

- The booster gel increases scalp-electrode contact and can be used with and without coated electrodes. Customers wishing to use only coated electrodes can order a new set of electrodes on the niostem website. Alternatively, customers need to use the booster gel provided (6-month supply in the delivery box). Booster gel can also be ordered online at niostem.com.

I have neck pain, a heavy head or a slight headache after using the device

- 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. These are normal and will go away once you get used to having the device on your head. 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, stop using the device and contact niostem.
- Do not press too strong the device on your head as the force contact of the electrodes to your scalp can cause skin irritation or pain by pressing blood vessels and nerves on the scalp
- Try using the device without any strap as this controls the right pressure of the electrodes on your scalp.

The device does not work

Go through these troubleshooting steps:

1. LED should be OFF, otherwise turn the device off (press the ON/OFF button till it turns off)
2. Press the button for the 2 seconds - LED should blink in blue colour
3. Connect the device to the phone's bluetooth as described in the User Manual
4. Make sure the battery is charged. You can check the battery level in the app once your device is paired to the app.

5. If the problem persists, go to your phone settings and "forget" the device
6. Then repeat the pairing process.
7. Additionally, you can log out from the App and then, delete and reinstall the App. Your data will always be stored in the niostem cloud (not in the App)

The device does not charge

Use the cable provided with a USB charger (power supply) of at least 5 Watt. The device should be charged to at least 30% for you to be able to do a full session. A full charge should last 2-3 weeks of daily use.

When the device is plugged in via the USB-C charger port, the LED should turn on in red. Green colour indicates the battery is fully charged. The device will turn on while charging but cannot be used for a session for safety reasons. If the device does not charge, change the charging cable and/or the USB charger power supply plug. Alternatively, use a different socket.

If you the problem persists, contact technical support using the Report a problem option in the App: Settings/ Help Center (see 8)

The device does not connect to my phone

There could be several reasons for this:

- The device is OFF.
- You are trying to connect the device via the phone's Bluetooth menu in your phone's settings. This action is not supported. To connect the niostem device to your phone you must follow the steps described in the User Manual i.e. open the niostem App, click on the Bluetooth icon on the App, then connect to your device.

Note: *connecting the device via phone's Bluetooth menu will not allow you to use the niostem headset. If you do so, please unpair the device from your phone, open the niostem App and connect the device via the App.*

11. FAQ and Help Center

A full list of niostem's FAQ can be found here <https://niostem.com/pages/faq> or visit our Help Center <https://niostemhelp.zendesk.com/hc/en-us>

Can a 30 min session be split in smaller sessions?

Yes. The App will help you pause and resume your 30-min session. However, niostem recommends doing the 30 minutes in one session without interruptions for best results. More than 2-3 interruptions during a 30 min session are not recommended.

Why can't I do more than 30 min a day?

niostem research showed that there are no benefits of performing sessions longer or more frequent than 30 min every day. niostem recommends the use of the niostem headset for only 30 min/day to obtain best results in regrowing hair. Thus, the App restricts the use of the device to 30 min in a calendar day.

Are there any contraindications?

The niostem headset has been tested on healthy individuals and has shown no severe adverse side effects. Minimal adverse effects observed are itchy scalp (scalp pruritus; 9%) and slight headache in the first 2-4 days after the initial use (4.5%), which are also common with approved drugs and laser caps (Adil et al. 2017).

As niostem has not been tested on individuals with a variety of health conditions (see below), we do not recommend its use by people who are affected by/with or suffering from: mid to severe or chronic skin inflammation, taking medications that may affect the skin reactions (e.g. glucocorticoids, anti-allergic drugs, immunomodulators), severe skin allergies or ever experienced serious side effects from skin products, scalp burns e.g. via sunburns or chemical burns or irritations, any type of skin, brain or bone or any other cancer located on the head, mental problems, epilepsy, schizophrenia, mental retardation or dysfunction

or paralysis or any other impairment, conditions on the the scalp that affect skin integrity and function including but not limited to: wounds, irritations, hematomas, blisters, herpes, other abrasions, or skin conditions such as psoriasis, atopic dermatitis, scarring alopecia or any other scarring condition of the skin, acne, bleeding, etc.

How can I see that the device is well connected to my scalp during a session?

A live view of the scalp-electrode connection can be seen in the App as well as the haptic feedback (vibration) is active during a session.

12. Safety information niostem headset

Before using the niostem headset, review the niostem headset Quick Start Guide and the User Manual at <https://niostem.com/pages/user-manual>. Retain documentation for future reference.

Safety and Handling

The niostem headset follows and complies with EU and US safety regulations for consumer electronic devices. The niostem headset, its operating systems, and the sensors are not medical devices.

Battery and Charging

The rechargeable lithium-ion battery in the niostem headset should be serviced or recycled by niostem or a professional service provider. Batteries must be recycled or disposed of separately from household waste.

Regulatory

Regulatory information is available at <https://niostem.com/pages/regulatory>. Additional regulatory information in "Safety and handling" in the niostem headset User Manual.