

FOREO  
SWEDEN



issa™  
smile



ULTRA-HYGIENIC SONIC TOOTHBRUSH

ONLINE MANUAL



# FULL USER MANUAL

## GETTING STARTED

Congratulations on taking the first step toward better brushing habits and a whiter, brighter smile by acquiring issa™ 4 smile. Before you begin to enjoy all the benefits of this sophisticated and stylish toothbrush, please take a few moments to look through this manual.

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

**⚠ WARNING: NO MODIFICATION OF THIS EQUIPMENT IS ALLOWED.**

## issa™ 4 smile OVERVIEW

Designed with an innovative hybrid brush head that offers an invigorating tooth clean and gentle gum massage, as well as a tongue and cheek cleaner on the back. issa™ 4 smile has been clinically tested to reduce plaque, and improve overall oral hygiene by 140%.

## GETTING TO KNOW issa™ 4 smile

**HYBRID BRUSH HEAD**  
Silicone + PBT polymer bristles are tough on plaque, yet gentle on gums.

**MEDICAL-GRADE SILICONE**  
Ultra-hygienic, bacteria-resistant, free of BPA & phthalates, super soft, and up to 10,000x more hygienic than nylon bristles.

**REPLACEABLE BRUSH HEAD**  
Easy to change - simply pull off the old one and push on the new one.

**BUILT-IN SMILEY FACE TIMER**  
Brush for 2 mins, it smiles. Don't brush for 12 hrs, it frowns.

**INDICATOR LIGHT**  
Indicates when you should switch to a new quadrant of the mouth, indicates low battery, and indicates when your toothbrush is in Bluetooth pairing mode.



**COMPLETE 360° CLEAN**  
Front cleans teeth and gums, back cleans cheeks & tongue.

**SONIC PULSE TECHNOLOGY**  
Delivers up to 9,000 high-intensity pulsations / micro-sweeps per minute.

**ANTI-SLIP GRIP**  
Ultra-comfortable handling for an even smoother brushing experience.

**UNIVERSAL POWER BUTTON**  
Powers toothbrush on/off with one press. Also puts toothbrush in Bluetooth pairing mode to connect to the app.

**USB CHARGING PORT**  
Seals the device making it 100% waterproof & usable in the shower. Single charge lasts up to 265 days.



**EXTREMELY VERSATILE**  
Can be used with any issa™ brush head or attachment.



**USB CHARGER**  
Charge anytime, anywhere with USB charging cable.

# HOW TO USE issa™ 4 smile

## UNLOCK YOUR DEVICE

Before using your toothbrush for the first time, you must unlock it. You can do this automatically by registering your issa™ via the FOREO app, and activating the warranty.

1. Download the FOREO For You app on your mobile phone.
2. Log in to your existing account, or sign up for a new one.
3. Add device (on the top of your screen).
4. Choose the device series.
5. Follow the instructions on the app and fill in the purchase information.

And your toothbrush is ready to use!



## HOW TO USE



### 1. APPLY TOOTHPASTE

Apply your regular toothpaste to the issa™ brush head. Then press the universal button to turn on issa™ 4 smile.

*(NOTE: You can customize your toothbrush settings via the FOREO app).*



### 2. BRUSH

Brush your teeth the same way as you would with a manual toothbrush for 2 minutes. Then use the back of your issa™ 4 smile brush head to gently scrape your tongue and inner cheeks.



### 3. RINSE

Once finished, rinse your mouth and issa™ 4 smile with water.

**Repeat twice a day for a fresher, brighter smile!**

**NOTE:** Avoid using toothpastes with bleach, as they may damage or discolor the silicone.

## IMPORTANT

### FOR OPTIMUM SAFETY:

- Consult your physician prior to using an issa™ toothbrush if you have any medical concerns.
- If you experience any discomfort when using your issa™ toothbrush, discontinue use immediately and consult a physician.
- If you are undergoing treatment for any oral condition, consult your dental professional prior to use.
- For reasons of hygiene, we do not recommend sharing your issa™ with anyone else.
- This toothbrush 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 not be allowed to play with the toothbrush.
- Discontinue use if this product appears damaged in any way (brush head, handle, charging cable).
- Do not use the device if it is overheating or you suspect that it is malfunctioning.
- Avoid leaving your issa™ in direct sunlight and never expose it to extreme heat or boiling water.
- This device should only be used with a SELV power adapter.
- It is recommended that IEC60950 standard power suppliers are used to charge the device.

- Before charging, make sure that the plug and socket are completely dry. Failure to do so may result in electric shock, short circuit, or fire.
- Do not use the device while charging. Discontinue use if this device or charger is not working properly or appears damaged in any way. Use the USB charging cable supplied with your device only.
- Do not use while driving or operating heavy machinery.
- Do not use the device when it is plugged in.
- Do not insert any object into any opening of the device.
- The battery must be removed from the appliance before it is disposed of. The appliance must be disconnected from the supply mains when removing the battery, and the battery is to be disposed of safely.
- This product contains no serviceable parts.
- This device is intended for use at home and to promote overall oral hygiene by cleaning your teeth, gums, cheeks and tongue. Any harmful consequences resulting from misuse, application to other body areas, or any other improper applications are not the responsibility of FOREO.
- Use this device only for its intended use as described in this manual. If you do not find the answer to your specific question, or if you have any other questions regarding the device's operation, please visit [foreo.com/support](https://foreo.com/support).

## MAINTENANCE

### CLEANING issa™ 4 smile

Clean your issa™ toothbrush after each use by washing the brush with warm water while running your fingers through the bristles. Allow your toothbrush to air dry. If you find any blood on the brush surface, please clean the device with soap and water.

**NOTE:** We do not recommend placing issa™ 4 smile in a UV sanitation case. Never use cleaning products containing alcohol, petrol or acetone. For optimal hygiene, we recommend spraying the body of the toothbrush with FOREO Silicone Cleaning Spray once a week, and rinsing with warm water.

### REPLACING THE BRUSH HEAD

#### PULL OFF, PUSH ON

All issa™ brush heads are compatible with issa™ 4 smile.

To replace a brush head, make sure your issa™ 4 smile is turned off, and lift the brush head straight up to detach. With the bristles of the replacement head facing forward, align its center hole with the metal dowel and push down to attach securely.



Hybrid Brush Heads last up to 6 months before they need replacing. Sensitive Brush Heads, made of 100% silicone, last up to 1 year before they need replacing.

You can order your replacement brush heads via the FOREO app, on [www.foreo.com](https://www.foreo.com), or by contacting the nearest authorized FOREO retailer.

### CHARGING issa™ 4 smile

The indicator light on the base of your issa™ will gradually change color from yellow to red, to indicate how much battery you have left. If the indicator light on the base of your issa™ toothbrush turns red, it's time to recharge. Connect the USB charging cable to any outlet for 1.5 hours. When the indicator light stops blinking, your issa™ toothbrush is fully charged.

**CAUTION:** Before charging, make sure the charging port and USB charging cable are free of water and toothpaste residue. Do NOT use issa™ 4 smile while charging, and do NOT charge for more than 24 hours. Only use the USB charging cable provided by FOREO.

## TROUBLESHOOTING

Precautions to be taken in the event of changes in the performance of your issa™:

**issa™ is not activated when pressing the universal button:**

- If this is your first time using the toothbrush, it's locked. Unlock it automatically by registering your issa™ via the FOREO app, and activating the warranty, (detailed instructions provided under 'Unlock Your Device' in the 'How to Use' section of this manual).
- Battery is empty. Recharge your toothbrush using the USB charging cable for up to 1.5 hours until fully charged. Then restart your toothbrush by holding down the universal power button.

**issa™ cannot be switched off and/or interface buttons do not respond:**

- Microprocessor is temporarily malfunctioning. Connect the USB charging cable and/or press and hold the universal power button to restart the device.

**issa™'s indicator light changes color:**

- Yellow to Red - Battery is almost empty. Recharge your toothbrush using the USB charging cable for up to 1.5 hours until fully charged. Then restart your toothbrush by holding down the universal power button.
- Breathing white - Battery is still charging.
- Blinking white - Toothbrush is in Bluetooth pairing mode, connecting to the app.

**issa™'s indicator light does not blink when the USB charging cable is connected:**

- Battery is fully charged, ready for up to 265 days of brushing.
- Battery is drained and will require several minutes to acknowledge USB charging cable.
- USB charging cable is not properly connected. Check electrical outlet / USB socket and charging port.

**issa™ has fallen into water and the charging port is wet:**

- Dry off and continue use. Your issa™ toothbrush 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 operation of this toothbrush, please visit the Customer Care section of [www.foreo.com](http://www.foreo.com).

## WARRANTY TERMS & CONDITIONS

### REGISTER WARRANTY

To activate your 2-Year Limited Warranty, register through the FOREO For You app, or visit [foreo.com/product-registration](http://foreo.com/product-registration) for more information.

### 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.

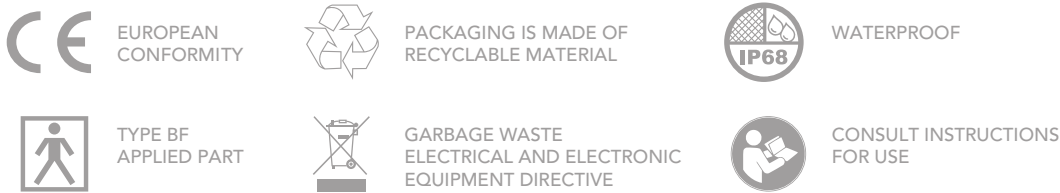
If you discover a defect and notify FOREO during the warranty period, FOREO will, at its discretion, replace the device free of charge. Claims under warranty must be supported by reasonable evidence that the date of the claim is within the warranty period. To validate your warranty, please keep your original purchase receipt together with these warranty conditions for the duration of the warranty period.

To claim your warranty, you must log in to your account at [www.foreo.com](http://www.foreo.com) and then select the option to make a warranty claim. 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.

*\* This 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).



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. By ensuring this device is disposed of correctly, you will help prevent the potential negative consequences for the environment and human health which could be caused by inappropriate waste handling of the device. The recycling of materials will also help conserve natural resources.

For more information about the recycling of your device, please contact your local household waste disposal service or your place of purchase.

## 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 off the silicone outer layer from toothbrush body, open the inner plastic shell, remove the battery, and dispose of it in accordance with your local environmental regulations. Wear gloves during this process for your safety. Detailed visual instructions are provided below:



## BATTERY REMOVAL

**MATERIALS:** Medical-Grade Silicone, PBT Polymer, PC + ABS  
**COLORS:** Enchanted Violet / Summer Sky / Wild Strawberry  
**SIZE:** 170 x 31 x 25.4 mm  
**WEIGHT:** 56g  
**BATTERY:** Li-Ion 420mAh 3.7V  
**RATED:** 3.7V DC, 0.5W

**CHARGING TIME:** 1.5 hours  
**USER TIME:** Up to 265 days  
**STANDBY:** 180 days  
**FREQUENCY:** 166 Hz  
**INTERFACE:** 1 buttons  
**PULSATIONS/MIN:** Up to 9,000

## ENVIRONMENTAL CONDITIONS FOR USE

**TEMPERATURE:** 5° to 40° Celsius  
**HUMIDITY:** 40% to 80%  
**ATMOSPHERIC PRESSURE:** 800 to 1,060 hPa

## ENVIRONMENTAL CONDITIONS FOR STORAGE & 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. Furthermore, 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.

**CAUTION:** Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**NOTE:** This device complies with Part 15 of the FCC Rules and contains licence-exempt transmitter(s) / receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

FOREO declares that this device is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity for the product is available at <https://www.foreo.com/support/ec-conformity>.

Model may be changed for improvements without notice.

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