative and provided first class tutoring with excellent practical sessions

Robert Yebrey
Orthodontic Technician

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NOW**



Course	Course Lead	Date	Location	Price
MSi Anti Snoring Appliance Fabrication	Mike Orridge	Friday 20 th November 2026	Silsden	£180.00 + VAT



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All courses are open to both dental technicians and dentists and meet the criteria for the GDC's development outcome C.

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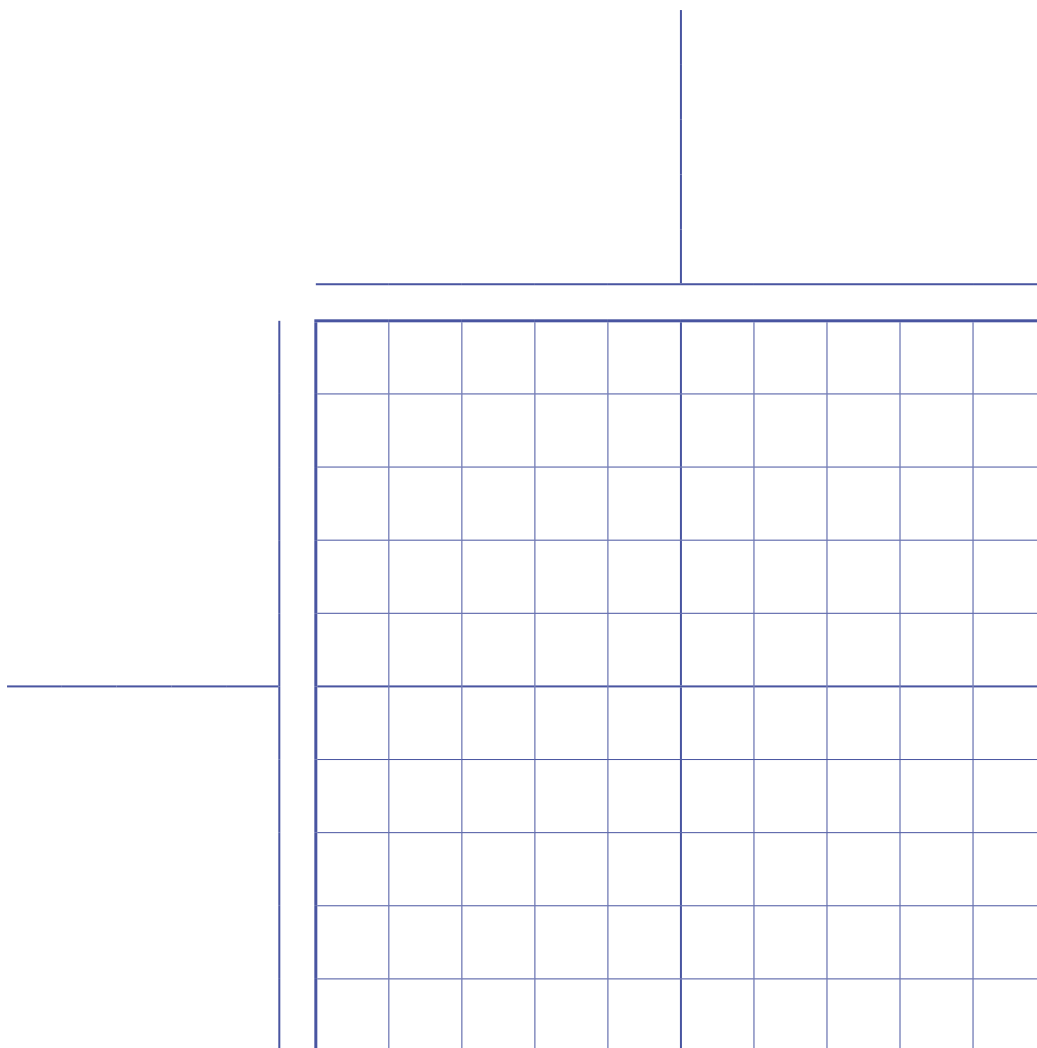
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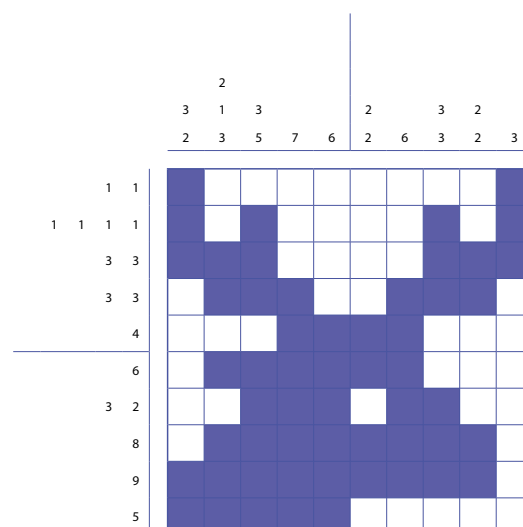
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Puzzle



Last Month's Answers

Nonograms, also known as Hanjie, Picross or Griddlers, are picture logic puzzles in which cells in a grid must be colored or left blank according to numbers at the side of the grid to reveal a hidden picture. In this puzzle type, the numbers are a form of discrete tomography that measures how many unbroken lines of filled-in squares there are in any given row or column. For example, a clue of "4 8 3" would mean there are sets of four, eight, and three filled squares, in that order, with at least one blank square between successive groups.



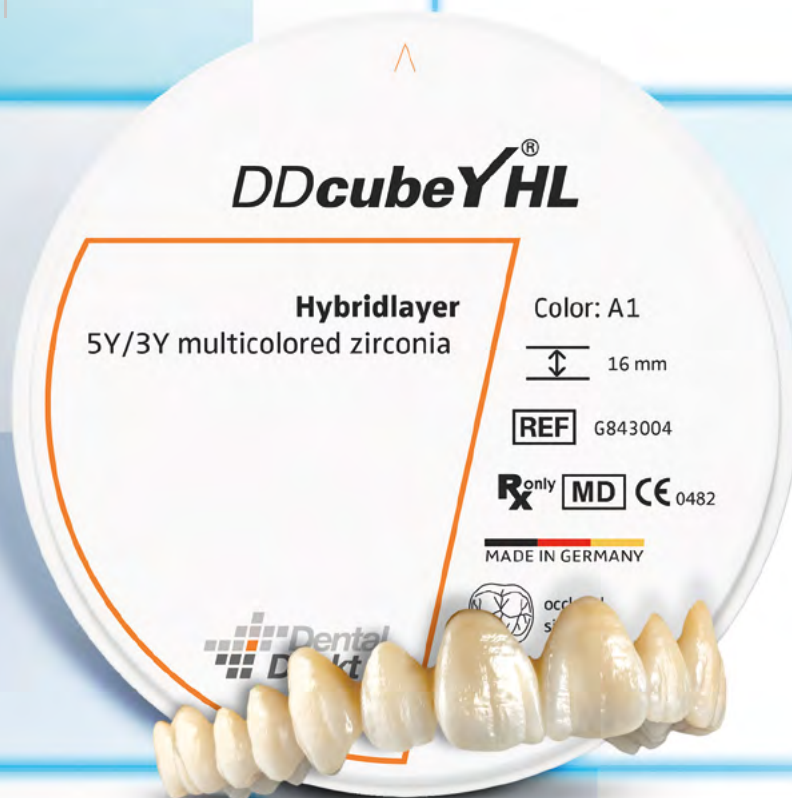
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