







Invisalign® Mix Dentition and Adults Troubleshooting Guide

If the Tray Is Not Fitting Properly

-  Start by placing the tray **on the front teeth** first. Then gently push down/up **one side**, and finally **press the opposite side** until it is in place. Use your **chewies** to help the tray fully seat — this makes sure it’s fitting snugly and evenly on all teeth.
-  If still not fitting, go back to the previous tray and wear it for 5 days more.
-  After a few trays or weeks, the **attachments may wear down slightly**, and you might **not hear the “click” sound anymore** when putting trays in. This is completely normal — **it doesn’t mean the tray isn’t fitting** or that something is wrong.
-  If your child has a **wiggly tooth with an attachment**, let our team know. If the attachment comes off, message us through **Dental Monitoring** or call the office right away — your child may need a new scan to continue treatment.
-  **PARENTS SHOULD CHECK DAILY** how the tray fits — **PARENTAL SUPERVISION IS KEY TO TREATMENT SUCCESS**
-  Always use the sides or tip of your fingers or use the proper tool (hook) to remove trays — **never use nails**.

- 📱 If you've tried everything and the tray still doesn't fit, **message through Dental Monitoring or send us an email.**



📌 Important Reminders


- 📦 Always bring **all boxes and trays** to every appointment.
- 📅 Do **not skip Dental Monitoring check-ins** — these help us catch and fix issues early.
- 🏠 For mix dentition cases, your child should **wear the trays only at home or when under a parent's supervision.**
- 🌞 Keep trays **out of direct sunlight and away from heat sources** (like hot water, heaters, or car dashboards), as heat can warp the plastic.
- 🪄 If there's a sharp edge, gently **file only the tray** (not the attachment or button). File in **one direction only** — do not go back and forth.
- 😬 **Some tenderness or soreness is normal** when you start a new tray — it means your teeth are moving as planned. 😊 If needed, you can take **over-the-counter pain relief such as Tylenol** to help with any discomfort.
- If you **lose or break** a tray, **move on to the next tray.**
- 💬 **What to Expect During the First Week**

It's completely **normal** to feel a little **discomfort from the attachments** when you first start Invisalign®. They may **rub against your cheeks, lips, or tongue** while you get used to them.

You might even notice a few **small sore spots** or lightly **bite your tongue or cheek** by accident — this is temporary and should improve as your mouth adjusts.

Using the Dental Monitoring Scan Device

 Before starting your scan, make sure the **SCAN DEVICE IS FIRMLY ATTACHED TO YOUR PHONE**.  Check that the clip or holder is secure and your phone is positioned correctly.



 **Always hold your phone** during scanning — **do not hold the device directly**. Holding the scan device instead of the phone can make it slip or drop.






 Be careful not to let the phone fall or get wet during scanning.

! ! Flow Dental Care provides the scan device for your orthodontic treatment convenience, but **we are NOT RESPONSIBLE for any phone or device damage caused by improper use, handling, or dropping**.

If you are unsure how to attach or use the scan device safely, please ask our team for help — we can show you in person or watch the quick tutorial through Dental Monitoring.

Helpful Tips

-  **Having trouble with the Dental Monitoring app?**
Try watching the help videos in the app first.
If the problem continues, **contact the Flow Dental Care team directly through the Dental Monitoring app** .

-  **If an attachment or button falls off:**
Don't worry — **THIS IS NOT AN EMERGENCY !**
Just let us know **if your trays no longer fit properly** after it happens.
-  **If you miss a scan day**, don't worry — just take your scan as soon as you can.
-  **If the Dental Monitoring app's AI suggests keeping trays longer, please ignore it.** Always follow the messages and directions **signed by the Flow Dental Care team** only.
-  **Switch trays only as directed by your doctor.**
Following the schedule exactly helps keep your treatment on track.
-  **Dental Monitoring Scan must be RETURNED in the end of your orthodontic treatment.**