



Multi-Action Power Toothbrush Troubleshooting Instructions



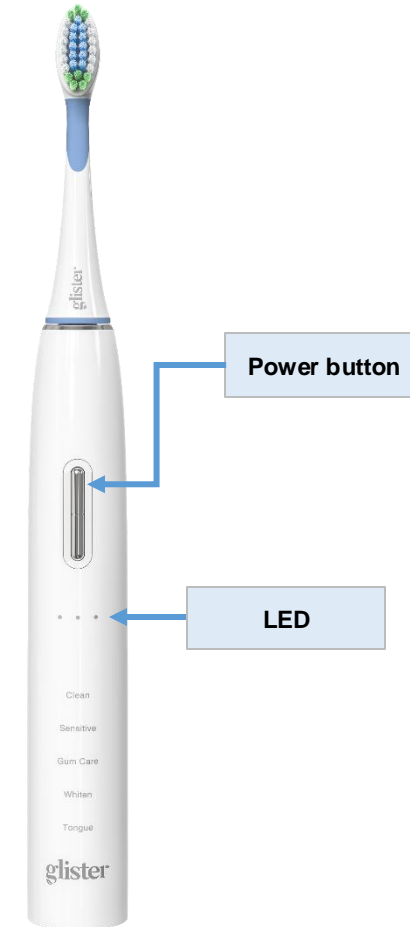
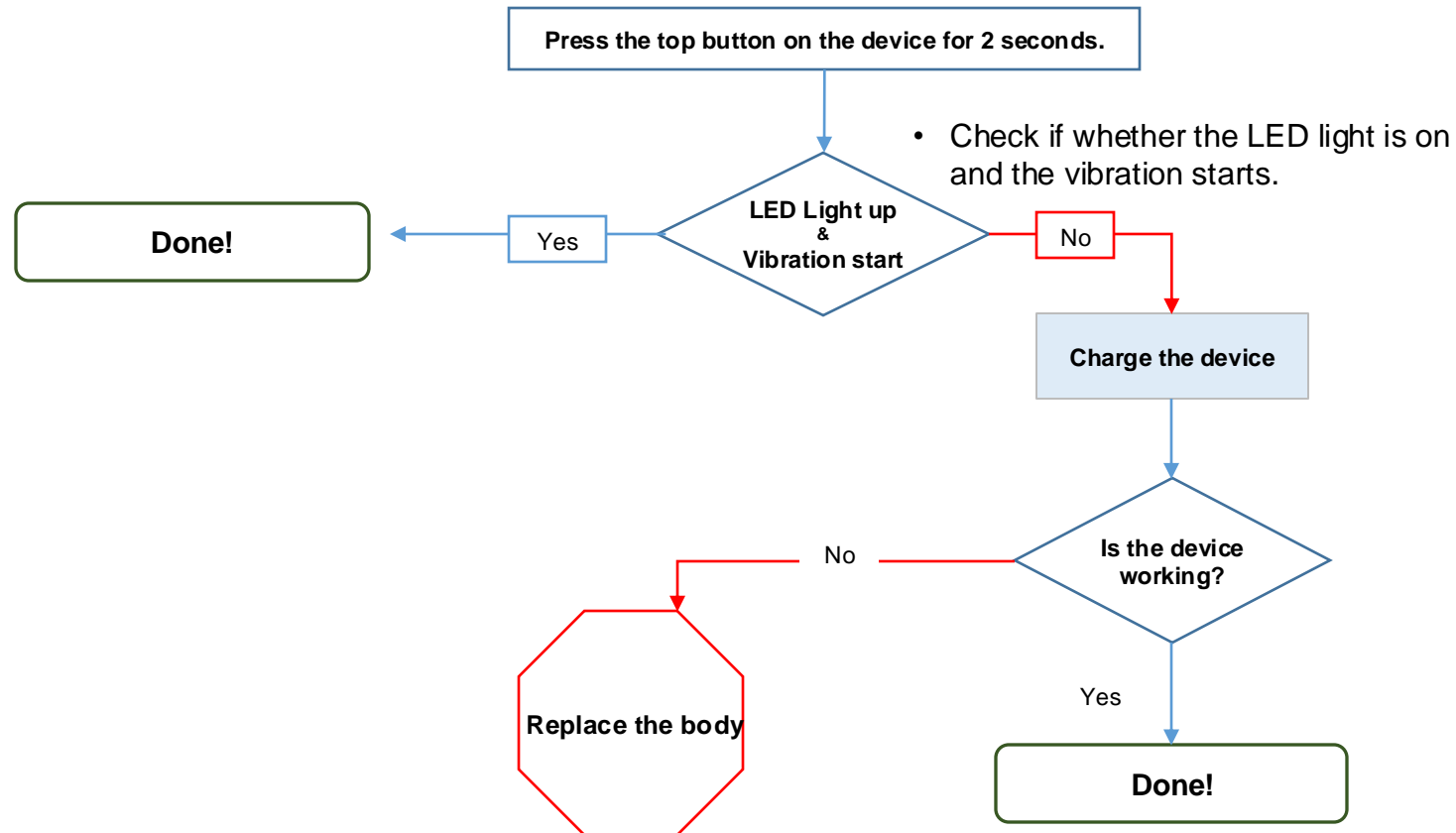
Power & Operation

Troubleshooting (FAQ)

Q: The device does not power on.

Q: The device does not work at all.

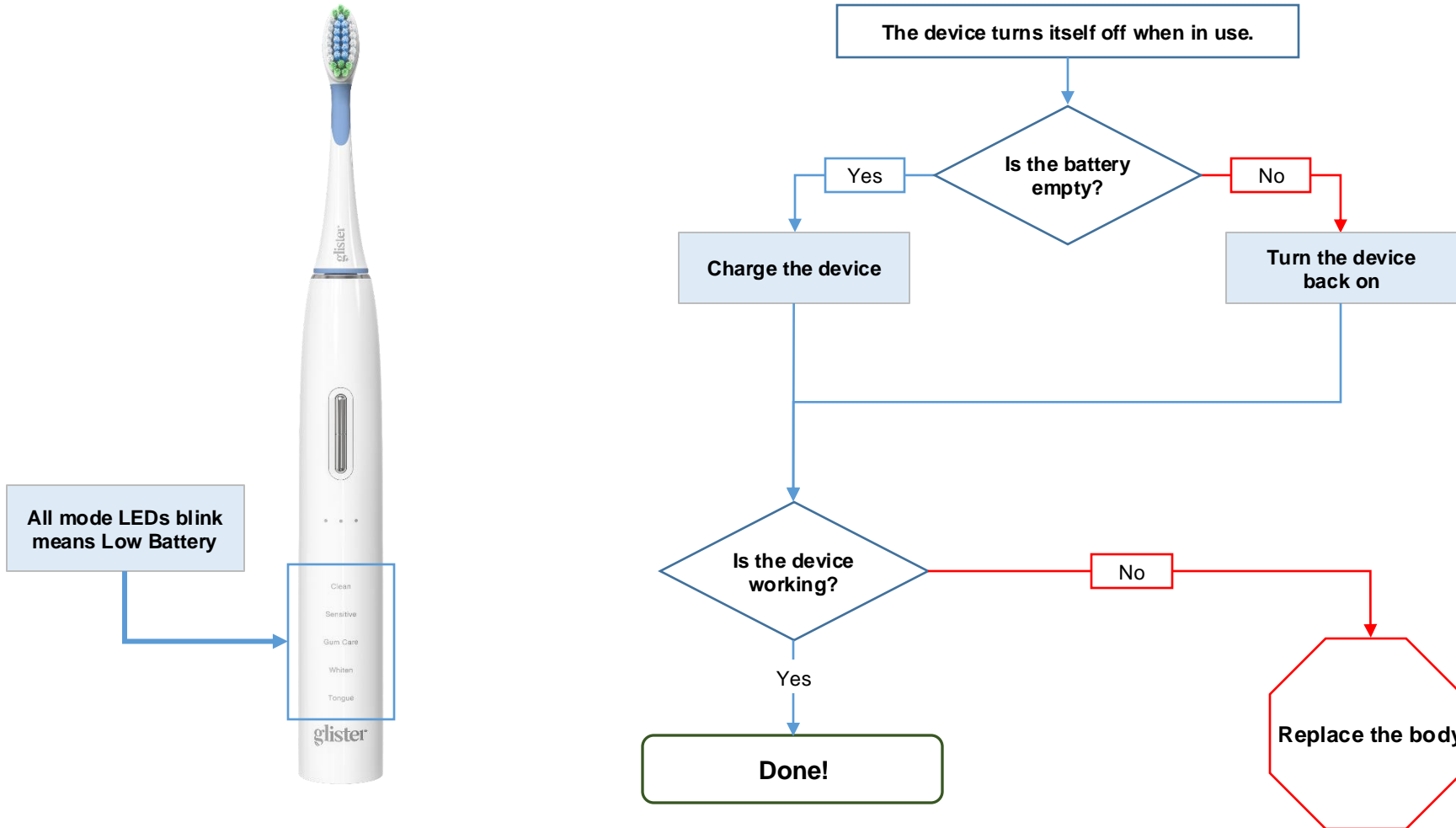
A: Please use the following flowchart.



Troubleshooting (FAQ)

Q: The device turns itself off when in use.

A: Please use the following flowchart to resolve the issue.

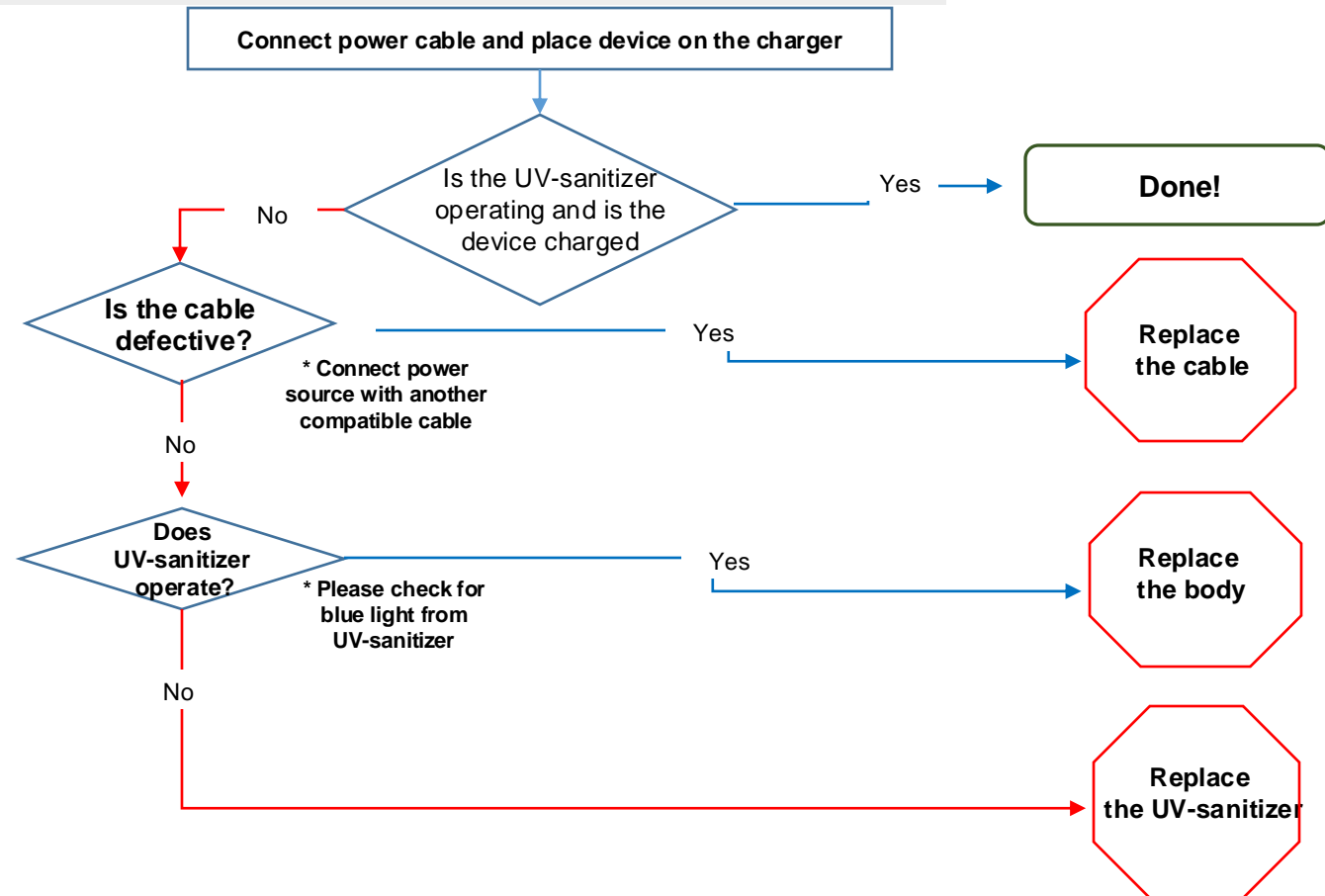
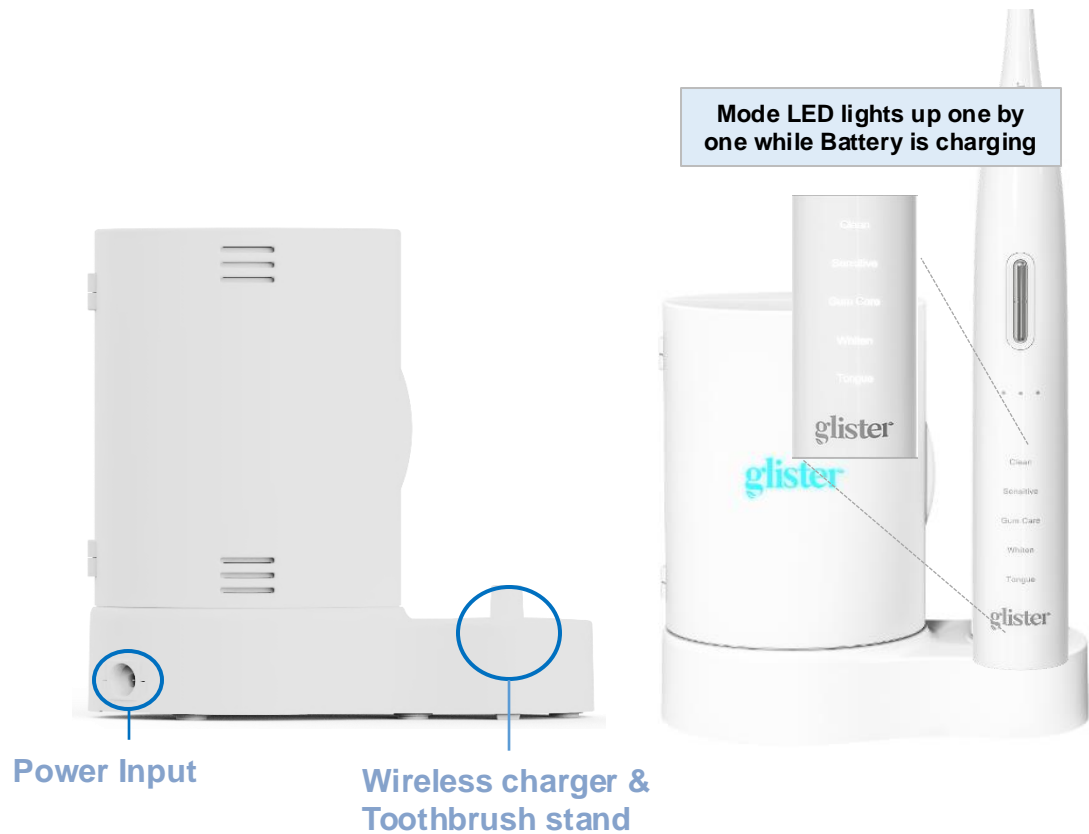


Troubleshooting (FAQ)

Q: How to charge the device.

Q: The device is not charging.

A: Please connect the UV sanitizing charging base to power with the cable included in the package and place the device on the stand to charge.



Troubleshooting (FAQ)

Q: Blue light from UV base is not on.

A: The blue light of the UV base operates only when power is connected and the door is closed, but it automatically turns off after 10 minutes. If the power is properly connected and the door is closed but the blue light does not come on, replacement is necessary.

Troubleshooting (FAQ)

Q: There is an abnormal sound while using the device.

A: Please make sure that the brush head is securely attached to the body before using the power toothbrush. Electric power toothbrushes do not have speakers. The vibrating sound is the nature of the power toothbrush device, however, if you hear any abnormal rattling sound or abnormal vibration sound, the replacement of the toothbrush body is necessary.

Troubleshooting (FAQ)

Q: The vibration power has noticeably decreased.

Q: The vibration power or pattern is noticeably abnormal.

A: Please check the battery charging status of the power toothbrush body. If all five mode LEDs are blinking, it indicates charging is needed. After charging for over 16 hours for full-charge, please check the operational status on whether the device works properly. Even though the device is charged, if the vibration pattern is abnormal or weak, the replacement of the toothbrush body is necessary.

Troubleshooting (FAQ)

Q: Running time has noticeably decreased. (i.e. It lasts less than a week).

Q: The battery life of the device seems to be shortening.

A: Please kindly note that the rechargeable battery is a consumable item and the battery life will shorten as the device gets used over time. Inappropriate storage environment such as extreme high or low temperature conditions, or long periods of not using the device and not regularly charging it can shorten the lifetime of the battery. The lifespan of the battery can be impacted by the users' habits such as the frequency of use, the storage condition, charging patterns, maintenance, etc. Therefore, please make sure the consumer regularly charges the device at least once a month.

- ❖ **1-year guarantee** is provided by Amway to customers upon purchase, starting from the date of purchase.
- ❖ **6-month guarantee** is provided for the battery, starting from the date of replacement.

Technical FAQ

Troubleshooting (FAQ)

Q: There is discoloration on the toothbrush head or UV sanitizing charging base.

A: The degree of discoloration may vary depending on the cycle and the frequency of use of the UVC. Excessive use of the UVC may accelerate the discoloration. However, this is not a functional problem. In addition to that, if the connection between the adapter and the cable is unstable, it might cause excessive operation of the UVC light. Please check whether the power supply is stable and secure, and make sure the adapter spec is in line with our recommendation.

Troubleshooting (FAQ)

**Q: The surface of the device body and UV base is contaminated.
Tips for cleaning it?**

A: The toothbrush body is an IPX7 waterproof product, so cleaning it with water every time is recommended. Please use a soft cloth to prevent scratches while cleaning. After cleaning, make sure to dry it thoroughly before use. The UV base is not waterproof. Rinsing with water can cause malfunction. Please only use a soft cloth or damp wet-tissue to wipe it.

Do not leave the UV base in high humidity conditions, as this may cause contamination or residue growth (Fungi, other microbial).

* Additional tip for cleaning the device: If the device and UV base are excessively contaminated or stained, you can use cleaning tools such as “magic block cleaner” or “magic sponge pad”, which are suitable for cleaning plastic surfaces.



Troubleshooting (FAQ)

Q: The UV light seems dim.

A: UV light may fade if it is exposed to extreme cold conditions. The recommended environment is room temperature (about 73 degrees Fahrenheit), and it can be used within the range of 41 to 104 degrees Fahrenheit.

Troubleshooting (FAQ)

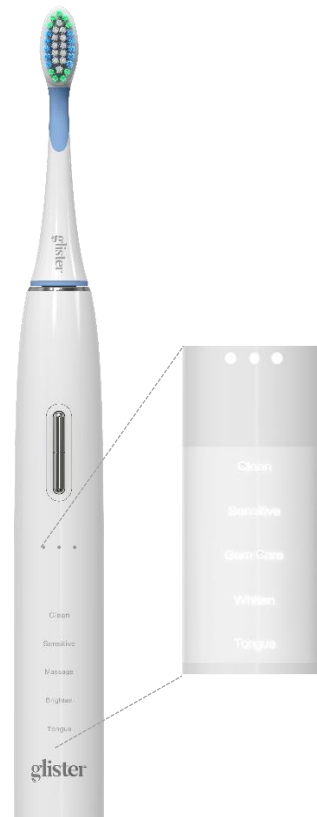
Q: What does the device LED mean?

A: Refer to the images below.

Indicate
LED



Low Battery:
All LEDs are blinking



10 min sanitizing:
Blue light up



In charging mode:
Mode LEDs light up
one by one



