

# FOREO



## ISSA™

A COMPLETE ORAL-CARE  
SOLUTION





# FULL USER MANUAL

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## GETTING STARTED

Congratulations on taking the first step towards a whiter and brighter smile by acquiring this ISSA™ oral-care 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.

Please **READ ALL INSTRUCTIONS BEFORE USE** and utilize this product only for its intended use as described in this manual.

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

## ISSA™ OVERVIEW

The ISSA™ is the world's only electric toothbrush made completely from silicone and represents the first transformation of the electric toothbrush in over 60 years. Utilizing innovative Sonic Pulse Technology, the ISSA™ channels 11,000 high-intensity pulsations per minute, creating micro-sweeps that break up and remove plaque in a uniquely gentle way that does not damage tooth enamel or gums.

The ISSA™ is meant to be used in the same manner as a manual toothbrush with the best results coming from using it for at least 2 minutes twice a day.

## SILICONE MATERIAL

- Ultra-hygienic silicone: nonporous and quick-drying to prevent bacteria buildup
- Holds less yeast and mold, as well as up to 10,000X less bacteria\* than nylon bristles
- The friction that the silicone bristles generate on the surface of the teeth sweeps plaque away
- Extra gentle: soft and flexible bristles are nonabrasive on teeth and gums
- Prevents the application of too much pressure on teeth and gums, and the scratching of tooth enamel
- Silicone material is long-lasting and resilient – brush heads last for 1 year

\* Based on clinical trials, results on file.

## NEW FORM

- 3D flexible brush head reaches every crevice of the mouth
- The specially designed wider and longer brush head cleans the teeth and massages gums in one stroke, and also brushes the inner cheeks at the same time for optimal results
- Ergonomic handle: curve of handle and soft, smooth material is comfortable to hold and promotes the proper grip required to effectively brush teeth
- No charging dock and integrated battery delivers up to 365 uses per full 1 hour charge

## AVAILABLE ACCESSORIES FOR ISSA™



### ISSA™ HYBRID BRUSH HEAD

#### DUAL MATERIAL: Silicone + PBT Polymer

Engineered for more vigorous cleaning of the teeth while remaining gentle on gums. Recommended for users who seek stronger cleaning and have more plaque buildup due to their lifestyles or natural predispositions.

- Inner PBT polymer bristles deliver stronger brushing of teeth while outer silicone bristles cover the gums to gently clean and massage them
- Silicone and PBT polymer are naturally durable materials - brush heads last for 6 months



### ISSA™ TONGUE CLEANER

Created to complete an entire oral-care routine, the ISSA™ Tongue Cleaner comfortably and effectively removes food residue and bacteria buildup on the tongue for fresher breath while supporting the overall hygiene of the mouth.

- Curved to match the shape of the tongue to collect buildup from the deep “V” gap
- Nonabrasive and flexible to prevent damage to the tongue
- Requires replacing just once yearly

## USING YOUR ISSA™

**INTENDED USE:** For use at home and to promote overall oral hygiene by cleaning your teeth and gums only.

### YOUR ISSA™ FEATURES

- 100% waterproof with a sealed charging port so you can use it in the shower.
- 8 intensities for maximum comfort: the intensity can be increased or decreased with the + or – buttons. Furthermore, the device will remember your preferences for the next time it is used.
- Integrated timer: pulsations will pause every 30 seconds to indicate when you should move the device to another quadrant of the mouth. The device will pause its pulsations 3 times in succession after 2 minutes to signify the end of the brushing routine.
- The ISSA™ will switch itself off after 3 minutes to prevent overuse.
- Locking/unlocking: you may lock or unlock the controls by holding down the + and – buttons at the same time.

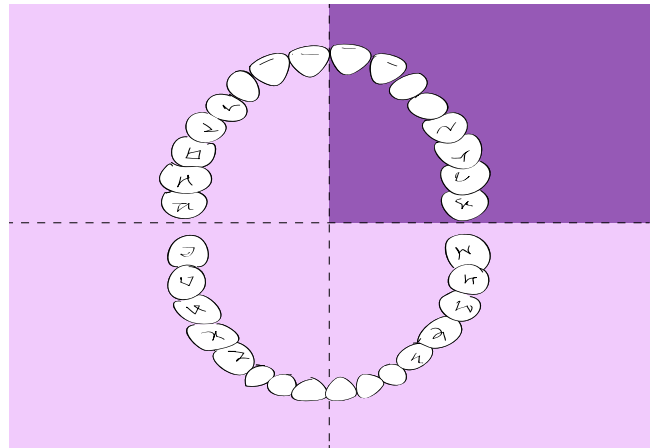
**NOTE:** The ISSA™ may be locked when first unboxed – unlock it by holding down the + and – buttons together. The light will flash to indicate that your device is unlocked.

## RECOMMENDED BRUSHING ROUTINE

We recommend using the following ISSA™ Technique for 2 minutes for the most effective cleaning results:



1. Use your regular toothpaste and press the center button to turn on the ISSA™. While pressing the center button, LED light will flash. Press + or – to adjust the ISSA™ to your preferred intensity.



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



3. Make wide, circular movements over the outer and inner surfaces of the teeth and gums. On biting and chewing surfaces, brush backwards and forwards horizontally.



4. 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).



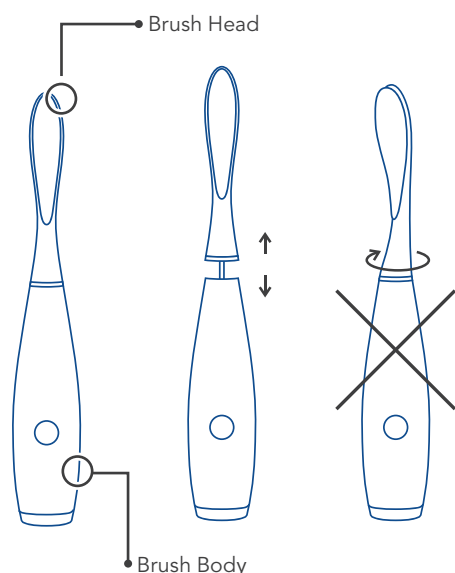
5. After brushing your teeth with the ISSA™, floss teeth, and use the ISSA™ Tongue Cleaner and mouthwash for a complete oral-care routine.

**CAUTION:** If you experience any discomfort when using your FOREO device, discontinue use immediately and consult a physician. If you find any blood on the brush surface, please clean the device with water or FOREO's Silicone Cleaning Spray.

## CLEANING YOUR ISSA™

Clean the device after each use by washing the brush 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.

**NOTE:** Never use cleaning products containing alcohol, petrol or acetone. Avoid using toothpastes with bleach on your device.



## REPLACING ISSA™ BRUSH HEADS OR OTHER ISSA™ ACCESSORIES

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.

## CHARGING

Your FOREO device is rechargeable with its included USB cable. One hour of charging delivers a full charge which last for 6 months of use.

Plug the charger into USB charging port. The charging time is 1 hour at 5 V and 400 mAh with a rated power of 1.55 W. The indicator will flash repeatedly when the device is charging. When the battery is fully charged the indicator will emit a steady glow. Remove the USB charging cable after the device is fully charged.

When the battery is low the indicator will start to flash repeatedly. When the rechargeable battery is empty, the motor will stop. Then charge your ISSA™ as normal.

**NOTE:** The ISSA™ battery cycle life is 5 years.

**CAUTION:** Before charging, make sure the charging port and charger are free from water and toothpaste residue. Do NOT use your FOREO device while charging, and do NOT charge for more than 24 hours. Only use the FOREO provided USB charging cable.

## IMPORTANT

For optimum safety:

- Consult your physician prior to using the ISSA™ if you have medical concerns.
- If you are undergoing treatment for any oral condition, consult your dental professional prior to use.
- If you experience any discomfort when using your FOREO device, discontinue use immediately and consult a physician.
- Avoid leaving your device in direct sunlight and never expose it to extreme heat or boiling water.
- This device is not intended for children under the age of 5. Close supervision is necessary when this device is used by, on, or near children. 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.
- Discontinue use if this product appears damaged in any way (brush head, handle, charger). This product contains no serviceable parts.
- To avoid the risk of electric shock, this equipment must only be connected to a supply mains with protective earth.
- Never use the device or charger if they are damaged, and only use the charger supplied by FOREO with the device.
- Detachable parts (brush heads) may lead to the following: allergy symptoms or damage to existing injuries.



## 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 do not find the answer to your specific question in the troubleshooting section, or if you have any other questions regarding the device's 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

### REGISTER WARRANTY

To activate your 2-Year Limited Warranty register the number provided on the FOREO Authenticity Card at [www.foreo.com](http://www.foreo.com) Warranty and Returns section under Customer Care.

### 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 arising from Normal Use of the device. 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.

If you discover a defect and notify FOREO during the warranty period, FOREO will, at its discretion, replace the device free of charge. 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.

This 2-Year Limited Warranty is exclusive of all other warranties, whether oral or written, express or implied. There are no implied warranties created by the manufacture, sale or use of the product.

To claim your warranty, you must log in to your account at [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 and full instructions from Customer Care on how to return your FOREO product to your nearest FOREO office. Shipping costs are nonrefundable. This undertaking is in addition to your statutory rights as a consumer and does not affect those rights in any way.

\* 2-Year Limited Warranty does not apply to Replacement Brush Heads.

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.



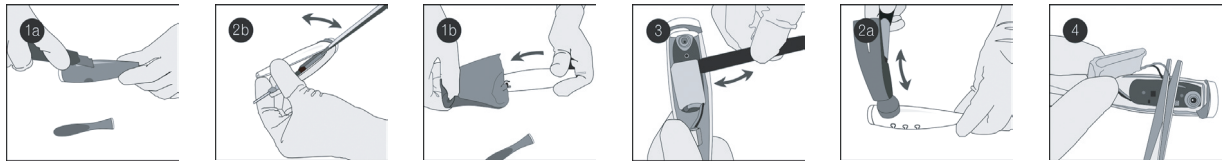
European Medical Directive 93/42/EEC. Conforms to ANSI/AAMI Std. ES60601-1 and CAN/CSA Std. C22.2 No. 60601-1. Compliant with hazardous substance restrictions. Shock protection type BF. Consult instructions before use. Electrical and electronic devices may not be disposed of with domestic waste. IPX rated - Waterproof submergable up to 1 m. ISO 10993- and ISO 7405-certified

Px7

BATTERY REMOVAL

NOTE: this process is not reversible. Opening the device will void its warranty. This action must only be undertaken when the device is ready to be disposed of.

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:



SPECIFICATIONS

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

Working mode: continuous operation  
Target users: adults  
Recommended places of use: households and hotels

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

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. Further, FOREO reserves the right to revise this publication and to make changes from time to time in the contents thereof without obligation to notify any person of such revision or changes.

Model may be changed for improvements without notice.

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IMPORTER AND DISTRIBUTOR IN EU: FOREO AB,  
BIRGER JARLSGATAN 22, 114 34 STOCKHOLM, SWEDEN  
IMPORTER AND DISTRIBUTOR IN US: FOREO INC.,  
3565 S. LAS VEGAS BLVD. #159, LAS VEGAS, NV 89109, USA  
MANUFACTURED BY FOREO AB  
DESIGNED AND DEVELOPED BY FOREO SWEDEN.  
www.foreo.com