It can be overwhelming to choose from the plethora of products on the market. The JDT WOW! list strives to identify the products and services that keep life in the lab simple, efficient and smart. What defines a WOW! product or service? It should save time, money and increase quality, help technicians to achieve extraordinary success, and overall, just WOW the user. The 2018 WOW! judging panel reviewed and researched almost one hundred nominations and the top-ranked products are listed in alphabetical order.
1. Ira N. Dickerman, CDT, TE, AAS  
*Co-Owner Dickerman Dental Prosthetics, CDL, Sharon, Mass.*

In high school Ira worked in his dad’s crown and bridge dental laboratory. After graduating he attended Middlesex Community College and earned an associate’s degree in dental laboratory technology in their first graduating class. In 1984 he had the opportunity to fabricate the first Branemark Hybrid Prosthesis for a patient in New England and he became a CDT in 1991. Ira has lectured, consulted and trained for several large dental implant companies. He and his son Brandon lecture together teaching dentists and dental technicians the art and science of full arch immediate load implant prosthetics. In 2009 he received the NADL Excellence in Education Award.

2. Steven Pigliacelli, MDT, CDT  
*Owner, Vice President and Director of Education, Marotta Dental Studio, Inc., CDL, Farmingdale, N.Y.*

Steven has more than 30 years’ experience with Marotta Dental Studio as manager, dental implant specialist and technical liaison between the dentist and the laboratory. He directs the GPR and Prosthetic Resident Rotation, an intensive educational program that focuses on dental technology and the value of the technician/dentist relationship. Steven is also a faculty instructor in post-graduate prosthodontics at New York University, College of Dentistry, Department of Prosthodontics and founder and president of the Association of Innovative Dentistry. In 2015 he was awarded Dental Technician of the Year by the American College of Prosthodontists and has been published in numerous journals and lectures nationally.

3. Jamie Stover, CDT  
*Chief Operations Officer Ziemek Laboratories, DAMAS, Olympia, Wash.*

Jamie utilizes over 19 years of experience at the bench as a dental lab technician to manage and oversee all daily operations at Ziemek Laboratories. Jamie has written dozens of articles for national dental publications and he lectures regularly on a myriad of topics for dental professionals. Jamie is a member of the Dental Technician Alliance of the American College of Prosthodontists, a member of the Straumann Speaker Bureau, he is on the team of professional contributors at Dentalcompare.com, is an Align Dental XP Lecturer, and is a Special Section Editor at Inside Dental Assisting.

4. Kristine Van Cleve  
*President/co-owner Dental Prosthetic Services, Inc., CDL, Cedar Rapids, Iowa*

After attending Luther College in Decorah, Iowa, Kris returned to the dental laboratory environment that she had grown up in. In 1994, she purchased Dental Prosthetic Services Inc, a full service laboratory founded by her parents Paul and EJane Jones. In the 20+ years she has served as President and co-owner, Kris has more than doubled the number of employees and positioned the laboratory as a leader in digital dentistry and rapid manufacturing. Passion for customer service, processes and emerging technology has made her endeavors possible along with a focus on adapting and applying agile manufacturing practices. Born and raised in Cedar Rapids, Kris maintains a strong commitment to Iowa-based manufacturing and supporting local business.
What does the product/service do?

Argen’s Digital Manufacturing Facility houses more than 105 printing and milling machines that run 24 hours per day, five days per week and are serviced by more than 100 trained personnel. Argen produces the widest array of digital products to accommodate the needs of any lab. For permanent restorations, Argen offers milled zirconia units and bridges, custom abutments compatible with 15 leading platforms, milled gold crowns and bridges, CAD/Cast Digital Precious Metals (DPM), and 3D printed models. Additionally, Argen Digital is the only manufacturer in the world to offer Selective Laser Melting (SLM) substructures in High Noble, Noble, and Non-Precious metals. All of these items are available through the Argen Digital workflow and Argen offers high quality design services for labs requiring extra assistance. Argen continually innovates and will offer additional fixed and removable solutions in the future.

How does it save time and money?

Outfitting a lab to support a fully in-house digital workflow is costly and time intensive. The steep financial investment and resource burden is a common barrier for labs wanting to enter the digital market. Argen helps labs to circumvent these issues by serving as an extension of the dental lab with its digital production services.

Argen has prioritized the expansion and optimization of its digital center, investing heavily in talent, technology, and equipment. Argen’s manufacturing capabilities enable a high volume of quality products to be produced quickly and affordably. In turn, dental labs benefit from an end-to-end digital workflow while bypassing cost and time barriers typical to labs interested in going digital.

What is the product’s/service’s WOW! factor?

Argen’s uniquely comprehensive product selection means dental labs can conveniently source all of their product and service needs through Argen Digital for one fixed shipping cost. Argen is the single source for digital dentistry solutions and helps labs remain competitive in the industry, regardless of their technical capabilities or experience. Thanks to Argen’s efficient manufacturing processes, labs receive units in just two business days.

What is your customer feedback on this product/service?

Labs choose Argen for the convenience, accuracy, and quality provided by Argen’s San Diego-based state-of-the-art manufacturing facility. Labs trust Argen to provide them with the best products at competitive prices and endorse Argen’s dedicated support, dependable service, and fast turnaround times. Additionally, customers appreciate Argen’s commitment to dental labs worldwide and efforts to be a true digital partner to all labs.

The Argen Corporation
(800) 255-5524
Argen.com
What does the product/service do?
ArgenZ HT+ is the next generation high translucent zirconia, delivering 4-5% more translucency and 150 MPa increased strength over traditional HT zirconia. With ArgenZ HT+, dental labs can complete any case, from single units up to a full roundhouse. ArgenZ HT+ is available in 3 disc sizes and 9 thicknesses.

How does it save time and money?
ArgenZ HT+ has an expanded shade selection, with 16 VITA Classical Shades, and 3 Bleach Shades. Plus, ArgenZ HT+ White pairs perfectly with ArgenZ HT Shading Liquids for maximum esthetics and consistent shade matching. With an accurate shade match, labs can expect fewer remakes and less labor effort, saving them both time and money.

What is the product’s/service’s WOW! factor?
ArgenZ HT+ is the most translucent HT material (45%) with the highest strength (1250 MPa). It’s strong enough for the posterior but esthetic enough for the anterior. This unique formula makes ArgenZ HT+ the go-to zirconia for any lab. ArgenZ HT+ also blends with ArgenZ Anterior and other ceramic materials, making it perfect for combination cases.

What is your customer feedback on this product/service?
“Argen HT+ is my go-to Zirconium now. I switched most of my zirconium crowns to HT+. The translucency is right on and the color is wonderful. Argen HT+ is just perfect, even the strength is PERFECT!! They made my life much easier. I really appreciate how Argen is helping dental labs like us. They are the most trustful company I work with.”
—Takuma Tanizaki, ACL Hawaii, Inc.

“Argen’s HT+ has the perfect combination of opacity and translucency which mimics the appearance of lithium disilicate. HT+ has allowed us to increase our in-house production by designing, milling, and most importantly sintering both hybrid abutment and crown under one sintering program! Argen’s HT+ is a total game changer!”
—Frank Escalante, CDT AACD, Newport Beach Smile Designs

“We have used up our current HT+ discs and are ordering more. I’m glad there are more Zirconia size options. It is a superior material to the previous ArgenZ Esthetic. The material has a more natural and lifelike appearance, meaning there is a visual “depth” in the crown and the transitions from root to tip are more subtle, making it easier for our quality control personnel to validate the finished product.”
—Ken Jones, Crosstown Dental

The Argen Corporation
(800) 255-5524
Argen.com
What does the product/service do?
The Cuff Height and Angulation Tool Set measures both tissue depth and implant angulation in order to assist the technician in choosing the correct implant abutments.

How does it save time and money?
Technicians no longer have to guess if they have the correct abutments. Eliminate costly re-orders of parts and delayed delivery times. Be confident that you will have the correct cuff height and angle the first time around. This is ideal for Multi-Unit Abutments, Esthetic Abutments, angled access channels, Locator Abutments, and all removable abutments. The tool set includes two diameters, providing guidance on implants ranging from 3mm to 6mm Ø.

What is the WOW factor?
Uniquely, the Cuff Height and Angulation Tool measures both tissue depth as well as implant angulation. This eliminates guesswork when choosing the appropriate angled abutment (0°, 15°, 17°, 25° or 30°) as well as determining which attachment system will work best for divergent implants. Also ideal for determining if an Angled Screw Access channel is necessary for fixed restorations.

What is your customer feedback?
“This tool really saves me time and confusion on large implant cases. It takes away all the guesswork and permits me to plant these cases accurately from the laboratory, allowing for the proper ordering of necessary components.”
—Joshua Polansky, MDC, Niche Dental Studio – Cherry Hill, New Jersey

“When things get tough small tools can have a big impact. Using this one almost every day. Thank you PREAT, great development!”
—Alexander Wünsche, CDT, Zahntechnique, Inc. – Miami, Florida

PREAT Corporation
(800) 232-7732
www.preat.com
What does the product/service do?

The DWX-52DCi features 24-hour fully automated 5-axis milling, a 6-slot Automatic Disc Changer and Intelligent Tool Control for its 15-station Automatic Tool Changer, as well as an adapter rack for arranging multiple adapters.

The DWX-52DCi precisely mills a wide range of materials including zirconia, PMMA, PEEK, composite resins, and more, creating everything from crowns and bridges to denture bases, partial frameworks and surgical guides. In addition, its DWINDEX performance software offers milling device, material and tool utilization tracking.

How does it save time and money?

The DWX-52DCi’s automatic disc changer with six-slot material adapter works with an optical reader and barcodes for efficient, automated production. The adapter system enables multi-device integration for a convenient, scalable milling solution. The DWINDEX performance software gives users a glimpse into their milling device, allowing managers to make choices that will optimize their CAD/CAM workflow.

The DWX-52DCi’s one-button touch control and automatic maintenance features make it easy to use. And, it comes with a 2-year warranty that includes free spindle replacement.

What is the WOW! factor?

DGSHAPE by Roland combines 30 years of reliability and innovation with next-level production to meet the needs of today’s lab businesses.

The DWX-52DCi’s long list of innovative features includes:

- An Automatic Disc Changer (ADC) that stores up to six different materials and replaces them automatically during milling.
- A 15-station Automatic Tool Changer to facilitate continuous milling.
- Simplified VPanel operation, including Intelligent Tool Control that automatically swaps out tools.
- DWINDEX intuitive software accumulates and displays milling data to encourage an optimized CAD/CAM workflow.
- A user-replaceable spindle that can be replaced in minutes without special tools, testing or training.

What is your customer feedback?

- Customers like that the DWX-52DCi is built to last. They rely on its consistently flawless, 24/7 production.
- Customers appreciate the DWX-52DCi’s low maintenance requirements. With no daily or weekly maintenance routines required, the mill is easily optimized for peak production.
- Customers love the efficiency of the DWX-52DCi’s improved production workflow. Its barcoded adapter system organizes and indexes a variety of materials for milling.
- Customers trust Roland’s durability and longevity. Many first generation DWX mills are still going strong, and clients look to Roland again when it’s time to add capacity.

Roland DGA
(949) 727-2100
www.rolanndga.com/dental


**What does the product/service do?**

MiYO offers a completely new approach to esthetics. The patent pending MiYO® Esthetic System from Jensen Dental gives technicians the ability to easily create esthetic restorations that rival natural teeth in an ultra-thin layer. MiYO currently works with all zirconia and lithium disilicate materials and is easy to integrate into any lab workflow as a/an:

- Replacement for Existing Stain and Glaze Process: simple and easy way to match shades and get the depth and translucency needed on monolithic or cutback crowns — all in one firing
- Correction Material: quick and easy way to change a shade, raise or lower the brightness of crowns (while adding translucency) or add contacts to reduce remakes
- Alternative to Costly Hand Layered Ceramics: efficient way to create highly characterized restorations that rival esthetics typically only seen with hand-layered restorations in unprecedented thicknesses of 0.1mm-0.2mm

Jensen currently offers two MiYO® Esthetic System kits:

- MiYO® Esthetic System for Teeth
- MiYO® Pink Esthetic Gingival System for Tissue

**How does it save time and money?**

- Reducing the number of steps it takes to color, glaze or layer restorations
- Reducing remakes, through the ability to raise or lower the value of a restoration

**What is the WOW! factor?**

- Achieve stunning results with no cutback or modification to crowns
- Match the shade guide and get a beautiful glazed finish in one application and firing
- What you see is what you get. Colors and effects are the same before and after firing
- Alter shades up and down while adding translucency
- Raise (or lower) value while adding translucency
- MiYO Colors float on top of one another and do not blend together in the wet stage
- Create shape and fine surface detail in the wet stage with MiYO Structure with no changes after firing

**What is your customer feedback?**

“MiYO® is easy to use and the results I have been able to achieve with little “practice” are phenomenal. Great product. Great support. It’s a winner!”

—Excalibur Dental Lab

“Because traditional stains and glaze cannot achieve depth and translucency we now use MiYO on every posterior monolithic crown...MiYO achieves that and more… all in one firing!”

—Ottawa Dental Laboratory

Jensen Dental
www.jensendental.com/MiYO
(800) 243-2000

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WOW! (wou) v. — 5. To gain an enthusiastic response.