"Hey Doc, I know you told me there might be a little sensitivity, but nobody told me whitening would hurt like heck!

I can’t do this... I just want my money back."
Sensitivity (and sometimes downright pain) has been by far the most common negative side effect of teeth whitening – including both at-home and in-office whitening.¹⁻⁷ Millions of people have refrained from or discontinued whitening simply because of the discomfort.¹⁻⁷ As dentists, we hear this from people wherever we go, and especially in our dental practices.

Some attempts at eliminating sensitivity have resulted in whitening systems that didn’t get teeth white. Some have resulted in whitening system claims of no sensitivity, when in fact sensitivity was not at all reduced.⁸⁻¹² Recommended methods of preventing and treating whitening sensitivity abound, yet when dentists try these methods, often they find little or no benefit.⁸⁻¹² The causes of whitening sensitivity seem to be misunderstood by most, and methods of treating sensitivity are equally misunderstood.

**1. DENTINAL HYPERSENSITIVITY (DH)**

DH is sometimes associated with genuine pathologic conditions such as caries, occlusal trauma, cracks in teeth, leakage under faulty restorations, etc. However our concern in this paper is dentinal hypersensitivity due to teeth whitening.

The predominant theory of DH states that pulpal sensitivity is mediated by a “hydrodynamic mechanism”¹⁰⁻¹⁷ A stimulus (thermal, mechanical, evaporative or osmotic/chemical) applied to dentin can increase the flow of dentinal tubular fluid within the tubules (either inward or outward).¹⁻¹⁵,¹⁸,¹⁹ Flow of tubular fluid mechanically creates pressure or tension on the pulp, resulting in deformation of the cell membranes of A-delta nerve endings, which are mainly located at the periphery of the pulp at the inner surface of the dentin.¹⁻¹⁴,²⁰⁻²⁴ (Fig. 2)

The term “hydraulic conductance” refers to the ease with which fluid flows through dentinal tubules.²⁵⁻²⁶ Obviously, the easier dentinal tubular fluid flows, the more and more often it flows, resulting in acute dentinal hypersensitivity.²⁵⁻²⁶ Ideally, dentinal tubules should routinely have naturally-formed smear plugs blocking or plugging the entrance to the tubules,²⁵ thereby effectively reducing the tubular flow (conductance). (Fig. 1) When dentinal tubule smear plugs are lost, the hydraulic conductance increases a whopping 32-fold,²⁵,²⁷ resulting in potential for intense dentinal hypersensitivity. (Fig. 2)
**Effects of an Acidic Diet**

It is a fact that different people have different diameters of dentinal tubules\(^{26,28}\) and different degrees of flare of the orifices of those tubules.\(^{25}\) Genetically, some have dentinal tubules twice the diameter of others.\(^{25,28}\) Acids not only decompose smear plugs and enlarge the inner diameter of the dentinal tubule, but they cause the orifice of the dentinal tubule to flare like a trombone.\(^{25,27}\) (Fig. 3 & 4)

Low salivary pH and an acidic diet (frequent consumption of fruits and fruit drinks, sodas, sports drinks, acidic wine, etc.) have long-term negative effects on dentinal tubules by enlarging the diameter and flaring the orifice of dentinal tubules.\(^{1,25,27}\) (Fig. 4)

The larger the diameter of a tubule is, and the more the orifice flares, the easier it is to dislodge the tubular plug, and the more difficult it is to re-plug the dentinal tubule.\(^{26}\)

We have long known that people who eat significant amounts of acidic foods have more sensitivity.\(^{1,25,27}\) It is no surprise that statistically, patients with dentinal hypersensitivity tend to have dentinal tubules that are twice the diameter\(^{25,28}\) and often have very flared orifices compared to those who do not experience hypersensitivity.\(^{25}\)

**Peroxides Dislodge Smear Plugs**

The aggressive “oxygenation” phase of any whitening system results in the physical removal of smear plugs. (Fig. 5) Without smear plugs, hydraulic conductance of dentinal tubular fluid goes up 32 fold,\(^{26,27}\) and whitening gels can now intimately contact tubular fluids, resulting in a strong osmotic “pull” on the tubular fluid.

**Whitening Gels Create an Osmotic Gradient**

All whitening gels are hypertonic, with osmolalities varying from 4,900 mOsm/kg to 55,000 mOsm/kg, compared to only 290 mOsm/kg of dentinal tubular fluid.\(^{1,16}\) This means that whitening gels range from 17 to 190 times higher osmolality than dentinal tubular fluid.

The greater the osmolality of the whitening gel, the stronger the osmotic gradient between the gel and tubular fluid, the stronger the osmotic “pull” on the dentinal tubular fluid,\(^{14,16,17,29-31}\) and the more discomfort is felt by the patient.\(^{1,14,16,29-33}\) (Fig. 6)

Anhydrous and acidic pH whitening gels are more chemically stable,\(^{16}\) however both anhydrous and acidic gels have osmolalities that are up to eleven times greater than 100% aqueous and neutral pH gels.\(^{14,17,29-31}\) To avoid the costs of constant refrigeration, it is common for whitening product companies to use anhydrous gels and add acidifiers such as phosphoric acid to lengthen the shelf life.\(^{16}\)

The more acidic and the more anhydrous the whitening gel is, the stronger the osmotic gradient is,\(^{14,29-31}\) the more forceful is the outward flow within the tubule,\(^{14,16,29-31}\) and therefore the more acute the discomfort may be for the patient.\(^{1,14,16,17,29,30,33}\)

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**Fig. 3 – Smear plugs are present in dentinal tubule orifices. Tubules have not been enlarged by acid challenges.**

**Fig. 4 – Chronic acid challenges from acidic fruits, juices, sodas, sports drinks, acidic wine, etc., have removed the smear plugs, enlarged the inner diameter of the dentinal tubules and flared the orifices of the tubules.**

**Fig. 5 – The aggressive “oxygenation” of the whitening gel is dislodging smear plugs from the orifices of dentinal tubules. The higher osmolality whitening gel is osmotically drawing tubular fluid out of the tubules, initiating the hydrodynamic mechanism and creating sensitivity and discomfort.**

**Fig. 6 – The aggressive “oxygenation” of the whitening gel has removed smear plugs from the orifices of dentinal tubules. The higher osmolality whitening gel is osmotically drawing tubular fluid out of the tubules, causing sensitivity and discomfort initiated by the hydrodynamic mechanism.**
Furthermore, acid in whitening gels more aggressively removes existing smear plugs within dentinal tubules, fostering more tubular fluid flow and even more sensitivity.27

**Peroxide Becomes More Acidic as it Decomposes**

As peroxide decomposes, in addition to the formation of oxygen, oxygen ions and radicals; hydrogen ions are thrown off.34 Hydrogen ions create acidity (the designation pH refers to “potential of Hydrogen”, and is a measure of the concentration of hydrogen ions).34 This process can quickly cause an initially neutral gel to become acidic even down to a pH 3, further causing the problems noted above.

### 2. ZINGERS

During and/or soon after whitening, the patient may experience what feels like a sharp, immediate, intense “lightening bolt”, right down the length of an individual tooth. The patient may even describe this pain as a “cracking” electric shock. This tends to be spontaneous, for no apparent reason. It feels as if it starts at the incisal edge, and extends fully into the tooth.

Zingers usually occur in the smaller teeth – most often incisors and cuspids. They tend to occur in the same few teeth, over and over.

**Peroxide Enters the Pulp**

It has been shown that molecular hydrogen peroxide (H2O2) enters the pulp tissue during and after whitening.1,35-45 (Fig. 7) Contrary to what many of us were taught years ago, enamel is not nearly impervious.1 In fact, it is now considered a semi-permeable membrane.1 All teeth have “little highways” through tooth structure that allow low molecular weight hydrogen peroxide to enter the pulp.1,35-45 (Fig. 7) These aberrations (“little highways”) are formed naturally (enamel lamellae) or are acquired (cracks and craze lines).

**Our Bodies Manufacture Hydrogen Peroxide**

Our own bodies constantly produce large amounts of hydrogen peroxide and other oxidative chemicals, primarily in the mitochondria, during oxygen metabolism.46-50 The average adult human body produces about 650mg of hydrogen peroxide per day via oxygen metabolism.51 Two whitening trays with reservoirs, with 16% carbamide peroxide contain a total of only about 6.5mg of peroxide.51 This means that our own bodies manufacture approximately 100 times more peroxide every day than the amount that is put into upper and lower whitening trays.

If this large amount of daily endogenous hydrogen peroxide were allowed to continuously break down to strongly reactive oxygen species (such as free radicals) throughout our bodies, it would wreak havoc on our tissues.51,52 To protect against constant radical formation from the breakdown of peroxide, the body manufactures protective anti-oxidant enzymes including Catalase,53-55 superoxide dismutase, hemoglobinase-1 and glutathione peroxidase.46,52,56,57

In the presence of these anti-oxidant enzymes, hydrogen peroxide is forced to break down to only water and molecular oxygen, instead of ions and radicals.52 This is precisely why hydrogen peroxide that enters the tooth pulp does not cause permanent damage.35,46,47,51-60

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**Fig. 7 – Molecular hydrogen peroxide may enter the pulp during and after whitening through developmental or acquired aberrations through the enamel and dentin. The anti-oxidant enzyme Catalase present in the pulp breaks down the hydrogen peroxide to water and molecular oxygen. The formation of oxygen creates an instantaneous bubble in the pulp immediately increasing the intrapulpal pressure, aggressively distorting and stimulating the neurons of the pulp, creating a sharp painful “zinger” that lasts only seconds before the intrapulpal pressure dissipates.**

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Both gingival crevicular fluid and saliva contain high levels of peroxidase.\textsuperscript{16,48-50,61} To illustrate the effectiveness of peroxidase, salivary peroxidase alone can decompose 29mg of peroxide (4.5 times more than found in two whitening trays) per minute.\textsuperscript{51} There is therefore no concern about swallowing small amounts of peroxide gels.\textsuperscript{51}

Catalase, which is always found in the dental pulp,\textsuperscript{35,53-55,62,63} is a very efficient enzyme molecule, and each Catalase molecule is capable of instantly breaking down several million molecules of hydrogen peroxide to water and molecular oxygen.\textsuperscript{64}

A common example of the effects of Catalase and peroxidase that most have observed is the bubbling seen when liquid hydrogen peroxide is poured into a cut. Hydrogen peroxide bubbles immediately upon contact with exposed bodily tissues and fluids. This reaction is due to the anti-oxidant enzymes such as Catalase\textsuperscript{55-57} and peroxidase within tissues and tissue fluids, which decompose the hydrogen peroxide to water and oxygen on contact.

**DR. ROD KURTHY’S HYPOTHESIS OF ZINGER-TYPE WHITENING SENSITIVITY ETIOLOGY: (Fig. 7)**

**FACT:** Molecular hydrogen peroxide (H\textsubscript{2}O\textsubscript{2}) enters the pulp during and after whitening through developmental or acquired aberrations in enamel and dentin.\textsuperscript{1,35-45}

**FACT:** Catalase is always found in the pulp.\textsuperscript{35,53-55,62,63}

**FACT:** When hydrogen peroxide comes into contact with Catalase, the hydrogen peroxide is instantly decomposed to water and oxygen gas.\textsuperscript{35,52,55-57}

**HYPOTHESIS:**
Because the pulp is housed in a rigid chamber inside the tooth, incapable of expanding, the instantaneous expansion of oxygen bubbles creates a very significant spike in intrapulpal pressure.\textsuperscript{14} This instantaneous spike in pressure deforms the membranes of virtually all pulpal neurons simultaneously, resulting in instant, intense pain throughout the entire pulp, feeling like a sharp electrical shock.\textsuperscript{14} (Fig. 7) The pressure quickly dissipates and equalizes, the deformation of the pulpal neurons ceases, and pain is gone. This hypothetical model perfectly describes the “zinger” type event.

**PULPAL INFLAMMATION CAUSED BY BLEACHING LIGHTS AND LASERS**

Whitening lights and lasers have been found to have no positive effect on teeth whitening results.\textsuperscript{55-86} When combined with higher concentration hydrogen peroxide, whitening lights and lasers were found to enhance pain\textsuperscript{16,17,73,76,77,84} and Substance P formation within the pulp, resulting in significantly higher pulpal inflammation and pain\textsuperscript{14,87} than when no lights or lasers were used.\textsuperscript{88} Substance P is a neuropeptide released by pain transmitting neurons to communicate with each other. Its function is to cause pain and inflammation.\textsuperscript{14,87,88}

For a full explanation of the science related to whitening lights and lasers, including their significantly negative effect on the dental pulp, see the KöR Science Paper, *The Myth of Whitening Lights and Lasers*, by the same author.

**CURRENT DESENSITIZING METHODS**

There are two general categories of desensitizing product action:

1) **Occlusion of dentinal tubules**
   By occluding (plugging) dentinal tubules, movement of intratubular fluid flow is prevented, and sensitivity is therefore prevented or ceased\textsuperscript{1,14,89} [treating the cause of sensitivity]. (Fig. 1)

2) **Neuronal suppression**
   Chemical effect on pulpal neurons reducing the ability of pulpal neurons to fire.\textsuperscript{1} [treating the symptoms of/masking sensitivity].
Modifying bleaching gels
In the past, several companies have altered whitening gels with intent to reduce sensitivity. What dentists have found is either:
1) these gels did reduce sensitivity, but also did not whiten teeth well
2) the claims of reduced sensitivity were false.8

Fluorides
Stannous and sodium fluoride combine with salivary calcium to create a precipitation of insoluble calcium fluoride within dentinal tubules.90 The process of occlusion of tubules via use of fluoride requires extended treatment times and often never fully occludes tubules or cures sensitivity completely. Most dentists have not had remarkable results because of the very slow process of precipitation.

Use of fluorides in trays, as well as brushing with prescription strength fluoride for several weeks prior to whitening, during whitening, and after whitening has had some level of success, although rather minimal and unpredictable.91,92

ACP
Amorphous Calcium Phosphate has primarily been discussed regarding remineralization of enamel, not dentin. The growth of inorganic hydroxyapatite within the fairly organic matrix of dentin is highly questionable.12,93,94

Even if ACP were to actually promote mineralized formations within dentinal tubules, this process would not be immediate. The action of ACP in enamel is more of a “growth of hydroxyapatite” instead of a rapid occlusion of tubules.

Use of ACP has not been met with wide-spread reports of desensitizing success with whitening.12,93,94

Potassium Nitrate
Potassium nitrate does not occlude tubules and does not reduce tubular flow.95 It is theorized that it may reduce nerve excitability (inhibit re-polarization of pulpal neurons),1 however the efficacy of potassium nitrate, having been around for decades, has not been strongly supported in the literature.1,9,91,92,95-99 To have an effect, potassium nitrate must migrate through dentinal tubules into the pulp,1 which takes extended time.

Potassium nitrate has been unpredictable, seemingly effective on some, partially effective on some, and ineffective on some.1,99 Though potassium nitrate may reduce sensitivity in some individuals, it simply masks pulpal inflammation and does not eliminate it.

Addition of Desensitizers to Whitening Gels
Some whitening gels are manufactured with fluoride, potassium nitrate and/or ACP mixed into the whitening gels.9,10,12 Studies have not shown reduction of sensitivity from the addition of these substances into whitening gels.8,12

Precipitation of calcium fluoride requires access to salivary calcium, which is excluded by whitening gel. Any effect by fluoride and ACP is a slow “growth” type process, which is interrupted by the aggressive chemistry and oxygenation process, as well as the outward flow of dentinal tubular fluid during whitening.

Potassium nitrate must migrate through the dentinal tube to the pulp to have any positive benefit.1 Whitening gels create an osmotic gradient resulting in outward flow within the dentinal tubules AWAY from the pulp.11,14,20,31 For potassium nitrate to reach the pulp during whitening, it would have to move through the tubule against the outward flow (like trying to swim upstream).14,20,31 Potassium nitrate mixed within the chemistry of whitening gel has been shown to be ineffective.9,99

The chemical and aggressive oxygenation environment during whitening, as well as the outward flow of dentinal tubular fluid, is not conducive to the intended results of desensitizers of any type. Use of desensitizers is effective only before and/or after whitening, but not when mixed into the whitening gel itself.8,11,12
Solutions to teeth whitening sensitivity include the following:

1. Creation of whitening gels with the lowest osmolality possible, to reduce the osmotic gradient between whitening gel and dentinal tubular fluid, thereby reducing intratubular flow and sensitivity.\(^{1,14,15,29-31}\)
   a) Whitening gels should not only be aqueous,\(^6\) but 100% aqueous. To extend shelf life and gel stability during storage, constant refrigeration must be used instead of the use of anhydrous gels.
   b) Whitening gels should be entirely neutral or even slightly alkaline.\(^{16,27}\) To extend shelf life and gel stability during storage, constant refrigeration must be used instead of adding acidifiers like phosphoric acid to whitening gels.

2. Prevention of dentinal hypersensitivity during whitening with rapid, aggressive occlusion of dentinal tubules, before and after each whitening activity instead of treating symptoms after they occur. Reinforcement of tubular smear plugs immediately prior to whitening, and rapid, aggressive replacement of any smear plugs lost during the oxygenation of whitening immediately after each whitening session results in predictability of success.\(^{14,25,89}\)

3. Prevention of zinger type whitening sensitivity with rapid, aggressive occlusion of enamel and dentin aberrations before, and after each whitening activity.

4. Use of desensitizer before and/or after whitening, but not mixed in with the whitening gel itself.\(^8-12\)

5. Avoidance of whitening lights or lasers. Numerous studies have proven the ineffectiveness of lights and lasers.\(^{65-71}\) With the ability to predictably accelerate whitening gels via pH and chemical acceleration,\(^{69,70}\) there is no need to consider the use of potentially harmful whitening lights or lasers.\(^{14,16,17,30,38}\)

6. Use of buffering agents to stabilize the neutral pH of whitening gels during decomposition in the mouth, preventing the natural tendency of peroxides to rapidly become acidic.

**KÖR WHITENING SENSITIVITY SOLUTIONS**

Evolve Dental Technologies is the first teeth whitening company to refrigerate a full line of whitening gels from the instant of manufacture until received cold by the dental office. Stabilization via refrigeration allows the whitening gels to be formulated with the lowest osmolality possible by using 100% aqueous gels and no acid content whatsoever.

The obvious benefit is the lowest possible osmotic gradient between KöR Whitening gels and the dentinal tubular fluid, the least amount of intratubular fluid flow, and therefore the least potential for sensitivity.\(^{1,14,15,29,32,33}\)

Dr. Kurthy’s research indicates that rapid profound closure of dentinal tubules, immediately before and after whitening procedures, results in the most predictable whitening sensitivity control possible. (Figs. 11a & 11b)

**OXALATE BASED DESENSITIZING**

KöR Complete™ Desensitizer is a unique potassium oxalate desensitizer that strongly bonds to the highly mineralized enamel (96% hydroxyapatite) and peritubular dentin (92-93% hydroxyapatite) to provide immediate and profound closure of open dentinal tubules with no reduction in whitening effectiveness whatsoever. (Figs. 8,10a,10b,11a, & 11b)

Unlike typical oxalate desensitizing products that simply “clog up” the open orifices of dentinal tubules, KöR Complete reacts with and strongly bonds to the hydroxyapatite molecule in tooth structure via a chelation reaction, forming a durable compound of calcium oxide salt crystals fused to peritubular hydroxyapatite 7-12μ deep within dentinal tubules. (Figs. 11a & 11b)
KöR desensitizers are used in the dental practice immediately before and after any in-office whitening session. They are not mixed in with the whitening gels. Desensitizer is also included with all at-home whitening kits, dispensed to patients to use daily after each at-home whitening to re-plug any tubules that may have been opened by the oxygenation process of whitening.²⁰²² (Figs. 5,10a,10b,11a & 11b)

**Fig. 8** Mineral (Hydroxyapatite) Content Percentages of Dental Hard Tissues

<table>
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<tr>
<th>Tissue Type</th>
<th>Hydroxyapatite Content Percentage</th>
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<tbody>
<tr>
<td>Enamel</td>
<td>≈ 96% hydroxyapatite (no collagen fibers or other proteins)¹⁰¹</td>
</tr>
<tr>
<td>Peritubular dentin</td>
<td>≈ 92-93% hydroxyapatite (no collagen fibers or other proteins)¹⁰¹</td>
</tr>
<tr>
<td>Intertubular dentin</td>
<td>≈ 70% hydroxyapatite (collagen fibers and other proteins found throughout)¹⁰¹</td>
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**Fig. 9** – SEM of dentinal surface. Note the highly mineralized peritubular dentin (≈ 92-93% hydroxyapatite with no collagen fibers or other proteins) surrounding open dentinal tubules.


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**Fig. 10a** – SEM photograph showing opened dentinal tubular orifice (loss of smear plug). Hydraulic conductance is 32 times greater than occluded tubules; tubular fluids are exposed to various stimuli capable of creating tubular fluid flow, resulting in tooth sensitivity and pain.

**Fig. 10b** – SEM photograph of open dentinal tubule – note peritubular dentin and intertubular dentin.
KöR Complete has also been shown to bond to and within the natural enamel lamellae (developmental “cracks” through enamel, sometimes extending into dentin). Given the known ability of KöR Complete to strongly fuse to and seal enamel lamellae, it is believed that it also fuses to and within acquired craze lines and cracks in enamel.

With its ability to fuse to hydroxyapatite of enamel and dentin, KöR Complete forms a microscopically thin layer of calcium oxalate crystals over all tooth structure. Calcium oxalate crystals are snow-white, and therefore may even slightly increase the whiteness achieved during whitening procedures.

In addition to use with whitening procedures, KöR Complete Desensitizer has been shown to be a uniquely profound and durable desensitizer for virtually any clinical requirement, including treatment of generalized and localized tooth sensitivity; post periodontal surgery and hygiene; and under temporary/provisional restorations.
KÖR® DUAL-ACCELERATED, TRI-BARREL® HYDREMIDE® PEROXIDE

With the use of a revolutionary Dual-Accelerated, Tri-Barrel™ Hydremide® Peroxide technology, the KÖR in-office whitening gels are chemically accelerated in two distinctly different ways, maximizing the effectiveness of the gels without the discomfort and potentially negative pulpal effects of a whitening light or laser.

This Tri-Barrel approach also enables the use of buffering agents that not only maintain a constant neutral pH throughout the whitening procedure, but also maintain the rapid effectiveness of the gels throughout the procedure. Remember, acidic pH stabilizes the whitening gel, and therefore slows its effectiveness. By maintaining a neutral pH throughout the breakdown of peroxide on the teeth, the whitening gel instability is maintained and whitening continues to progress quickly throughout the procedure.

There is currently no effective whitening system that can claim “no sensitivity”, however with the meticulous scientific approach discussed in this paper, both the incidence and severity of whitening related sensitivity has been greatly reduced by the KÖR desensitizing approach, and in the majority of cases virtually eliminated.

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