Customer Information Bulletin

CIB00202, Rev A
Date: 7/13/2020

Subject: **NextDent® 5100**

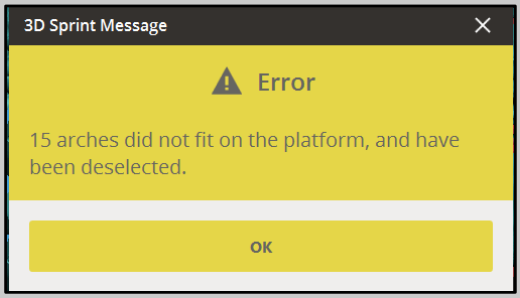
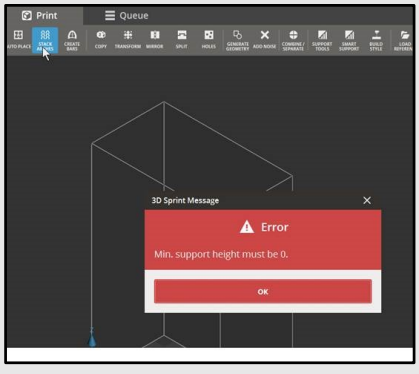
With the launch of 3D Sprint v2.13 on May 11, 2020, there is some additional information to share regarding the Ortho Stacked build style.

Issue:

The Ortho Stacked build style has a one-click solution to automatically prepare (hollow if necessary, and add enforcement structures), position and support a maximum of orthodontic tooling models. For this, the models fill the full width, depth, and height of the build area, so that the models are stacked on top of each other.

Solution:

This document will cover some frequently asked questions regarding this new feature. If the answers given do not fix your issues, contact your service provider.

Issue	Solution
1. What if I get the warning message, “xx arches did not fit on the platform, and have been deselected”? 	This is expected behavior of the software. If there are too many parts and not all arches could be stacked, the warning appears and the extra models are placed outside of the build volume and marked in red in the parts list.
2. What if I get the error message, “Min. support height must be 0.”? 	This message is displayed if the stack feature has been used, but the stacked build style is not selected.

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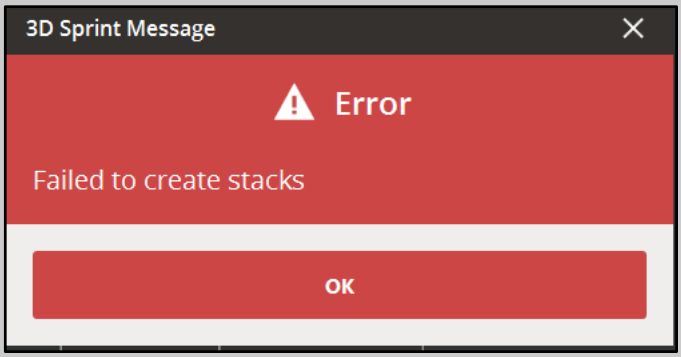
Issue	Solution
3. What if I get the error message, "Failed to create stacks."? 	This message will be displayed if the selected parts for stacking don't meet the expected model geometry, triangulation, or size. The expected models for the stacking tool are: • Horseshoe-shaped • Solid or hollow • Full arch. Some deviation may exist, but too unsymmetrical models or partial models will fail. • No external attachments like articulator slots etc. • Fixator plates for clamping in automation is supported. Not all types have been tested. **NOTE: The stacking tool provides some options for the file preparation like merging component, fix intersections etc. For a full list and explanation of the parameters click on the question mark in the top right of the dialog box in 3D Sprint.**
4. Why are my models placed along the X axis instead of the Y axis to fit more models?	If the models are too big to fit on the build platform in the Y direction, they are automatically rotated to the X axis and stacked in this way.
5. I printed my first stack; but the job was not completely printed.	Clean the resin tray and make sure there are no hard particles left in the resin tray. Reprint the job.
6. After printing, I remove the stacks for washing; but the bottom of the print sticks to the platform and is very difficult to remove.	Use the punch tool to remove the stacks from the platform. Let the print platform rest on its side on the table while punching the stacks loose from the platform. See the Stack marketing and instructional videos for more information.

Issue	Solution
7. There are too many supports on the anterior teeth. 	You can reduce the number of anchor points on the anterior supports using the Point influence radius parameter under 'Anterior supports'. The default value (3) can be increased to a maximum of 6, which will reduce the number of support anchor points. **NOTE: If the teeth are inclined to lingual/palatal, chances are that they require supports to be able to print. Removing anchor points might result in slightly decreased accuracy on the anterior teeth.**
8. Removing the supports in the anterior region leaves unwanted scarring on the models.	Remove the small supports during washing, or at least before post-curing (10 min in LC-3DPrint Box). This procedure will minimize the scarring on the models.
9. The lattice structure on the inside of the U-shape of the model is unwanted or causes problems during vacuum forming.	The lattice structure has been created to increase the accuracy and is important during printing and post-curing. Before vacuum forming this can be removed, either by carefully pushing with your thumb (careful to not cut yourself) or using a trimming instrument in a hand piece.