

WARRANTY

In cases where a prosthesis is paid in full, we will make any necessary changes free of charge until three months from the initial delivery date. This does not apply to MediCare or Medi-Cal patients.

The warranty is void under the following conditions: if the prosthesis tears outside of normal wear and tear conditions, if the prosthesis is lost, if additional surgery changes the fit of the prosthesis, or if there is significant change to the contour of soft tissue requiring a new prosthesis to be made.

For orbital prostheses, the facial prosthesis warranty policy applies to the silicone component. The ocular component is covered under the warranty period of ocular prostheses.

Care of the Facial Prosthesis



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Properly caring for your auricular, nasal, or orbital prosthesis will increase both its appearance and your comfort while wearing it. Proper care also increases the longevity of your prosthesis.

PREPARING/APPLYING YOUR PROSTHESIS

Always wash your hands thoroughly before removing and/or cleaning your prosthesis

New patients should practice positioning the prosthesis several times in front of a mirror before applying adhesive to ensure accurate positioning.

Before applying your prosthesis, wash and dry your hands and the skin where the prosthesis will be placed. Clean your prosthesis with mild soap and warm water, then remove any oils from it and your skin by gently wiping with rubbing alcohol.

If adhesive is used with your prosthesis, apply a thin layer to the back side using a cotton swab. Never spray on adhesive, it can accumulate in unwanted areas and damage or discolor your prosthesis.

Position your prosthesis in the correct alignment and firmly press the edges against your skin to ensure a good fit.

REMOVING YOUR PROSTHESIS

Remove your prosthesis daily for cleaning, to prevent irritation of

Never use a blade or other sharp objects to remove your prosthesis and avoid yanking on the prosthesis

surrounding tissues, and to maintain good hygiene. Removing your prosthesis at night allows the area underneath to “breathe”, which helps maintain hygiene, and also prevents damage from occurring while sleeping.

For Adhesive-Retained Prostheses

Grab the thickest edge of your prosthesis and gently peel it away from your skin. If necessary, use a warm damp washcloth on the surface of your prosthesis to loosen the adhesive. NEVER use sharp objects to remove your prosthesis.

For Implant-Retained Prostheses

Carefully ease the magnetic components apart by tilting the prosthesis at an angle. Avoid yanking on the prosthesis, as this can exert excessive force on the implants.

CLEANING YOUR PROSTHESIS

For Adhesive-Retained Prostheses

Remove adhesive by gently rolling it off the prosthesis with your fingertips, using gauze or a textured cloth.

Clean your prosthesis with mild soap and warm water. Remove any traces of adhesive or oils by wiping the adhesive side with gauze or a textured cloth moistened with rubbing alcohol.

For Implant-Retained Prostheses

Carefully clean around each abutment with a soft-bristled brush (such as a children’s toothbrush) and soap and water.

If your prosthesis has an ocular component, remove it and clean it with soap and water. DO NOT use rubbing alcohol on the ocular piece as it will damage the surface of the eye. Replace the eye and squeeze the eyelids together to adjust the location.

CLEANING YOUR SKIN

Wash your face with soap and water after removing the prosthesis and remove any adhesive residue from the skin. Apply moisturizing lotion nightly to restore natural skin oils.

STORING YOUR PROSTHESIS

Store your prosthesis in a dark, dry, inconspicuous place out of the reach of children and animals. If you have an orbital prosthesis, store it in an upright position to protect the eyelashes.

PREVENTING MISHAPS

Report any irritation or inflammation to your prosthetist immediately

- Avoid extreme temperature changes, as these can cause adhesives to fail.
- Carry extra adhesive and prepackaged alcohol-soaked gauze squares or cotton balls for touch ups throughout the day
- To prevent color changes, avoid smoking, as nicotine will stain or yellow the prosthesis. Prolonged exposure to sunlight can cause the prosthesis’ color to fade. Avoid placing your prosthesis in pockets with items such as pens or makeup, which may stain it. Finally, avoid using strong solvents, such as xylene or benzene, to remove adhesive, as these may discolor your prosthesis in addition to damaging it or your skin.
- Be careful not to spill adhesives. Keep containers tightly sealed to prevent evaporation when not in use.

REPLACEMENTS

A silicone facial prosthesis will last approximately 1-3 years under standard wear and tear. Return to your anaplastologist annually for a checkup. When the prosthesis begins to get discolored or tear, make an appointment for a repair or replacement.