

# FOREO

## ISSA™

### FULL USER MANUAL & WARRANTY INFORMATION

#### A REVOLUTIONARY TOOTHBRUSH THAT CARES FOR YOUR SMILE

Congratulations on taking the first step towards getting a whiter and brighter smile by acquiring this FOREO device. Before you begin to enjoy all the benefits of sophisticated dental technology in the comfort of your home, please take a few moments to look through this manual. This product is intended for personal use. The user must be able to read the user manual.

 **WARNING:** No modification of this equipment is allowed.

Intended use: the ISSA™ electric toothbrush is intended for use as a toothbrush to promote overall oral hygiene, including to clean and remove stains on teeth. The silicone bristles maintain the hygienic elements of the brush by resisting bacteria buildup. The soft silicone brush head is also gentle on the teeth and gums, and provides a comfortable gum massage.

#### ISSA™ OVERVIEW

The ISSA™ is the world's first electric toothbrush made completely out of silicone. Through the revolutionary combination of high-intensity pulsations with silicone bristles, it delivers complete oral care that removes plaque, prevents cavities, breaks up stains and cleans the gums in a uniquely gentle way that does not damage tooth enamel or cause gum recession. Plus, the specially designed wider brush head can brush both the teeth and gums together in just one stroke. The ISSA™ is meant to be used in the exact same way as a manual toothbrush with the best results coming from using it for at least 2 minutes twice a day.

#### IMPORTANT


##### REPLACING ISSA™ BRUSH HEADS

Please read this section carefully and follow instructions exactly in order to correctly replace your brush head without causing damage to the device.

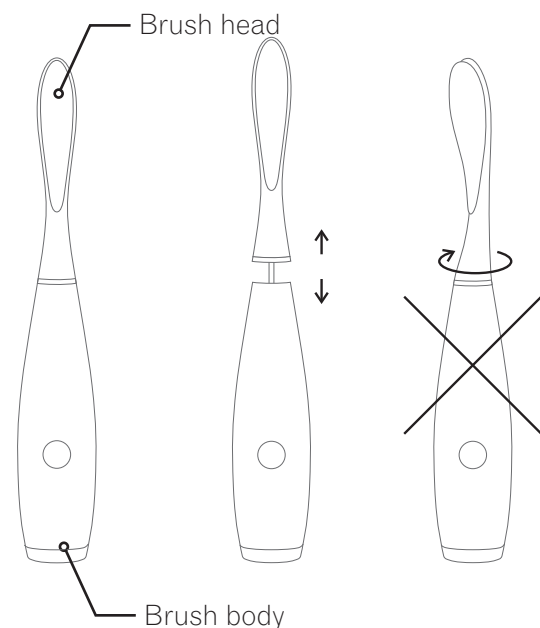
Use only FOREO's ISSA™ brush heads with your device.

**WHEN REMOVING BRUSH HEAD, DO NOT TWIST BRUSH HEAD AND HANDLE.**

Pull the used brush head upward and insert the replacement until gap is not visible between brush head and handle. Do not twist at any time.

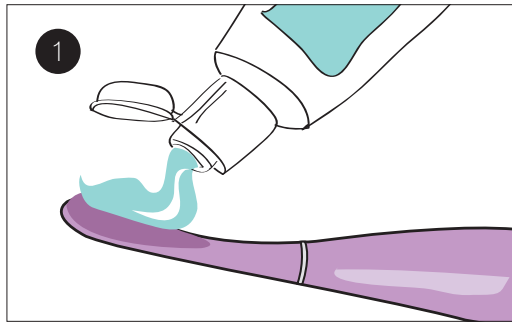
 **WARNING:** Detachable parts (brush heads) may lead to the following:

- Allergy symptoms
- Damage to existing injuries

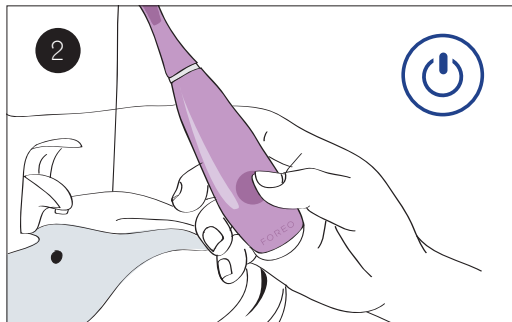


## USING YOUR ISSA™

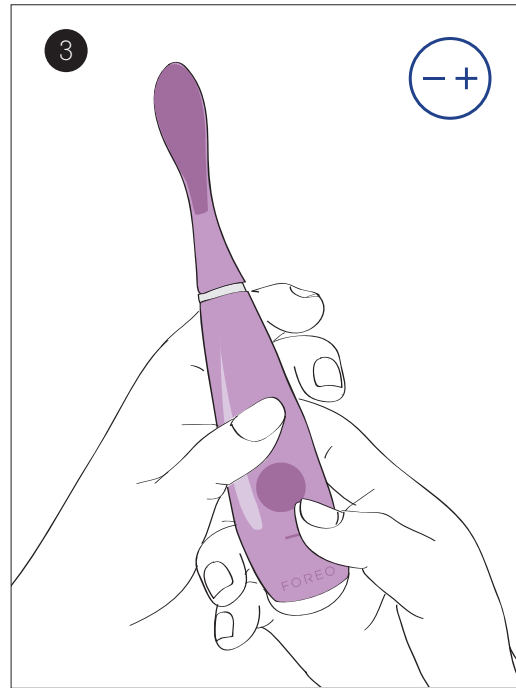
Brushing with the ISSA™ will be super gentle, but that's exactly how it's supposed to feel. Just make sure to keep at it and **use the ISSA™ as if brushing with a manual toothbrush.**



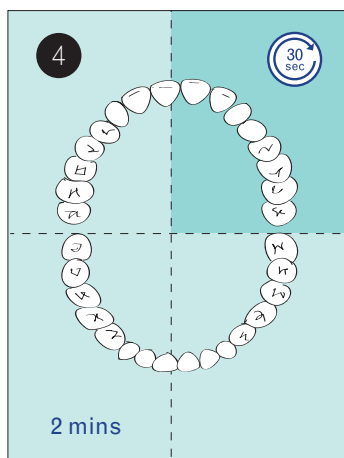
1. Use your regular toothpaste.



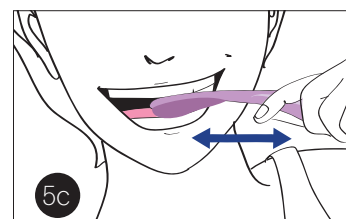
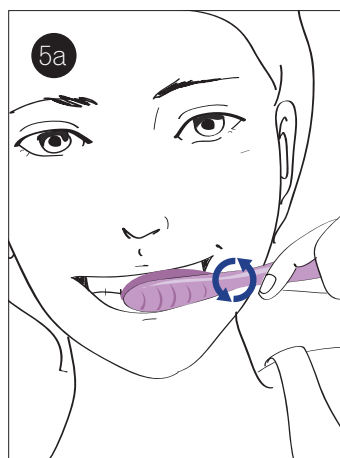
2. Press center button to turn on. While pressing the center button, LED light will flash.



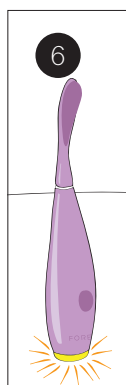
3. Adjust to your preferred intensity by pressing + or – buttons.



4. Every 30 seconds pulsations will pause, indicating it's time to move to the next quadrant of the mouth.



5. Brush each quadrant of the mouth in the same way as a manual toothbrush with the following technique: use wide, circular movements from the edges of the teeth to the gums on the inner, outer, biting and chewing surfaces, going back and forth horizontally.



6. After 2 minutes, the pulsations will pause 3 times and the LED light will flash, signaling the end of the recommended brushing routine (you may continue brushing your teeth longer if you wish).

7. Press center button to turn off and rinse device with warm water. While pressing the center button, LED light will flash. After 3 minutes, the ISSA™ will automatically turn off.

8. After brushing your teeth with the ISSA™, floss teeth and use mouthwash for a complete dental-care routine.

If you find any blood on the brush surface, please clean the device with water or silicone cleaning spray. If you experience any discomfort when using your FOREO device, discontinue use immediately and consult a physician.

## CHARGING

Charge your FOREO device before first use.

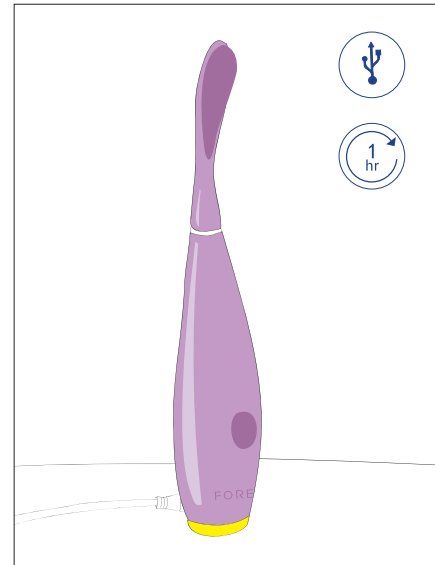
Plug the charger into an electrical outlet/USB charging port. The indicator will flash repeatedly when the device is charging, a process that should take around 1 hour. When the battery is full the indicator will emit a steady glow.

When the battery is low the indicator will flash repeatedly. When the rechargeable battery is empty, the motor will stop. Charge as normal.

Do NOT use your FOREO device while charging, and do NOT charge for more than 24 hours.

Your device can last up to 365 uses on a full charge. The charging time is 1 hour at 5 V and 400 mAh with a rated power of 1.55 W. Only use the FOREO USB charging cable. Remove the USB charging cable after the device is fully charged.

The ISSA™ battery cycle life is 5 years.



## CLEANING, STORAGE AND SAFETY

### CLEANING YOUR DEVICE

Applies to: brush head (upper part) and brush body (lower part).

Clean your device by washing the brush surfaces with warm water while running your fingers through the bristles. We recommend spraying the device with FOREO's Silicone Cleaning Spray and rinsing with warm water afterwards for optimal results. Allow device to air-dry.

Never use cleaning products containing alcohol, petrol or acetone.

### MAINTENANCE AND SAFETY

Avoid using toothpastes with bleach on your device.

If you experience any discomfort when using your FOREO device, discontinue use immediately and consult a physician.

If you are undergoing treatment for any oral condition, consult your dental professional prior to use. People with dental implants and restorations (caps/crowns, bridges and fillings) are able to use this device. If you have specific concerns, please consult your dental professional for further advice.

This device is not intended for children under the age of 5. Proper supervision and instructions for safe use should be given to children, as well as those with reduced physical and mental abilities. Children should never play with the device.

Only use the charger supplied with the device and do not use charging cord if damaged as this may cause fire, electric shock or injury. Use this product only for its intended use as described in this manual. Do not use attachments which are not recommended by the manufacturer. The company's equipment is not subject to other devices with electromagnetic interference and won't produce electromagnetic interference to other devices.

Avoid leaving your device in direct sunlight and never expose it to extreme heat or boiling water (fireplaces, heaters, hot water bottles, etc.).

Environmental conditions for use:  
 Temperature: 5° to 40° Celsius  
 Humidity: 40% to 80%  
 Atmospheric pressure: 800 to 1,060 hPa

Environmental conditions for storage and shipping:  
 Temperature: -10° to 50° Celsius  
 Humidity: 30% to 80%  
 Atmospheric pressure: 500 to 1,060 hPa

## TROUBLESHOOTING

**Precautions to be taken in the event of changes in the performance of the ISSA™**

**The ISSA™ is not activated when pressing the center button?**

- Battery is empty. Recharge your ISSA™.
- Interface is locked. Unlock it by holding down + and – buttons together.

**The ISSA™ cannot be switched off and/or interface buttons do not respond?**

- Microprocessor is temporarily malfunctioning. Connect the charging cable to restore function to normal.

**The ISSA™'s light does not blink when charger is connected?**

- Battery is fully charged, ready for up to 365 full cleaning routines.
- Battery is drained and will require several minutes to acknowledge charging cable.
- Charging cable is not properly connected. Check electrical outlet/USB socket and charging port.

**The ISSA™ has fallen into water and the charging port is wet?**

- Dry off and continue use. The ISSA™ is completely waterproof and the charging port is fully sealed.

If you experience any other problems with your FOREO toothbrush device, or if you have any questions regarding its operation, please visit the Customer Care section of [www.foreo.com](http://www.foreo.com) and fill in the Help Desk form.

## WARRANTY TERMS AND CONDITIONS

### 2-YEAR LIMITED WARRANTY

FOREO warrants this device for a period of TWO (2) YEARS, after the original date of purchase, against defects due to faulty workmanship or materials. If you discover a defect and notify FOREO during the warranty period, FOREO will, at its discretion, replace the device free of charge.

The warranty covers working parts that affect the function of the device. It does NOT cover cosmetic deterioration caused by fair wear and tear or damage caused by accident, misuse or neglect. Any attempt to open or take apart the device (or its accessories) will void the warranty.

Claims under warranty must be supported by reasonable evidence that the date of the claim is within the warranty period. To validate your warranty, please keep your original purchase receipt together with these warranty conditions for the duration of the warranty period.

To claim your warranty, you must first register and log in to your account on [www.foreo.com](http://www.foreo.com), then select the option to make a warranty claim. You will be sent a Return Merchandise Authorization (RMA) number which should be returned with the FOREO product to your nearest FOREO office. Shipping costs are non-refundable. This undertaking is in addition to your statutory rights as a consumer and does not affect those rights in anyway.

### 10-YEAR QUALITY GUARANTEE

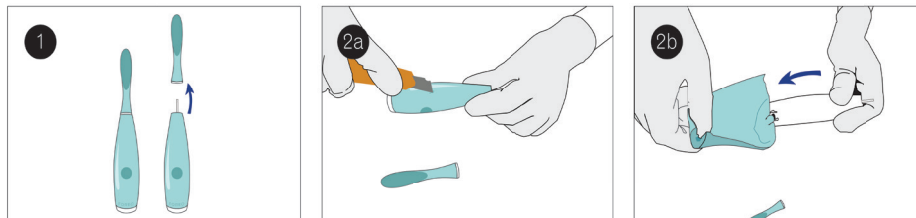
As a continuation of the terms of FOREO's TWO (2) year limited warranty, FOREO's TEN (10) year quality guarantee makes owners eligible to purchase a new device from [www.foreo.com](http://www.foreo.com) for 50% of the listed price. See the Customer Care section of [www.foreo.com](http://www.foreo.com) for full terms and conditions.

\* 2-Year Limited Warranty and 10-Year Quality Guarantee do not apply to Replacement Brush Heads.

## BATTERY REMOVAL

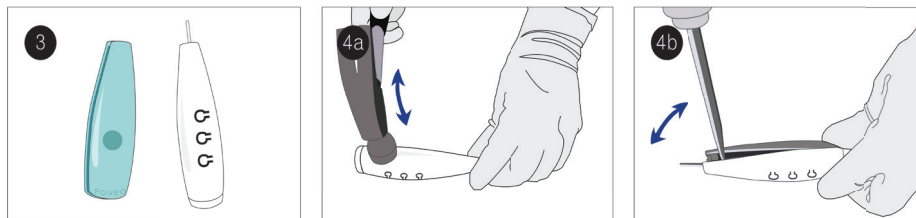
Because this device contains a lithium-ion battery, the battery must be removed before disposal and should not be thrown away with household waste. To remove the battery, pull off the brush head, peel away the silicone cover, open the plastic shell and remove the battery to be disposed of in accordance with your local environmental regulations. Wear gloves during this process for your safety. Detailed visual instructions are provided below.

Please note that opening the device will void its warranty. This action must only be undertaken when the device is ready to be disposed of.



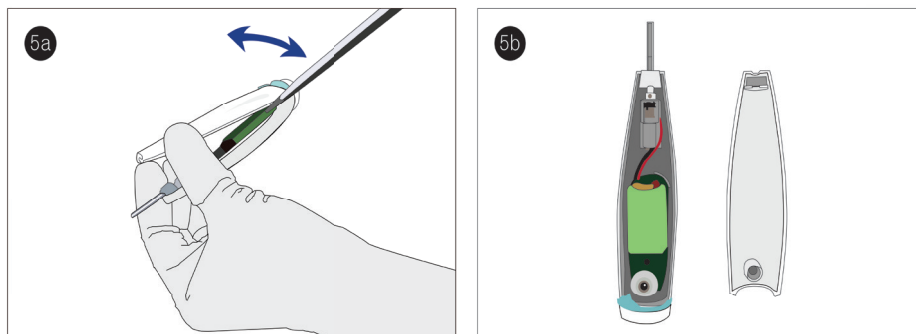
1. Pull off brush head

2. Cut silicone cover

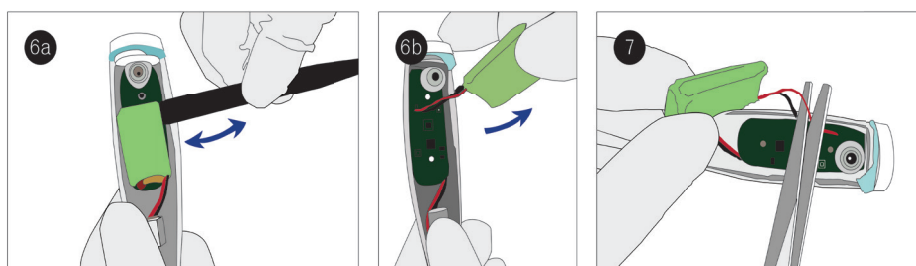


3. Peel off silicone top

4. Split plastic shell with hammer

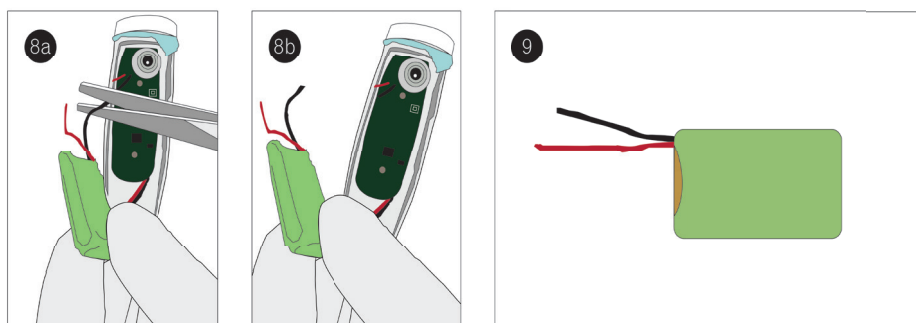


5. Pry open plastic shell with screwdriver



6. Pry out battery gently

7. Cut red cable first



8. Then cut black cable

9. Remove battery

## DISPOSAL INFORMATION

Disposal of old electronic equipment (applicable in the EU and other European countries with separate waste collection systems).

The crossed-out dustbin symbol indicates that this device should not be treated as household waste, but rather be brought to the appropriate collection point for recycling of electrical and electronic equipment.



1. European Medical Directive 93/42/EEC.
2. Conforms to ANSI/AAMI Std.ES60601-1& certified CAN/CSA Std. C22.2 No.60601-1.
3. Compliant with hazardous substance restriction.
4. Electrical and electronic devices may not be disposed of with domestic waste.
5. Shock protection type BF.
6. Waterproof submerged up to 1 m.
7. Consult instructions before use.

Conforms to ANSI/AAMI STD. ES 60601-1, IEC STD. 60601-1-6, IEC STD. 60601-1-11 Certified to CAN/CSA STD. C22.2 No.60601-1

**Packaging Contains:** ISSA™, USB Charger, Manual, Authenticity Card and Pouch

**Working mode:** continuous operation

**Target users:** adults

**Recommended places of use:** households and hotels

ISO 10993- and ISO 7405-certified  
IPX7-rated (submersible in water up to 1 m in depth)

## SPECIFICATIONS

<b>MATERIALS:</b>	Silicone
<b>SIZE:</b>	195 x 32.4 mm
<b>WEIGHT:</b>	65.4 g
<b>BATTERY:</b>	420 mAh
<b>USER TIME:</b>	up to 365 uses
<b>STANDBY:</b>	180 days
<b>FREQUENCY:</b>	166 Hz
<b>MAX NOISE LEVEL:</b>	50 dB
<b>INTERFACE:</b>	3-button

**Disclaimer:** Users of this device do so at their own risk. Neither FOREO nor its retailers assume any responsibility or liability for any injuries or damages, physical or otherwise, resulting, directly or indirectly, from the use of this device.

Model may be changed for improvements without notice.

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DESIGNED AND DEVELOPED BY FOREO SWEDEN

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