

# Rtauys Electric Toothbrush

## FAQ sheet

**Q: What should I do if I want to return an item but it's past Amazon's return period?**

**A:** You don't have to worry, we provide a 2-year warranty. Even if the return period has expired, you can contact us and we will do our best to solve the problem for you and improve your shopping experience on Amazon.

**Q: I like this electric toothbrush very much, but I don't know where to buy replacement brush heads because I have a large family and need more replacement brush heads.**

**A:** In addition to electric toothbrushes, our store also sells accessories (replacement brush heads and charging cables). You can click on our Amazon store to purchase replacement accessories.

**Q: I think this electric toothbrush is very good, but there is one thing I don't like. Every time I have to switch through 5 modes before I can turn it off, I feel it is a waste of time.**

**A:** You can turn off the electric toothbrush in any mode by pressing the button for 2 seconds, so you need to switch all 5 modes once.

**Q: If I leave an area with 220V voltage and travel to an area with 110V voltage, can this electric toothbrush be charged normally?**

**A:** Yes, it can be charged because the charger supports cross-voltage.

**Q: I don't know how to replace the replacement brush head and I'm worried about breaking my toothbrush.**

**A:** You only need to pull out the old brush head with a little force, adjust the direction of the new brush head, and press it down. It is very simple and will not damage the toothbrush.

**Q: The battery life is great, but I don't like charging it on the sink because when I put the toothbrush on the wall holder, I can't charge it.**

**A:** The wall-mounted bracket has a round hole design at the bottom. You can place the toothbrush on the wall bracket and then charge it from the round hole at the bottom.

**Q: I like this wall-mounted bracket, but I don't know how to install the bracket. Do I need to drive screws?**

**A:** **No screws are needed**, just peel off the double-sided tape on the back of the bracket, stick it on the clean wall, and then align the fences on both sides with the buckles and insert them.