



DENTIQ

Frequently Asked Questions

Q1 I have just received DENTIQ, how do I get started?

After receiving your DENTIQ, register your device through the User Dashboard so that your warranty is activated on the date of purchase. The User Dashboard contains resources to help you get started, access troubleshooting, and get support from the Ackuretta Customer Success Team.

There is no need for calibration - every printer is put through a series of tests before getting shipped, including a test print. To find more information about the User Dashboard and warranty policy, scan the following QR codes.



Learn More

1 User Dashboard



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2 DENTIQ Warranty Policy

Q2 I just scanned my patient's mouth, how can I print a model from my scan?

A scan file cannot be used directly to make a 3D printed application. Even for models, you will need to go through CAD and CAM 3D printing slicing software to obtain a printable format file.

After creating a design using CAD software, you need to export the STL file into our ALPHA AI CAM slicing software, generate supports and orient the application, and then send it to the printer for printing. To learn more about ALPHA AI, scan the QR code.



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Q3 Does DENTIQ require an internet connection to print?

No. DENTIQ does not require an internet connection. However, we recommend keeping DENTIQ connected to the internet at all times. Connecting it at least once every 7 days is essential, which ensures the firmware is up-to-date and new resin calibrations available.

When a firmware update is released, go to Settings > Update > Update firmware online. Scan the QR code to watch the video of DENTIQ firmware update.



Watch

Q4 Can I use any resin with DENTIQ?

We recommend that users use resins that have been calibrated with DENTIQ by Ackuretta and validated by resin manufacturers. This ensures optimal performance and results. The full list of validated resins, which is updated regularly, can be found on the DENTIQ product page on the official Ackuretta website, or by scanning the QR code.

If users wish to use other third-party resins which have not been calibrated with DENTIQ, Ackuretta will not be liable for any failed prints or damage to the printer caused by non-validated resins.



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Q5 What types of applications can DENTIQ print?



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While it is possible to print a wide range of applications using DENTIQ, this printer is specifically designed and calibrated to consistently produce high-quality dental applications.

Printed applications include dental models, splints, temporary and permanent crowns, surgical guides, sleep devices such as night guards, aligner models, castable crowns and bridges, denture bases and teeth, try-in dentures, retainers, indirect bonding trays, impression trays, and removable partial dentures. You can scan the QR code to find more information on our application booklet.

Q6 How do I properly remove my applications from the build platform?

Place your build platform with the applications on a plastic tray and remove the applications with a scraper. If an application is stuck, use a mallet to hit the scraper and pull the application off the build platform.

Q7 My print failed, what should I do?

In the event of a failed print, activate the Clean Vat function. Once this is complete, remove the printed layer from the vat, make sure there is no remaining cured debris in the vat, and stir the resin thoroughly before restarting a print.

If you continue to have print failures, verify your issue in the troubleshooting section of the User Dashboard. If you cannot troubleshoot on your own, you can open a ticket through the User Dashboard for additional support.



Watch

- 1 Use the Clean Vat Function



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- 2 Stir the resin properly



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- 3 How to Troubleshoot with User Dashboard

Q8 How do I clean the vat?



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We recommend not cleaning the vat unless necessary – in the event of contamination, vat film inspection, or the use of a different resin – to prevent it from getting damaged, and to save time and resources. A good practice is to have one vat and one vat box for each resin, and store the vat box in a place without UV light.

When you do need to clean the vat, wear gloves, pour any remaining resin from the vat into a container to be disposed of, spray 95% alcohol on the vat, use a plastic spatula to stir the remaining resin in the vat, and clean the vat with alcohol wipes. Do not use metallic tools that could damage the vat film, and regularly check to make sure that the film is not punctured.

Q9 Can I reuse the resin in my vat?

Yes. To reuse the resin in your vat, we recommend storing the vat in the vat box (sold separately), ensuring the resin is protected from dust. Before storing the resin, make sure you remove any debris from the vat after a failed print using the Clean Vat function. You may use a label on the vat box to indicate the name and date of the resin, then store it in a cabinet drawer. Prior to printing, be sure to stir the resin stored in the vat, to avoid any risk of print failure.

We recommend that you have one vat and vat box for each resin you plan to use regularly, to speed up the printing preparation and cleaning process, as well as limit the risk of resin contamination. These strategies save you time, money and effort.

Q10 What can I do if I spill resin on the print screen?

If resin is spilled on the print screen, we recommend you immediately wipe it with a dry tissue and a drop of IPA or ethyl alcohol. If resin cures on the print screen, it can permanently damage your print screen and create a dead pixel area, in which case the print screen must be replaced.

