

PATIENT GUIDE

Lost, cracked or badly fitting aligners

What to do the day a tray goes missing, cracks, or will not seat, so the plan does not lose weeks. · 30 Aug 2026

Trays get lost, cracked and occasionally refuse to fit. None of it is a disaster if you act the same day: go back to a set that fits, keep wearing it full time, and message us. The mistake that costs weeks is wearing nothing while you wait.

What to do

WHAT HAPPENED · WHAT TO DO TODAY

A tray is lost

Wear the previous set (that is why you keep it). If you are near the end of the week, we may tell you to move to the next set instead. Message us either way.

A tray has cracked

A small crack at the edge can usually be worn out for its remaining days. A split across a tooth cannot; go back to the previous set and message us.

A new tray will not seat

Use the chewing cushions for a few minutes, several times a day, for two or three days. If a gap remains between the tray and the teeth, go back to the previous set and message us.

An attachment has come off

Keep wearing the tray. Message us; we will replace it at a short visit.

A tray has been chewed by a pet or a toddler

Same as lost. Previous set on, message us.

Why going back works

The previous set fits the position your teeth reached last week and holds it there. Wearing it full time keeps every millimetre gained. A replacement tray takes a little while to arrive, and the previous set bridges that gap with nothing lost. Wearing nothing for a few days can undo enough that the next several trays no longer fit.

Message us if

- Any tray is lost or cracked, even if you have a backup on.
- A tray has not seated after three days of cushions.
- You have run out of trays before your next visit.

Call us on (09)520 1880 or email hello@milkkorthodontics.co.nz.

A tray that fits, worn full time, is never the wrong answer.