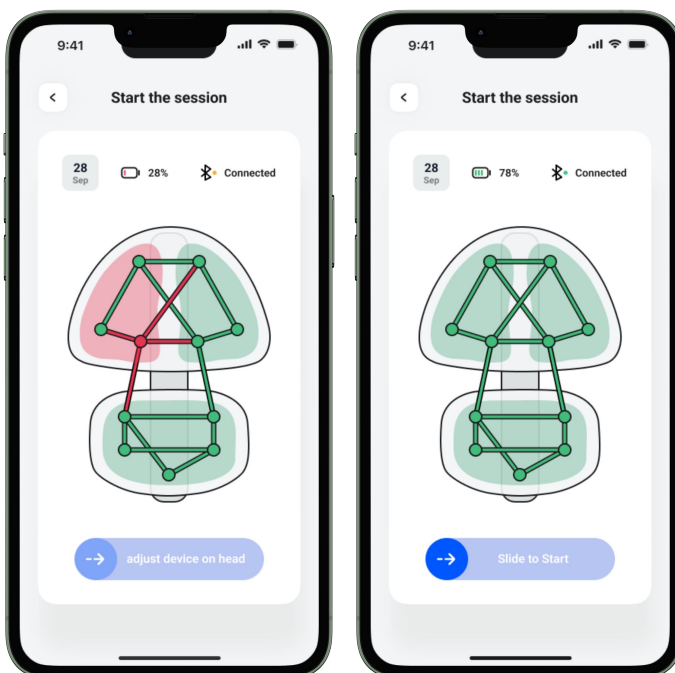
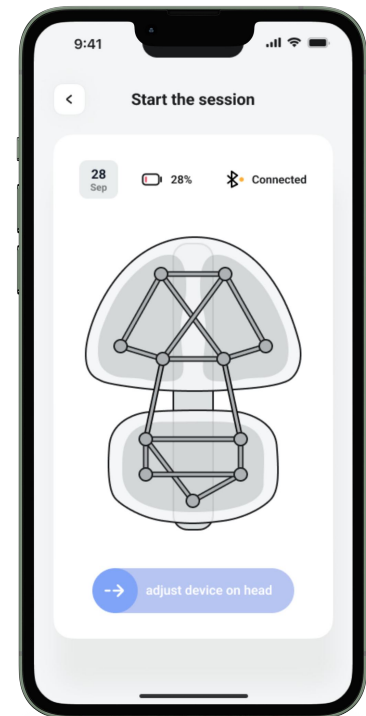


4.3 Use booster gel on the electrodes. Dispense 1 small drop of the booster gel on the pins of each electrode before you place the device on your head and right before the start of a session (see [video here](#)). The booster gel increases scalp-electrode contact and makes placing the device on your head very quick (less than 10 sec). The gel is water soluble so that after the use you don't need to wash it out; just comb your hair with your hand and the gel will disappear without traces. After a 30 min session the electrodes can be wiped with a paper tissue to remove excess gel left over (see below - How to clean the electrodes). Clean the electrodes at least 2x a week.

4.4 Start a 30-minute session by tapping the blue “Play” button located on the lower menu of the App. This will open the adjustment screen (see picture), where you can make sure the device is correctly placed before starting the session.

4.5 Ensure good contact between your scalp and the electrodes by wiggling slightly back/forth & left/right while pressing gently downward the device to your head. These movements help the electrodes penetrate your hair, which can prevent losing good electrode-scalp contact. Keep the App open to visualise if the electrode-scalp contact quality is sufficient to start the session. Red lines between dots (electrodes) show NO connection, while green lines represent good connection (see image). You need to have as many green lines as possible and at least 80% (note: you don't need 100% to be able to start a session).

Pressing firmly the bridge area and letting it go slowly helps reach a good connection.



4.6 After you reach sufficient electrode-scalp contact (more than 80%), the blue “**Start session**” button will be enabled and you can slide it to start your session. If no sufficient electrode-scalp contact is reached (<80%), the App will not allow you to start the session i.e. the “**Start session**” button will be grey and disabled.

4.7 After 30 minutes, the session finishes and the App sends you a notification.

4.8 You are done for the day. Repeat your 30 min session daily.

Note: only one session is possible per calendar day.

4.9 Turn off the device by pressing the ON/OFF button for 2 seconds. Store it in the case to keep it safe, clean and dry. Keep away from children.

5. Cleaning & Maintenance

The build-up of dirt, grease and gel on the electrodes can reduce the performance of the device. niostem recommends cleaning the electrodes 2x per week with any paper tissues. To clean the electrodes, gently rub away the pins with a wet or dry tissue. The body of the device can also be cleaned with tissues. Alternatively, you can remove all electrodes 1x a week and rinse them under tap water. Dry them completely before putting them back in the device.

Note: if electrodes fall from the device, carefully insert them back in their snap connectors. They are exchangeable. They must be fixed firmly and you'll hear a click sound when they are well set.

6. Recommendations

- Use a mirror or the front camera of your mobile phone to help you place the device properly on your head. After a few times you will find it very easy to do.
- Get used to wearing the device on your head. During the first 1-6 days of use, users can feel heavy weight on the head, a tense neck, reduced freedom of movement or even slight headaches due to increased pressure on the scalp nerves or increased blood flow. These are normal and will go away once you get used to having the device on your head. It is like wearing new sunglasses, you need to get used to it. However, if after 6 days there are no major improvements, try starting with a 10 min session for 2-3 days, then a 20 min session for 2-3 days and then the 30 min sessions. If these issues persist, contact niostem.
- Practise simple head movements while wearing the device e.g. moving the head from one side to another, walking around the room, tightening your shoe laces, etc. This will help you understand how stable the device actually is and will decrease the time to get used to the device (see above). This practice can also help you decide if you need to wear the strap to feel more comfortable.
- Use the device preferably in the evenings while reading, working, watching TV, cooking or doing passive to semi-passive household activities.
- Use the device indoors only and keep it dry at all times. Avoid contact with water such as rain, running water, in the shower, bath tub, sprays, etc.
- Do not use the device on heavily wet hair e.g after a shower. Slightly sweat hair is ok.
- niostem includes two straps to better secure the device from falling from the head. niostem recommends the use of the strap, which can also improve contact of the electrodes to the scalp. Should the device fall, there could be irreparable damages.
- Wash your hair regularly (daily or every other day). This keeps your hair and scalp healthy and helps improve the stimulation to combat your hair loss.
- Always charge the battery of the device when it reaches 10% of charge. This will ensure that a session won't be interrupted due to insufficient battery charge.
- Use Settings/Help Center option in the App to give niostem any type of feedback or to contact customer support.
- Avoid doing sports or moving a lot while wearing the device. It is also not recommended to lay down or sleep with it as it can fall or lose contact with the scalp.
- Avoid using hair products like lack, gel, etc that could create an insulation layer on the scalp which in turn could prevent good contact of the electrodes to the scalp