JDT thanks all of the dental laboratory professionals that nominated the products and services that they just can’t imagine living without. With an ever-increasing variety of products and services on the market, it’s invaluable to share with peers the ones that really have that WOW factor. The following items are the top ranked WOW! winners of 2019.
This highly qualified panel reviewed, researched and ranked all of the nominations. JDT thanks the following individuals who voluntarily gave their time and expertise to create the 2019 list.

**Joseph M. Apap, CDT, MDT**  
*Chief Technology Officer and General Manager at Town & Country Studios, Freeport, Long Island, N.Y; TERECC, NA member and past Technical Director*

With 45 years of dental laboratory experience, Joe has a wealth of clinical skills and experience. He holds an honors degree in dental technology, CDT, TE and MDT designations, is a fellow applicant at the International Congress of Oral Implantologists & the Academy of CAD/CAM Dentistry, has a pre-dental bachelor’s degree, attended postgraduate full mouth rehabilitation clinical studies at NYU with Dr. Ira Zinner and is a certified Trios trainer. His background includes extensive research and development of CAD/CAM systems and associated materials and R&D beta testing. Joe lectures, consults and trains for several large implant companies and his passion is mentoring the next generation of dental technicians to utilize their dental knowledge with digital skills.

**Billy Goddard, CDT**  
*Owner and President of Premier Dental Arts, Kingsport, Tenn.*

Billy is a third generation dental laboratory technician. He attended Northeast State’s dental laboratory technician program and also earned his degree in business management. He is a certified dental technician and is recognized by the National Board for Certification in Dental Laboratory Technology. He spends much of his time working chairside with complex implant cases and immediate implant loading and leads and operates Premier Dental Arts, a full service dental laboratory that specializes in implants and digital technology.

**Megan Nakanishi**  
*Director of Operations Nakanishi Dental Laboratory, Inc. CDL, DAMAS, Bellevue, Wash.*

Megan joined Nakanishi Dental Laboratory in 2010 after graduating from Seattle University with a degree in business and economics. Proudly turning the company into a third-generation family business, Megan’s background makes her an asset in overseeing Nakanishi Dental Lab’s marketing, finances, client service teams and technology acquisitions. Megan is the current president of the Washington State Dental Laboratory Association, as well as a member of the board of directors of the National Association of Dental Laboratories.

**Mark D. Williamson CDT, DTG**  
*Senior Technical Manager for Ottawa Dental Laboratory, Ottawa, Ill.*

Mark is a Certified Dental Technician and a member of the Dental Technicians Guild. He was born and raised in the Chicagoland area where he accumulated 38 years of experience in dentures, implants, partials and ceramics. Mark’s certification is in full dentures and he is also a Kois Recognized Specialist from the Kois Center. He goes chairside to help clients with All on X conversions the day of implant surgery. Mark was the inaugural winner of the 2017 Panthera Master Cup and named CDT of the Year for 2019.

**Alexander Wuensche, CDT**  
*Owner, Zahntechnique, Inc., CDL, Miami, Fla.*

Alexander obtained his dental technician certification in 1999 in Germany. He completed an intensive technical rotation in dental laboratories of various specialties to develop a well-rounded depth of knowledge. Shortly thereafter, he founded his own boutique-style laboratory in Ravensburg, Germany. In 2009, Mr. Wuensche transitioned to Miami, Florida to join Zahntechnique, a full-service dental laboratory founded in 1970. In 2014, he and his wife, Danielle Wuensche, assumed ownership of Zahntechnique. Mr. Wuensche specializes in aesthetic and cosmetic restorations, complex implant reconstruction and digital workflows. His articles have been published in journals such as Compendium of Continuing Education in Dentistry, Inside Dental Technology, Journal of Dental Technology, Laboratory Management Today and ACP Messenger.
What does the product/service do?

Argen.com is a state-of-the-art website that allows you to easily manage your orders, payments, dongles, and more all in one place. For standard and digital orders, you can submit orders online, reorder items with the click of a button, view product technical sheets, track your packages, and manage returns and cancellations. Argen’s online Design Center also gives you the ability to submit design service requests using our proprietary Design Wizard, manage, comment on, and approve designs, download the full design case, and track the order. You also have the ability to view invoices online, make payments and even pick and pay specific invoices and amounts.

How does it save time and money?

Argen.com saves you time and money by providing an intuitive workflow and expediting a variety of tasks online that would traditionally require more extensive phone or email communication. With argen.com, you can manage your account and orders anytime, from anywhere. Our website is the most user-friendly and versatile ecommerce platform in the industry. It takes just minutes to set up your online account, and then you can easily navigate argen.com and handle account-related items in just a few clicks. We designed argen.com to be fast, easy, and efficient so there’s no extensive training required.

What is the differentiator from other products/services on the market?

Argen.com is the only platform that gives you direct access to such a wide variety of online tools and features. Its customer-centric interface and comprehensive tools make it easy for you to submit design requests, place orders, and manage your account. Additionally, Argen is the only 3Shape reseller to offer an online dongle renewal feature. This self-service portal lets customers proactively manage and renew their 3Shape dongle subscriptions so they can keep their systems up-to-date and avoid unnecessary downtime. The site is constantly evolving and new features are routinely added based on user feedback. Argen.com exclusively gives you autonomy and power over your account through an easy-to-use platform.
What does the product/service do?

The Implant Buddy driver set from Preat Corporation allows the dental technician to service 99% of implant cases. The Buddy includes both a short and long driver, short and long tapered bits (for a stronger connection) for the seven most popular prosthetic connections (for a total of 14 bits), and an attractive and compact design in order to provide more working space at the bench. Prosthetic connections included: Straight Driver, SCS Driver, UniGrip Driver, Hex 1.3mm/.050 inch, Hex 1.2mm/.048 inch, Hex 0.9mm/.035 inch, and Dynamic Angle Correction.

How does it save time and money?

Save time by knowing you are equipped with all the primary prosthetic connections required for a new or existing case. Color coded base and bits save the technician time when looking for the correct bit. Tapered bits provide a stronger fit and reduce the chance of losing expensive screws. The base and entire set is magnetized, keeping the driver bits in place and secure on your bench or surgical tray.

What is the differentiator from other products/services on the market?

WOW! features of the Implant Buddy by Preat include that each prosthetic connection is color coded for easy visibility and identification. The smart thumb knob is designed to go directly into your square drive torque wrench, no longer requiring the technician to transfer the bit from one tool to another. You can easily sterilize the entire Implant Buddy or the individual driver(s). By covering 99% of implant cases, the Implant Buddy truly is your Buddy at the Bench!

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

Pala Design Studio is the world’s first web-based denture design software. Developed by the dental experts at Kulzer and DENTCA, this online service allows doctors and dental laboratories to design cases for 3D printed formats in a simple and efficient way. So efficient, in fact, that designers will be able to design a case in 10-20 minutes and have the final STL file rendered in under an hour.

Pala Design Studio involves a five to six step design process (six steps if designing an immediate denture where tooth extraction functionality is involved), and automatically generates an ideal tooth setup for your case based on the teeth and gum shape and style chosen on the digital Rx form. Once you are satisfied with the teeth setup, submit the case for final generation. The final generation process takes approximately 30 minutes to one hour. Since this is web-based software, there is no need to wait for final generation to complete before starting a new design.

How does it save time and money?

With Pala Design Studio, multiple technicians can design cases simultaneously without any software installation required. In addition, new projects can be started while current cases are undergoing rendering, eliminating the need to wait for final generation to finish. Your lab will be able to maximize its output and production like never before. The result will be significant time savings and accuracy enhancements that will benefit dental practices, labs and patients alike. The technology also allows practices to require only two visits from their patients, compared to up to five visits with conventional dentures.

What is the differentiator from other products/services on the market?

- Faster and simpler web-based design process
- Multiple cases can be designed at the same time
- No software to install, no per user license cost or seat fee, and no dongle necessary
- Portability. Designs are in the cloud and accessible from anywhere where connectivity is available
- Design supervisors can access all of their lab’s designs from anywhere
- Teeth placement is more intuitive, less manipulation is required after the automatic placement
- Teeth adjustment is more user-friendly, adjustment of the tooth angle is easier, more natural looking
- Easier to adjust the vertical dimension in teeth placement

Kulzer, LLC.
(800) 431-1785
What does the product/service do?

REF-LINE premium denture teeth set a new bar for high-end dentures, partials and implant supported dentures. These European made teeth are formed from a new composite acrylic material that maximize strength while also providing excellent esthetics. The material is composed of pre-crossed-linked polymer and the matrix reinforced by inorganic nano- and micro-fillers. The warm, intensive cervical, light enamel color and diverse surface structure make the teeth look extremely natural and lifelike. Compared to conventional acrylic, the REF-LINE material offers improved resistance to the mechanical wear, good resistance to plaque adhesion, color stability, higher hardness, excellent polishing properties and good adhesion to denture base materials.

How does it save time and money?

With REF-LINE providing such high quality in terms of the esthetic look of the tooth, this saves time because no characterization is needed. Due to the design of the teeth and retention hole already in the posteriors, it allows for a faster setup, as well as less material needs to be removed. In the case of implant supported restorations, the retention hole allows for faster modelling and design of retention pins on implant bars. All of this is at an affordable price.

What is the differentiator from other products/services on the market?

Labs and dentists choose REF-LINE due to the high-quality material, esthetics and because of the natural look of the teeth. Compared to other teeth on the market, REF-LINE teeth have superior detailed surface structure, excellent lifelike anatomy, great color transitions and even have small minor irregularities making them look very natural. REF-LINE offers 18 different shades, including two bleach shades. Also, the teeth come in 42 different sizes, helping find a great match for every patient. Customers prefer this anatomy for their restorations because of the accuracy and esthetics it provides. Having an anatomic posterior tooth shape, with high level of detail on the occlusal surface looks and feel natural. Finally, the full digital libraries are available, making it easy to digitally design full arch implant and denture cases.

Primotec
(866) 643-3129
www.primotecusa.com

REF-LINE material offers improved resistance to the mechanical wear, good resistance to plaque adhesion, color stability, higher hardness, excellent polishing properties and good adhesion to denture base materials.
What does the product/service do?

TriLor® is a high-performance techno-polymer matrix with multi-directional glass fiber reinforcement. Lightweight and resilient, it is indicated for copings and substructures and utilized for permanent implant supported frameworks and clasp supported removable partial dentures. TriLor® exhibits natural flex and load parameters, making it the ideal replacement for unforgiving metal and zirconia frameworks. The versatility of this 510K certified polymer ensures a biocompatible alternative to metal and zirconia restorations.

How does it save time and money?

TriLor® and TriLor® Arch are proven cost and time savers; replacing labor intensive metal and heavy zirconia frameworks, this material is a turning point product for laboratories looking for innovative solutions to streamline their processes. Eliminate outsourcing, control the entire process and save outsourcing money. There are no prohibitive upfront costs to using this special product.

What is the differentiator from other products/services on the market?

TriLor®’s flexural strength of 540Mpa and the versatility of this product is outstanding; 98.5 and 95mm pucks are offered for use in most mills. The TriLor® Arch is the real differentiator in this polymer category, there is nothing like it on the market. A lab without digital technology can remove the barrier of entry into a typically digital substructure without purchasing a mill or a scanner. Our experts agree on TriLor® and TriLor® Arch:

“Seeing the fast-paced growth of our screw retained full arch business forced evaluation; we made a choice to be different and not use full zirconia on our screw retained full arch business. We zeroed in on TriLor® and it has been a game changer; it’s lightweight yet strong. TriLor® bonds with all of my restorations: Zirconia, E.Max®, GC Initial® Lisi, Gradia Gum and Harvest’s Temp Esthetic…it all works beautifully!”
—Frankie Acosta, Director of Operations, AA Dental Designs Inc, Murrieta, Calif.

“TriLor® is our substructure material of choice for Crystal® Ultra fixed hybrid dentures. TriLor’s® high flexural strength withstands the pressures caused by even the most challenging cases, while its ability to flex slightly acts as a shock absorber to reduce stress on patients implants. TriLor® also bonds extremely well with Crystal® Ultra, allowing us to produce full arches that most closely resemble the characteristics of natural dentition, while providing unmatched strength and durability. We have been using TriLor® as our primary substructure material for over three years and have fabricated over 2,000 full arch hybrids using TriLor®, with fantastic results!”
—Pete Villhard, CEO, Digital Dental, Scottsdale, Ariz.

Harvest Dental Products  
(800) 706-7599  
Harvestdental.com
Voices From the Bench: A Dental Laboratory Podcast

What does the product/service do?
Voices From the Bench is a weekly podcast bringing you interviews, discussions, news, and entertainment every Monday morning directly related to the dental laboratory industry. Co-Hosts Elvis Dahl (Somer Dental Laboratories, CDL in Zionsville, Ind.) and Barbara Wojdan (Knight Dental Group, CDL, DAMAS in Oldsmar, Fla.) talk to guests ranging from dental technicians from large labs and small labs, vendors, inventors, speakers, leaders, and everyone in-between. With over 80 episodes available and growing, all the episodes available any time you want, you are sure to find useful information that you can use in your career and laboratory.

How does it save time and money?
The podcast itself will not save you time or money, but there is a lot of content that you can hear that will. The goal is to strengthen the industry by bringing everyone together for the greater good. We believe that we are stronger together when we share experiences and ideas. The podcast is 100 percent free to all listeners and can be accessed at voicesfromthebench.com, all major podcast apps (Apple Podcast, Stitcher, Spotify, Google, and more), and on YouTube.

What is the differentiator from other products/services on the market?
There are many podcasts out there; many about dentistry. Voices From the Bench: A Dental Laboratory Podcast is the first one dedicated to our industry hosted by two people who are in their labs everyday doing the same work as the listeners. The two host’s passion for the growth and success of our industry was the motivating factor on why they created Voices From the Bench. The podcast is all about being informative, educational, and entertaining. Anyone can make arrangements to be on the podcast and share their passion by emailing your idea to info@voicesfromthebench.com.

Voicesfromthebench.com

The podcast is all about being informative, educational, and entertaining.
What does the product do?

Zirlux Acetal replaces traditional metal frameworks and weaker plastics for a variety of dental products. For cast partial frames, it provides comfort and stability, with optimal flexibility. It’s superior strength and durability combined with being hypoallergenic and highly stain resistant are ideal for bite splints and long-term fixed temporaries. Zirlux Acetal is a semi-flexible, tooth colored material ideal for partial denture frameworks and other metal free removable applications. This highly crystalline acetal copolymer possesses high tensile and flexural strength, fatigue resistance, low friction, low moisture absorption, and excellent dimensional stability.

How does it save time and money?

Since most labs do not make metal frameworks in-house, Zirlux Acetal is a cost-effective option as the work can be done right in the lab. This allows the lab to control the timing and quality of their work. The material can be digitally designed and milled in many table top milling machines. In most cases, one disc will accommodate two or more arches. Zirlux Acetal framework acrylic saddle areas can be realigned and repaired easily using typical lab materials and equipment. Zirlux Acetal makes esthetic, durable, metal free tooth borne removable partial dentures. The patient will appreciate the comfort, the ease of inserting and removing, the lack of a metallic taste, and no thermal conductivity when drinking cold or hot beverages.

What is the differentiator from other products/services on the market?

Zirlux Acetal is available in the most desired VITA shades. Lab technicians who work with the material appreciate that it adjusts and polishes effortlessly. The aesthetic nature of the product results in ideal blending capabilities in the mouth. Ultimately, it delivers superior strength, comfort and an authentic appearance making it the premier choice for labs, dentists, and patients alike. Zirlux Acetal’s rigidity and strength allow it to be supported primarily by the existing dentition.

Zahn Dental
(800) 496-9500
www.zahndental.com

Ultimately, it delivers superior strength, comfort and an authentic appearance.