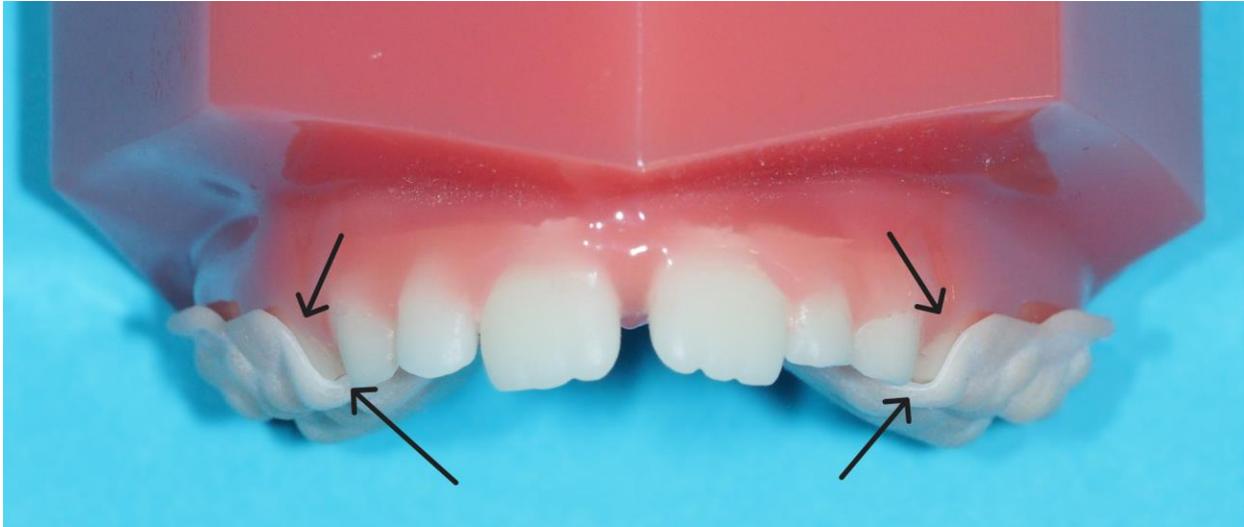


Invisalign® Palatal Expander (IPE) Troubleshooting Guide

If the Tray Is Not Fitting Properly

- Try fitting **one side first**, then gently press the **other side** into place. If it still doesn't fit, try starting from the opposite side.
- **!** Always **hold the side that's already in** while fitting the other side.
- If still not fitting, **go back to the previous tray** and wear it for **5 days** instead of 3.
-  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**, please **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**
-  Avoid removing the trays **for non-essential reasons** (like playing or fidgeting). This can **damage or distort** the trays.
-  Always **use the sides of your fingers** to remove trays — **do not use nails or fingertips**.
- If you've tried everything and the tray **still doesn't fit**, **message through Dental Monitoring** or **call us right away**.



Make sure the tray fitting snug and is aligned with teeth

Important Reminders

-  **Always bring all boxes and trays** to every appointment.
-  **Do not skip Dental Monitoring check-ins.** These help us **detect and prevent problems early.**
-  The patient must **always wear a tray**, even while **waiting for new trays** or a **new treatment phase.**
-  Waiting for new trays? Wear your trays for **7 days each** (instead of 3 days) **until your new trays' delivery.**
- If you notice a **sharp edge**, gently **file only the tray** (not the attachment or button). File in **one direction only** — **do not go back and forth.**
- 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.
-  **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 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.