# Graphy Canada Provider Guide

Aligner planning and production for Canadian dental and orthodontic practices

Service information 15 October 2026

Choose full aligner production with planning included, or planning only for your own production workflow. This guide explains the laboratory fees and the steps to prepare your first case.

## Choose your service path

### Planning and production

Our Canadian lab supports treatment planning and manufactures your aligners. Packages cover a single or dual arch and start at CAD $799 per case, plus applicable taxes. Treatment planning is included; the CAD $200 planning-only fee is not added.

### Planning only

CAD $200 per case, plus applicable taxes. Includes record review, treatment planning, a portal treatment animation and an authorized manufacturing STL package. The STL package is released after payment is confirmed. This path is for practices arranging their own production.

## Review before you approve

Treatment-plan changes are free until you approve the plan, for both service paths. The included refinement cycles in production packages are separate from these pre-approval changes.

Your treating clinician selects the case, diagnoses, prescribes treatment, obtains informed consent, approves the plan and monitors the patient. Package limits describe laboratory service scope; they do not determine the clinical treatment.

## Start with a practice enquiry

Tell us your practice name, province or territory, role and service interest. You can ask about the service while continuing to use another aligner supplier.

**Ask the lab about your practice**

Use the public form or email for service questions only. Submit patient records and case messages through your approved secure clinical portal account.

# Production packages and lab fees

All fees are in Canadian dollars, per case, plus applicable taxes. These are laboratory fees for practices, not patient treatment prices. All production packages include planning and support a single or dual arch.

| Package | CAD per case | Trays per arch | Refinement cycles | Retainer sets |
|---|---|---|---|---|
| SMA Lite | $799 | 1–20 | 1 | 1 |
| SMA Moderate | $999 | 1–40 | 2 | 1 |
| SMA Complete | $1,299 | 1–80 | 2 | 2 |
| SMA Advanced | $1,599 | 1–120 | 100 | 2 |
| SMA Unlimited | $1,899 | 1–500 | 100 | 2 |

Tray ranges are per arch. Confirm how tray limits apply across the initial plan and refinements before ordering.

## Plan changes and refinement cycles

Plan changes are free until you approve. Included refinement cycles apply after the initial plan. Advanced and Unlimited each include 100 cycles; the SMA Unlimited name does not mean an unlimited number of cycles. Confirm the scope of each cycle with the lab before ordering.

## Retainers

One retainer set contains one upper and one lower retainer. Lite and Moderate include one set; Complete, Advanced and Unlimited include two sets. Additional sets are CAD $50 each, plus applicable taxes.

## Confirm your order terms

Ask the lab to confirm current production timing, shipping charges and delivery arrangements, package validity, refinement-cycle manufacturing scope and remake terms for your order. Confirm the applicable package and payment instructions before proceeding.

**View the current provider fee guide**

# Prepare your first case

Use this checklist with your practice team. Keep clinical records out of general email and the public enquiry form.

### 1 Confirm practice and account details

Have your practice name, location, clinical and administrative contacts, team roles and professional registration information ready. Request provider access using the link on our website.

### 2 Check your submission workflow

Tell the lab your scanner model or export route. Confirm supported file formats and the current list of required records before preparing or uploading a case. Do not assume every scanner or export is supported.

### 3 Confirm the service and order terms

Choose planning only or planning with production. Confirm timing, shipping, package scope and payment instructions with the lab. Your clinician determines whether a case is suitable.

### 4 Review through your approved portal

Use your approved account for clinical records, treatment-plan review and case messages. Request plan changes before approval. Your clinician approves the plan before fulfilment.

### 5 Follow the agreed fulfilment process

Confirm payment and follow the selected service through the portal. For planning only, the authorized STL package is released after payment confirmation. Your clinician remains responsible for ongoing patient care.

# Contact Graphy Canada

**providers@graphycanada.com**

**Practice enquiries and provider access**

Please include your practice name and service question. Do not send patient names, scans, health information or treatment details by email. An enquiry does not subscribe your practice to marketing.