feno®

Smartbrush™

User Instruction Manual

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Preface

IP 64

This user manual (this “User Manual”) is intended for the user of the Feno® Smartbrush™.

THIS USER MANUAL IS PROVIDED BY:

Feno Labs, Inc.
10395 JEFFERSON BLVD,
CULVER CITY, CA 90232
United States

Feno Labs, Inc. may be referred to herein as “The Manufacturer”, “we", "us”, or "ours.”)

Warnings

Warning indicates a hazard with a considerable level of risk which, if not avoided, could result in malfunctions, damage of property and in worst case personal injury or death.

General Safety Instructions

READ ALL INSTRUCTIONS IN THIS USER MANUAL BEFORE USE.

Read this User Manual carefully before you use Feno® Smartbrush™ and save it for future reference.

Please follow safety precautions when you use Feno® Smartbrush™, especially when children are present.

Important Note for Users With Dental Work

IMPORTANT NOTICE FOR USERS WITH DENTAL CROWNS

The Feno Smartbrush may be used with permanent dental crowns that have been in place for a minimum of 4 weeks, but only when using the lowest intensity setting. Do not use the Smartbrush with temporary crowns under any circumstances or with newly placed permanent crowns (less than 4 weeks old). For other dental restorations such as veneers, please consult your dentist before use. Feno recommends consulting with your dentist if you have any concerns about using the Smartbrush with your specific dental work. Users assume responsibility when using the Smartbrush with any dental restorations.

USE WITH BRACES

The Feno Smartbrush is not currently recommended for individuals with braces, as the Mouthpiece is not designed to fit over orthodontic appliances. Once your braces are removed, you may begin using the Smartbrush and start your Feno oral care journey.

USING THE FENO SMARTBRUSH™ AND FENO FOAM™ WITH SENSITIVE TEETH

The Feno Smartbrush and Feno Foam are designed to be gentle for users with sensitive teeth. The Smartbrush features different speed levels letting you control the cleaning speed, while foam is formulated without harsh abrasives to provide an effective yet gentle clean.

If you experience sensitivity, we recommend starting at the slowest speed and gradually adjust the speed to your comfort level. If you have any discomfort, please consult Feno for personalized advice.

Safety Warnings

RISK OF ELECTRIC SHOCK

Do not place or store the Hub™, Smarthandle™, or Feno® Smartbrush™ where it can fall or be pulled into water or other liquid.

Do not reach for the Hub™ if it has fallen into water or other liquid. If the Hub™ or Smarthandle™ falls into water or other liquid, unplug it immediately. Do not use the Feno® Smartbrush™ while bathing. Unplug the Hub™ before cleaning and assure that it is dry before plugging it into an electrical outlet.

Never use a damaged Hub™ that has a damaged Power Cable. Please visit feno.co for replacement.

TO REDUCE THE RISK OF BURNS, ELECTROCUTION, FIRE, OR INJURY TO PERSONS:

- Use with improper voltage will damage the products and VOID any warranty.
- If products are opened/disassembled for ANY reason, any warranty is VOID.
- Do not use this product if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Contact Feno® customer service at support@feno.co
- Do attempt to use any Feno® products under the tongue, in the ear, nose or other delicate areas. The Feno® products are capable of causing serious damage in these areas.
- Use this product only as indicated in these instructions or as recommended by your dental professional.
- Only use tips and accessories recommended by Feno® Labs, Inc.
- Do not drop or insert any foreign object into any opening.
- Do not use Feno® products outdoors or operate where aerosol (spray) products are being used or where oxygen is being administered.
- Remove any oral jewelry prior to use of the Feno® Smartbrush™.
- Do not use any Feno® products if you have an open wound on your tongue or in your mouth.
- If your physician or cardiologist has advised you to receive antibiotic premedication before dental procedures, you should consult your dentist and/or medical professional before using the Feno® products or any other oral hygiene aid.
- If you have a pacemaker or other implanted device containing magnets or electronics, contact your physician or the device manufacturer prior to using the Feno® Smartbrush™.
- Do not use the Feno® Smartbrush™ for more than 1 minute total for each day.
- This product does not contain any user-serviceable parts in the Feno® Smartbrush™ or Hub™. Do not attempt to open either component.
- Using toothpastes containing peroxide may damage the plastic housing of the Feno® Smartbrush or Hub™.
- Using abrasive or chemical cleaners may damage the plastic housing of the Feno® Smartbrush™ or Hub™.
- Close supervision is necessary when this product is used by, on, or near children or individuals with disabilities.

- Children should be supervised to ensure that they do not play with the products.
- If you are undergoing treatment for any oral care condition, consult your dental professional prior to use.
- This Smartbrush™ is a personal care product and is not intended for use on multiple patients in a dental practice or institution. For hygienic reasons, we recommend the use of an individual Smarthandle™ and TrueFit™ Mouthpiece for each family member.

TO AVOID TRUEFIT™ MOUTHPIECE HEAD BREAKAGE, WHICH MAY GENERATE SMALL PARTS CHOKING HAZARD OR DEATH:

- Prior to each use, ensure the TrueFit™ Mouthpiece fits well. Discontinue use of the Smartbrush if Mouthpiece no longer fits properly. Never use the Feno® Smartbrush without the TrueFit™ Mouthpiece.
- If the Smarthandle™ is dropped, the TrueFit™ Mouthpiece should be replaced before the next use even if no damage is visible.
- Replace the TrueFit™ Mouthpiece every 3 months or sooner if the TrueFit™ Mouthpiece becomes worn.
- Clean the TrueFit™ Mouthpiece properly after each use (see Cleaning section on page 21). Proper cleaning ensures the safe use and functional life of the Feno® Smartbrush™.

POWER CABLE

For safety reasons, only use the supplied Power Cable and Power Adapter provided with the Feno® Smartbrush™.

Using another Power Cable may damage Feno® Smartbrush™, Hub™, or Smarthandle™ and may short circuit or other damage to property or personal injury. Do not plug the Power Cable into a power plug or power outlet which is not designed for use with the Feno® Smartbrush™.

Do not use the Power Cable provided with the Feno® Smartbrush™ with other products.

Keep the unused Power Cable in a dry, elevated, or locked location away from children. Finally, never touch the Power Cable with wet hands.

Check the Power Cable for damage before the first use and during the life of the Hub™.

INSTALLATION SAFETY INFORMATION

Check the Feno® Smartbrush™ for any damage before use. If there is any visible damage, strong odor, or overheating of components, unplug all connections immediately and stop using the Feno® Smartbrush™.

CAUTION! Only use the Power Cable in a suitable, properly installed (by an authorized electrician) and easily accessible power outlet compatible with the Power Cable provided by Feno®. Make sure that the Power Cable can always be disconnected from the power outlet.

INSTALLATION SAFETY INFORMATION

Do not plug the Power Cable into an electrical outlet with a higher voltage than the specification in this User Manual (see the "Technical Data" below) and please note that voltage converters DO NOT guarantee voltage compatibility.

Do not force the Power Cable into an electrical outlet, which is not designed for use with the Feno® Smartbrush™.

Keep the Power Cable away from heated surfaces.

Protect the Power Cable from being strained, pinched, or buckled and placed in a way to prevent people from stumbling over the Power Cable. Particularly, ensure that damage is avoided at the two ends of the Power Cable and the point where the Power Cable exits from the Hub™.

TEMPERATURE

Do not expose the Feno® Smartbrush™ to temperatures above 40°C / 104°F and below 10°C / 50°F.

Children below the age of 18 should not use the Feno® Smartbrush™.

Do not leave children unattended with the Feno® Smartbrush™ packaging material, as the packaging material may cause suffocation or other harm if swallowed.

For all users:
Please use the Feno® Smartbrush™ with care and consideration. Do not use the Feno® Smartbrush™ or other electrical equipment provided with the Feno® Smartbrush™ if you lack concentration or awareness or if you are impaired by alcohol or drugs (including recreational drugs and drugs prescribed by physicians).

For institutions (dentists and other dental offices, clinics, etc.):
The Feno® Smartbrush™ is a personal care product and is not intended for use on multiple patients.

For individuals with disabilities:
Please consult your dental professional before use of the Feno®.

Safety Instructions

Carefully read all safety instructions and information in this User Manual before using the Feno® Smartbrush™.

To avoid fire, explosions, electric shocks or other hazards that may result in damage to property and/or severe or fatal personal injuries:

- **Do not use the Feno® Smartbrush™ while bathing and/or showering.**
- **Do not place or store the Feno® Smartbrush™ where it can fall or be pulled into a tub, sink, or shower.**
- **Do not place or drop the Feno® Smartbrush™ into water or other liquids.**
- **Prevent unintentional starting.**
- **Disconnect the power supply from the Feno® Smartbrush™ before making any adjustments, changing accessories, or storing the Feno® Smartbrush™. Such preventive safety measures reduce the risk of starting the Feno® Smartbrush™ accidentally.**

It is very important that you read and understand this User Manual before using the Feno® Smartbrush™.

Please keep this User Manual for future reference and provide it to any subsequent user of the the Feno® Smartbrush™.

LEGAL NOTICE AND WAIVER

The Manufacturer is not liable for cases of damage to property or personal injury caused by incorrect use of the Feno® Smartbrush™ or other non-compliance with this User Manual and other instructions provided by the manufacturer, including the Quick Start Guide.

This applies both to use and charging of the Feno® Smartbrush™ and any disposal of electrical equipment provided by the Manufacturer.

Incorrect use of the Feno® Smartbrush™ and non-compliance with the User Manual and/or the Quick Start Guide will also void any warranties provided by the Manufacturer.

CHANGES TO THE USER MANUAL

Please read the User Manual before using the Feno® Smartbrush™. The latest version of the User Manual and other product documentation are available at **feno.co/smartbrush-getting-started**

Any changes to this User Manual will be included in the updated version of this User Manual available at **feno.co/smartbrush-getting-started.**

Note: You can also submit comments and feedback on the same website. We would greatly appreciate it.

Feno® Smartbrush™

To use the Feno® Smartbrush™, you need these components and accessories:

Complete System

ACCESSORY	DESCRIPTION
Smarthandle™	The Smarthandle™ houses a suite of revolutionary at-home oral care tech: An embedded high definition scanner captures dental imaging for analysis on the Feno® app; the proprietary ArcFlow Tech™ propels the TrueFit™ Mouthpiece's gentle yet powerful motion to massage the gumline and clean teeth; and the Smarthandle's display shares time, weather, and brushing details.
Truefit™ Mouthpiece	Feno's TrueFit™ Mouthpiece features 18,000 ultra-soft nylon bristles fused to a semi-pliable plate that adapts to your unique dental arch. For the best clean, replace your TrueFit™ Mouthpiece every three months.
Snap Charger	The Snap Charger is a compact, travel-ready charger designed specifically for the Feno Smartbrush, clipping securely onto the back of the Smarthandle for easy, efficient charging. Built to fit seamlessly into your routine, it's lightweight and portable—perfect for travel or simply reducing clutter at home. The Snap Charger ensures your Smartbrush is always powered up, so you never miss a step in your oral care routine, no matter where life takes you. Just snap it on to charge and enjoy uninterrupted support for your personalized oral health journey.
Power Cable	The Power Cable charges the Hub™ for the Feno® Smartbrush™. To charge the Hub™, connect the Power Cable to the Hub™ and the included Feno® Power Adapter.
Tongue Cleaner	This minimalist stainless steel Feno® Tongue Cleaner is expertly designed to gently and efficiently remove the buildup of bacteria and debris that can lead to bad breath. A simple yet effective solution for tongue cleaning at home and on the go.
Feno Foam™ Toothpaste	Our foaming Feno Foam™ Toothpaste easily reaches tight spaces between teeth, supports enamel with xylitol, and refreshes naturally.

Technical Data

Operating voltage: 5V
Operating wattage: MAX 5W

General Information

PARAMETER	VALUE
Technical Life Span*	7 YEARS
Operating Temperature Range	-5-45°C (23-113°F)
Relative Humidity**	10-90%
Maximum radio-frequency power transmitted in the frequency band(s) in which the radio equipment operates	3W
IP Rating Headpiece	IP 64
Weight	140g

Smarthandle™

PARAMETER	VALUE
Charging Mechanism	Induction charging
Battery	103040 [1200mAh]
Typical Charging Duration*	4 hours
Standby Time	8 hours
Standby Time (deep sleep)	600 hours
Usage Time	20 second duration [90 times], total 1800 seconds or 30 minutes
Frequency Band	110KHz-200KHz

TrueFit™ Mouthpiece

PARAMETER	VALUE
Dimensions	78 x 75 x 36MM (±10MM depending on Mouthpiece size)
Weight	30g-40g

The Hub™

PARAMETER	VALUE
Input Power	5V/1.0A
Wireless Charging	110KHz-200KHz
Power	5W
Dimensions	90x 67x 165MM
Weight	207g

*Note: This item is currently on backorder. Please check your confirmation email to verify if it's included in your package.

Power Cable

PARAMETER	VALUE
Input Power	AC 100-240V-50/60HZ 0.35A
Output Power	5V/2A
Dimensions	57.5x 31x 22MM
Weight	31g

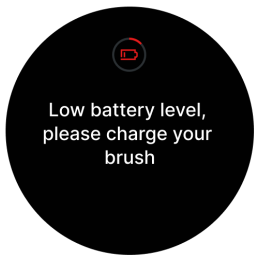
* The Technical Data above is based on use at ordinary room temperature (approx. 20 degrees Celsius/70 degrees Fahrenheit) and on use of the components and accessories provided by the Manufacturer with the Feno® Smartbrush™ only.

** Sustained higher humidity can harm the durability of the Feno® Smartbrush™.

Furthermore, please note that this Power Cable is designed to operate within 5 volts. Voltage converters DO NOT guarantee voltage compatibility.

Any use or charging of the Feno® Smartbrush™ not approved by this User Manual could result in personal injury or property damage and will void the warranty.

Visual Signals

NAME + LED INDICATION	MEANING	PRODUCT SCREENS
Brushing	The Feno® Smartbrush™ is running. Brushing mode activated. Lasts for 20 seconds.	
Charging	The Feno® Smartbrush™ is charging.	
Fully Charged	The Feno® Smartbrush™ is fully charged.	
Critical Battery Alert	The Feno® Smartbrush™ needs power.	

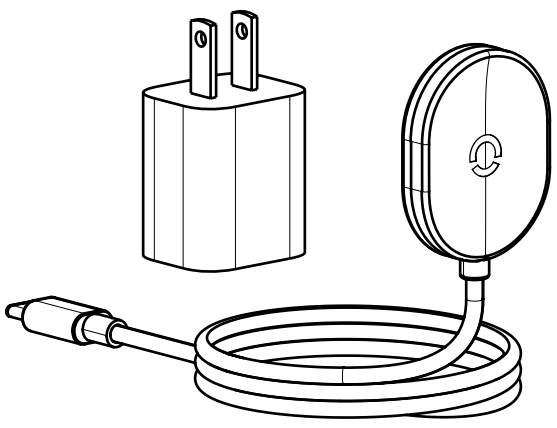
Feno® Smartbrush™ in Use

Unpack and Check The Feno® Smartbrush™

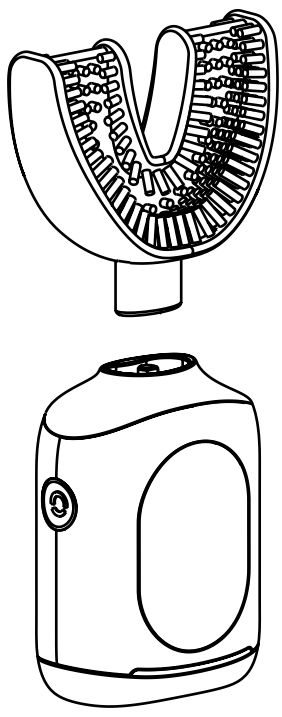
Unpack the Feno® Smartbrush™ and dispose of the packaging material in a proper way. See section DISPOSAL for more information.

Please make sure that the packaging contains the following*:

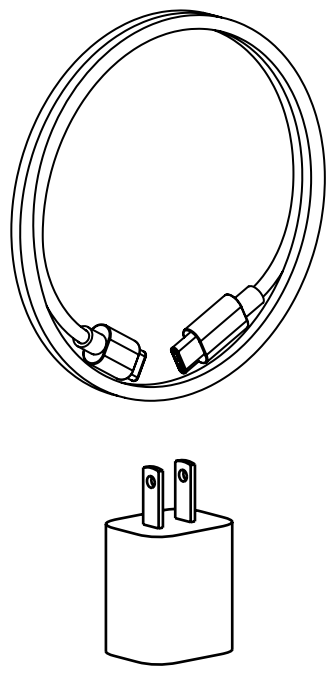
THE SNAP CHARGER



SMARTHANDLE™ + TRUEFIT™ MOUTHPIECE

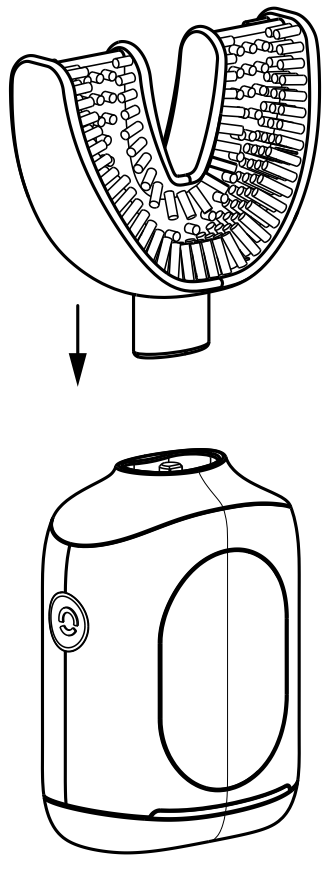


POWER CABLE AND POWER ADAPTER



Assembling

Assemble the Feno® Smartbrush™ by attaching the TrueFit™ Mouthpiece to the connector pin on the Smarthandle™. Push until you hear a soft "click" indicating the TrueFit™ Mouthpiece is securely attached.

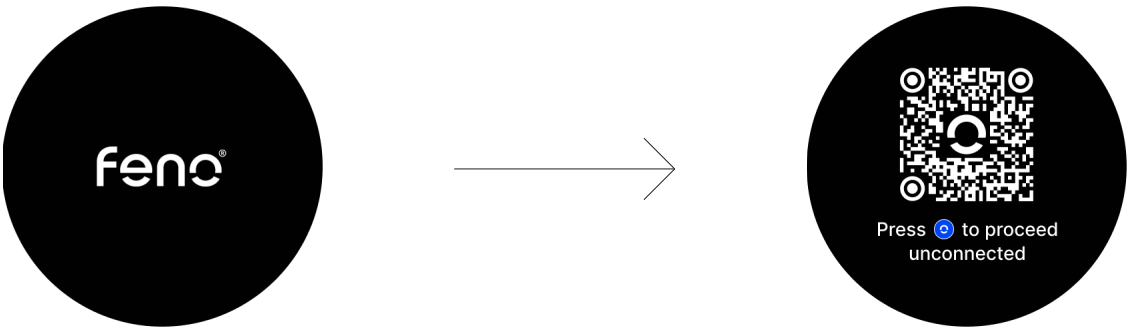


Setting Up the Feno® Smartbrush™

This guide will walk you through what you can expect to see on the Feno® Smartbrush™ screen as soon as you turn on your device for the first time.

Upon turning on your device, you will be greeted by a welcome screen. This screen will display the Feno® logo.

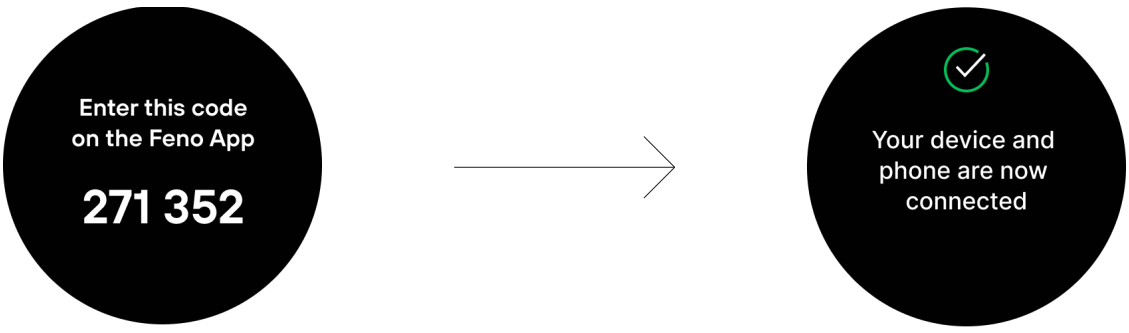
WELCOME SCREENS



When you first power on your Feno Smartbrush or after a restart, the device will greet you with the Feno logo. After approximately three seconds, the screen will prompt you to download the Feno app.

You will then be presented with a QR code to download the app. You can choose to scan the QR code to connect your Smartbrush to the Feno app, or you may opt to use the device without app connectivity. To proceed, press the upper button on the side of the device.

CONNECTING TO THE APP

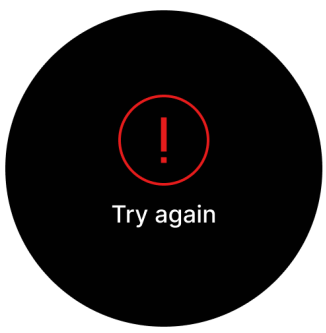


Once you've downloaded the app, follow the setup steps in-app until a unique code appears on your Smartbrush; enter this code into the app to connect your Smartbrush. Upon successful entry, your Smartbrush will be connected to the app.

CONNECTING TO THE WIFI

To connect your Smartbrush to Wi-Fi, navigate to the Wi-Fi list within the Feno App, select your desired network, and enter the password; once the connection is successful, your Smartbrush will be connected to the Wi-Fi.

WIFI CONNECTION FAILED



During the Wi-Fi connection process, you may be prompted to try again. If this happens, ensure that you have entered the correct Wi-Fi network and password, and verify that your mobile device is also connected to a Wi-Fi network. Moving closer to the router can improve connectivity. If the issue persists, please contact support.

HOMESCREEN

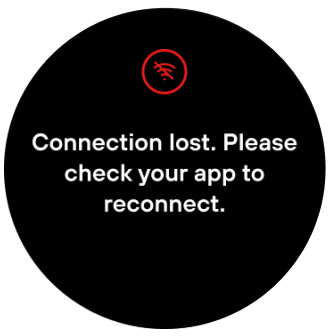
Once you're set up and connected to your mobile device. This is how the screen will look like on idle. This is your homescreen.

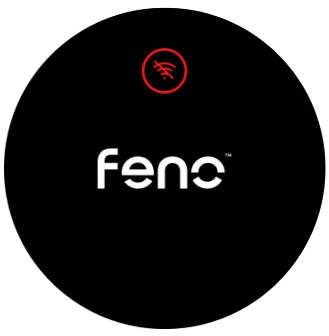
It should show the time in your timezone as well as a greeting with your name.

Error Messaging

The error message shown on screens below states that the Feno® Smartbrush™ is not connected to Wi-Fi or the Feno® App. If you wish to connect, kindly follow the steps on how to connect to a Wi-Fi.

ERROR INDICATION SCREENS





EXCESSIVE BITE PRESSURE

Your Smartbrush™ can detect how hard you're putting pressure on the TrueFit™ Mouthpiece. When brushing, you might notice that the Feno® Smartbrush™ has stopped on its own and it showed this prompt. Kindly follow the instructions as shown on screen and continue brushing as normal.

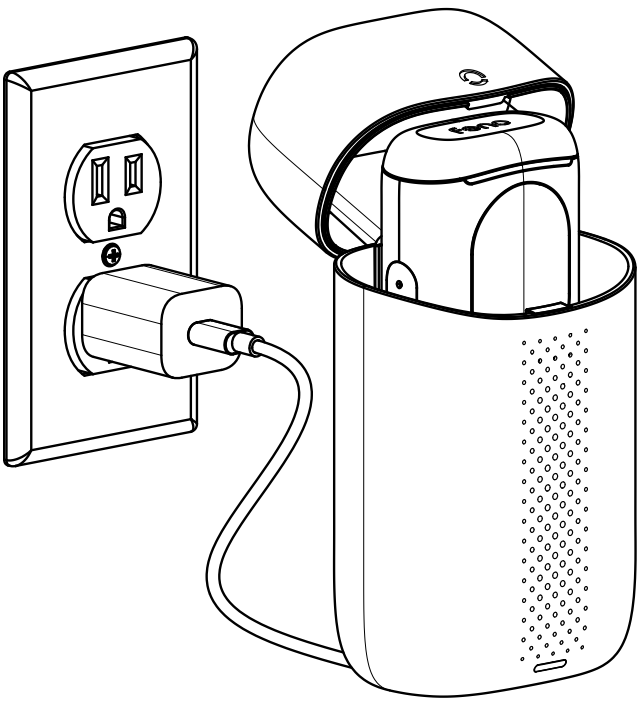
CUSTOMER SUPPORT

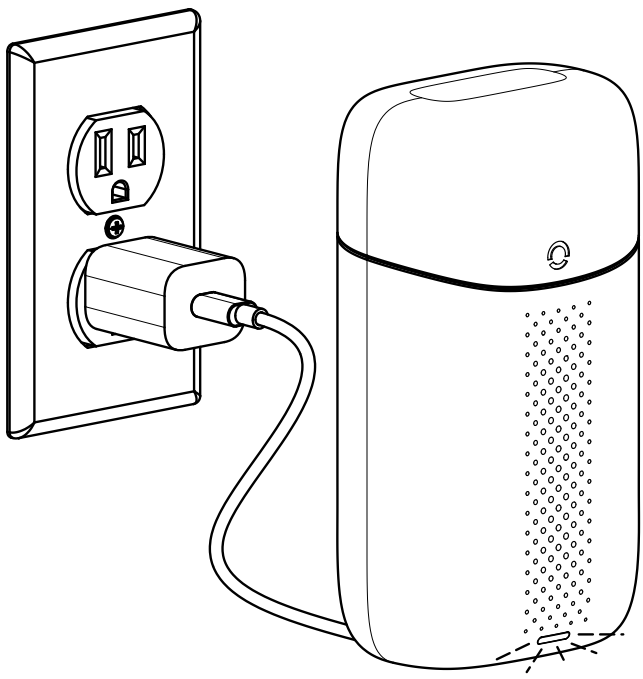
Please contact customer support when the screen has popped up with this error message. You can reach out via email with your concern at support@feno.co.

Charging the Feno® Smartbrush™

Plug one end of the Power Cable into the Hub™ and connect the other end to the included Feno® Power Adapter. The Power Adapter or power plug used for charging must be in accordance with the Technical Data section.

THE HUB™

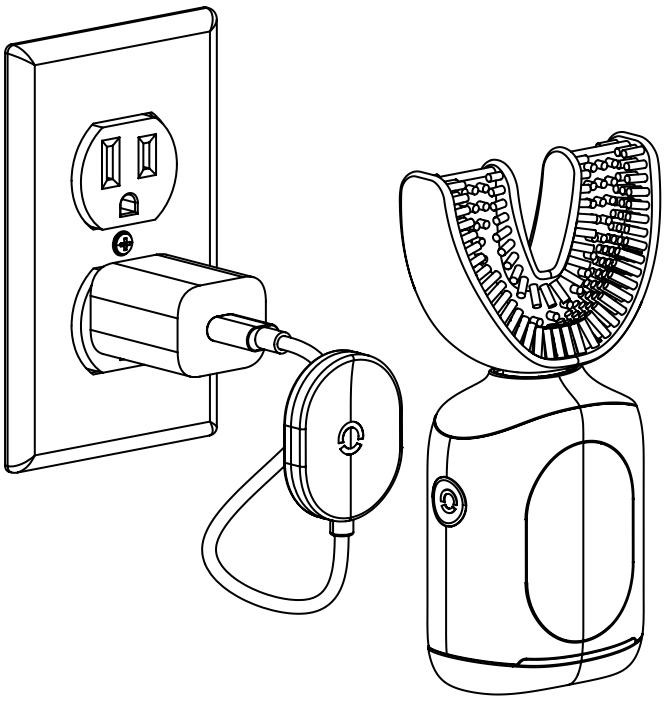




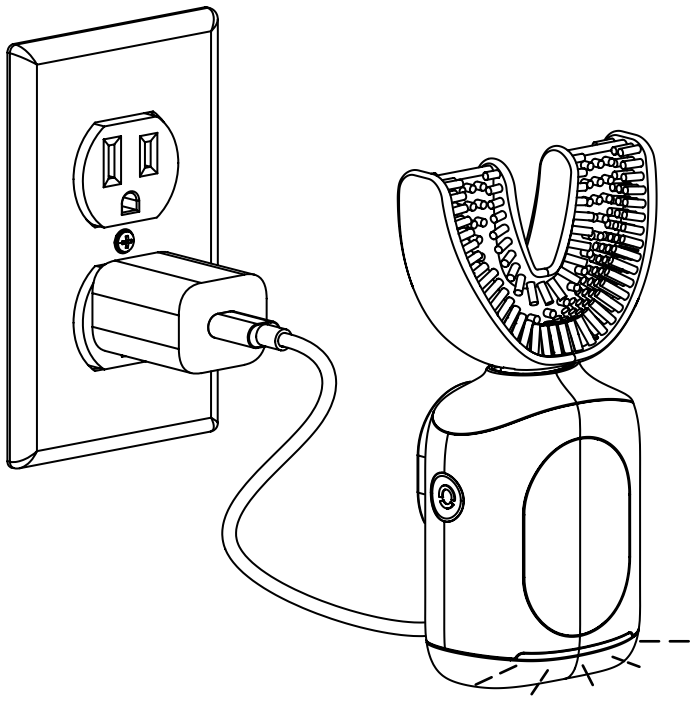
Together with the Hub™, you should receive a Power Cable to connect to the Power Adapter. Make sure the Power Cable is undamaged, fits securely into the charging port, and is connected to the correct power voltage. Once the Hub™ is connected to the power source, you should see an indication that it's charging.

The screen will show a battery icon with a battery sign in the center and green outline (encircling slowly the icon as it charges the Feno® Smartbrush™) together with the text “Charging in progress”. If left after 3 seconds, the screen will go back to the homescreen with the same icon at the top of the screen.

THE SNAP CHARGER



Attach the Snap Charger to the Feno® Power Adapter and plug it into an outlet. Place the Snap Charger (with the Feno logo facing inwards) on the back of the Smarthandle™. Magnets will snap it into place.



Connect the smarthandle to the Snap Charger to charge in between brushes. **We recommend laying the snap charger down on a flat surface with the Smarthandle™ on top.**

THE FENO® CHARGING SCREENS

When you connect your device to the charger, the screen will briefly display a charging notification saying “Charging is in progress”. After 3 seconds, it will return to the home screen. There, you'll see an electric charge icon next to the battery percentage, indicating ongoing charging. Once the battery reaches 10%, the battery indicator will turn green.

Regular vs. Foam Toothpaste

The Feno® Smartbrush™ can be used with any toothpaste you like. Please read below for information on how you might most effectively use regular toothpaste, gel toothpaste, and our Feno Foam™ Toothpaste.

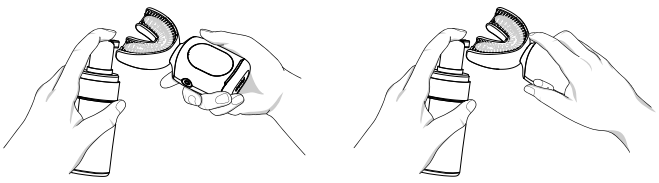
Feno® recommends Feno Foam™ Toothpaste due to its efficiency and ease of use. In addition, the residue of Feno Foam™ Toothpaste in the Feno® Smartbrush™ can be easily removed by cleaning it.

REGULAR AND FENO FOAM™ TOOTHPASTE APPLICATION

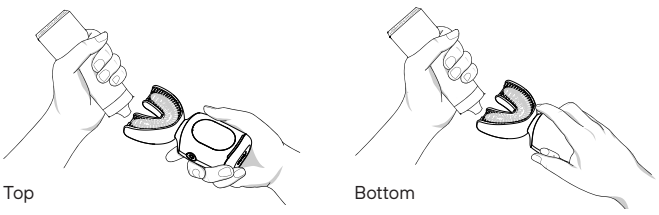
1. Briefly put the TrueFit™ Mouthpiece under running water.

2. Spread the toothpaste (regular or Feno Foam™) in a thin layer on both sides of the TrueFit™ Mouthpiece.

Foam



Regular



3. Make sure the toothpaste is evenly spread on all bristles.

4. Use the Feno® Smartbrush™ as described in Brushing section (next page).

REGULAR TOOTHPASTE PASTE-THEN-BRUSH METHOD

1. Briefly put the TrueFit™ Mouthpiece under running water.

2. Squeeze a pea-sized portion of toothpaste (regular or gel) into your mouth.

3. Put a small amount of water in your mouth and swirl the toothpaste around your mouth until you feel your mouth is well covered.

4. Use the Feno® Smartbrush™ as described previously in Brushing section.

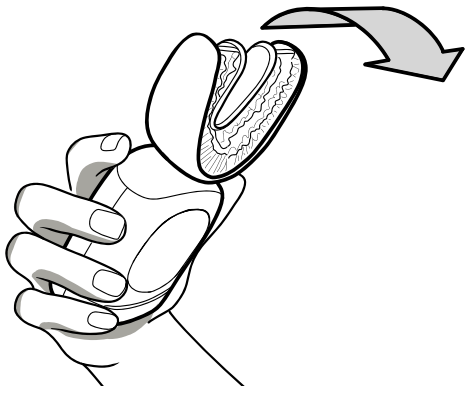
Brushing

CAUTION! Some individuals may experience a mild tingling sensation, gag reflex, irritation or minor bleeding when using Feno® Smartbrush™ for the first time. These experiences typically stop after a few days of use.

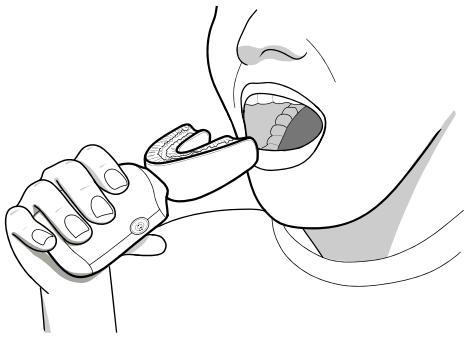
If not, please reach out to us at support@feno.co and consult your dental professional before continuing your use of the Feno® Smartbrush™.

TO USE THE FENO® SMARTBRUSH™:

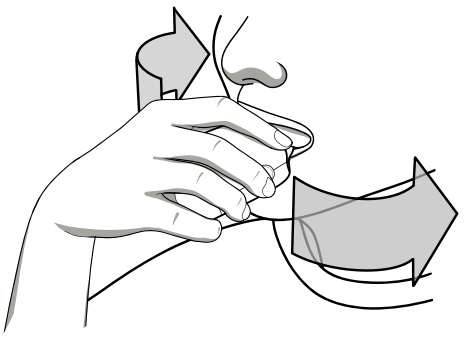
1 Hold the Smarthandle™ while turned off.



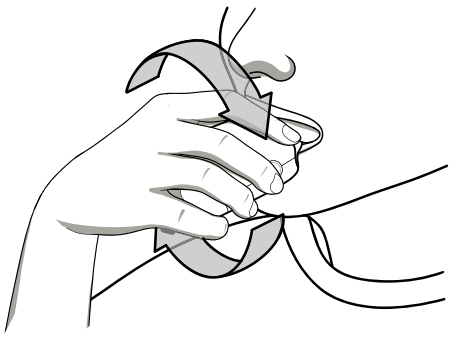
2 Gently insert the TrueFit™ Mouthpiece into your mouth and softly bite on to it.



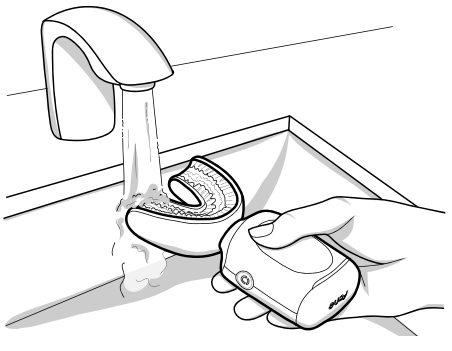
3 Adjust the position of the TrueFit™ Mouthpiece by moving your jaw, so the bristles cover all of your teeth and your gum line.



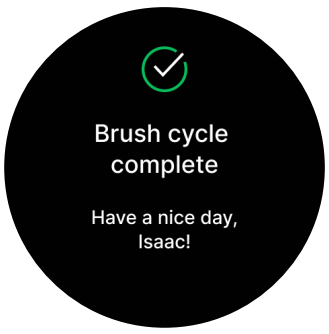
4 While on, make sure to move the TrueFit™ Mouthpiece in a slow circular motion for optimal bristle contact and brushing results.



5 Wait until the movement stops after 20 seconds. Take the TrueFit™ Mouthpiece out of your mouth. Clean the TrueFit™ Mouthpiece. See section Cleaning and maintenance and corresponding Smarthandle™ screen below.



SCREENS WHILE BRUSHING



IN PROGRESS

Press the upper button to start brushing. While using the Feno® Smartbrush™, it should show on the screen "Brushing in Progress" as well as the time remaining until the brush is completed.

COMPLETE

Once the timer has finished, the screen will confirm that the brush cycle has been completed. After a few seconds, the Feno® Smartbrush™ will go back to the home screen.

PAUSED

You can pause the Feno® Smartbrush™ by pressing the feno pause button. You can continue brushing by clicking on the same button. If you choose not to resume brushing, the screen will lead to the homepage.

BRUSHING DISCLAIMERS

Insert the TrueFit™ Mouthpiece into your mouth carefully. Stop using the TrueFit™ Mouthpiece if you can feel pain while inserting the TrueFit™ Mouthpiece or running the Feno® Smartbrush™.

The Feno® Smartbrush™ brushes all teeth simultaneously - it requires no tooth-by-tooth brushing technique. The TrueFit™ Mouthpiece may cause it to slip off the teeth during use, particularly when first getting used to this technique and especially if the mouth is open too wide.

Consult your dental professional before using the Feno® Smartbrush™ if you have braces or dental restorations.

If you wear braces it is not always possible to fit the TrueFit™ Mouthpiece into your mouth correctly.

If this is the case, be sure to clean the wires and brackets adequately as plaque builds on those areas as well as on teeth and gums. If braces prevent a proper fit, do not attempt to use the Feno® Smartbrush™ and seek advice from your dental professional.

If you have dental restorations, use the Feno® Smartbrush™ as you would regularly, but make sure to adjust the TrueFit™ Mouthpiece around all surfaces of your dental restorations.

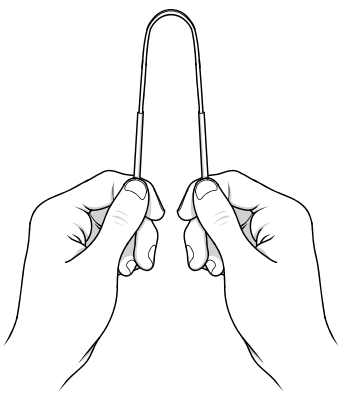
If you suffer from any dental disease, have one or more tooth crowns or wear dental prostheses, consult your dental professional or physician before using the Feno® Smartbrush™. Do not use a TrueFit™ Mouthpiece with crushed, bent, loose, or dislodged bristles. Damaged bristles may break off while brushing. Replace the TrueFit™ Mouthpiece with a new one every 3 months or sooner if the TrueFit™ Mouthpiece shows signs of wear. Not following the instructions set forth in this User Manual may cause damage to the bristles.

Tongue Cleaner

This minimalist stainless steel Feno® Tongue Cleaner is expertly designed to gently and efficiently remove the buildup of bacteria and debris that can lead to bad breath. A simple yet effective solution for tongue cleaning at home and on the go.

TO USE THE TONGUE CLEANER:

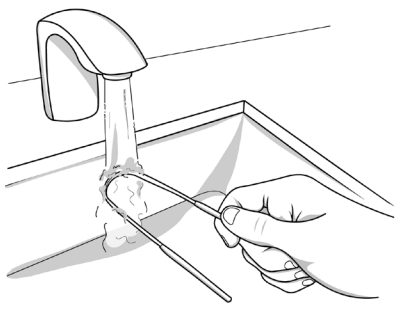
1 **Securing Your Grip**
For precise control, firmly grasp the Feno® Tongue Cleaner using one or both hands, ensuring you have a stable hold on its handles.



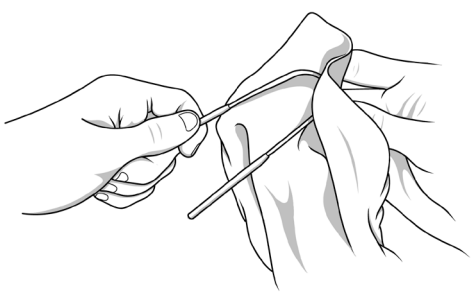
2 **Initiate With Thoughtfulness**
Position the Feno® Tongue Cleaner gently at the back of your tongue. Extend it only as far as you're comfortable, prioritizing your well-being. Should you encounter any discomfort or feel the onset of a gag reflex, halt the process. If pain is experienced, cease usage immediately.

3 **Mastering the Technique**
With a gentle yet determined motion, navigate the Feno® Tongue Cleaner from the back to the front of your tongue. As you progress, you'll witness the effective removal of unwanted residue.

4 **Cleanse and Continue**
After each effective pass, it's crucial to rinse the Feno® Tongue Cleaner to rid it of the collected debris. For optimal results, replicate the cleaning action 5-8 times, ensuring a thorough cleanse.



5 **Maintenance Matters**
Once your session concludes, wash the Feno® Tongue Cleaner under warm water. To maintain its prime condition, pat it dry using a clean cloth.

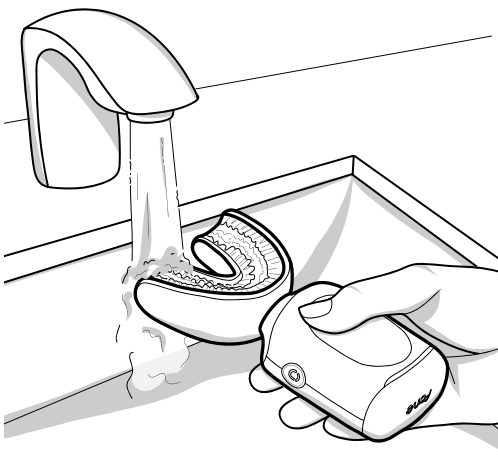


Cleaning

Clean the Feno® Smartbrush™ after each use. If the Feno® Smartbrush™ is not used for an extended period of time, unplug the Hub™, clean the product as described below and store it in a cool, dry place away from direct sunlight.

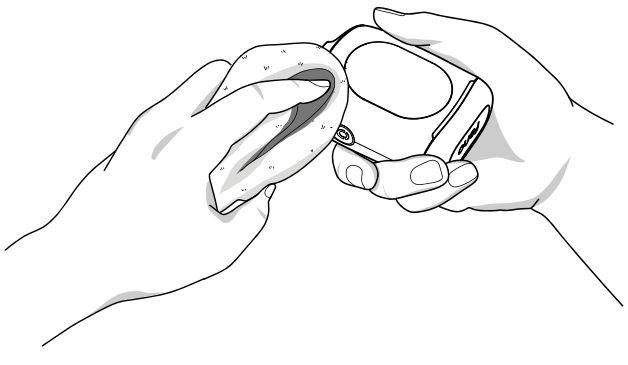
CLEANING

1. Rinse the TrueFit™ Mouthpiece under lukewarm water. **CAUTION!** Do not rinse the TrueFit™ Mouthpiece in water more than 40°C/104°F or in any way expose it to boiling water.

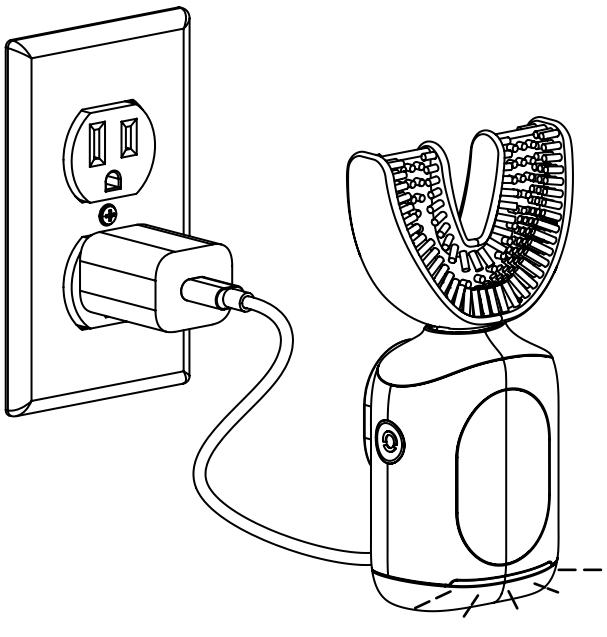


Furthermore, please note that if your toothpaste includes peroxide, baking soda or other bicarbonates (common in whitening toothpastes), thoroughly clean your TrueFit™ Mouthpiece after each use. Otherwise, the toothpaste residues may damage the TrueFit™ Mouthpiece.

3. Detach the TrueFit™ Mouthpiece. Use a damp cloth to wipe the entire surface of the Smarthandle™. Make sure the Smarthandle™ is completely dry. **CAUTION!** Do not hold the Smarthandle™ under water.



4. Reattach the TrueFit™ Mouthpiece and put the Snap Charger at the back of the Smarthandle™ to keep the device charged.

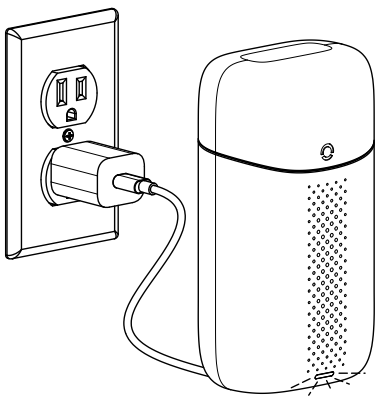


CLEANING THE HUB™

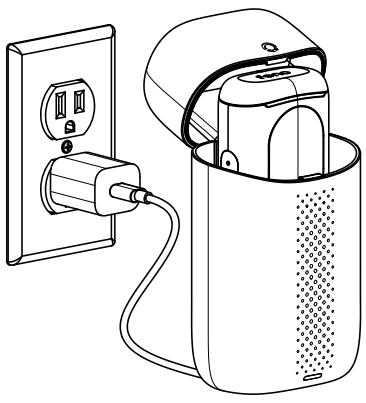
1. Unplug the Power Cable from the Hub™. Use a dry cloth to wipe the surface of the Hub™. **CAUTION!** Do not clean the Hub™ by immersing it under water.

2. Place the Hub™ on a safe and dry surface.

3. When the Hub™ is completely dry, plug the Hub™ into an electrical outlet.



4. Place the Smarthandle™ back into the Hub™.



Scanning

The Feno Smartbrush allows you to scan your teeth to get an Oral Health Report (available for Feno+ members).

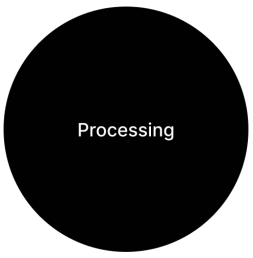
TAKING YOUR SCAN

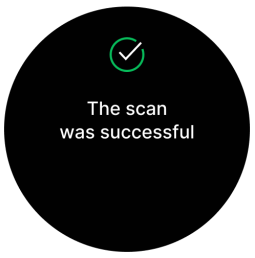
From the home screen, press the upper button once to activate the scanner, which will then be ready to start scanning. You'll see a prompt on the screen to open your mouth wide.

SCANNING

Once it is placed correctly, the device will scan your mouth. For a more accurate oral health report, repeat the scanning process 3 times.

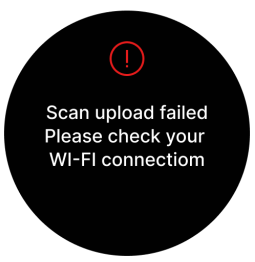
PROCESSING SCAN





Once the scan is completed, the device will process the data and notify you if it was successful. If you receive a "successful" message, rest assured that our team has received your scans, and they are currently under review by our dentists.

SCANNING ERROR



Please check your Wi-Fi connection and try again. Ensure your device is connected to a stable Wi-Fi network and verify your internet connection is working. If the problem persists, try restarting the device and attempting to scan again.

Should you continue to experience issues, Move closer to your router and retry to scan. if it persists, contact our support team.

Low Battery

When your Smarthandle™ battery is running low, you will see a notification on your screen indicating the low battery status. The notification will have a battery icon with a red outline at the top of the screen and a pop-up message that asks you to charge your brush. If you choose to ignore the notification, your homescreen will continue to have the red battery icon until the battery is drained.

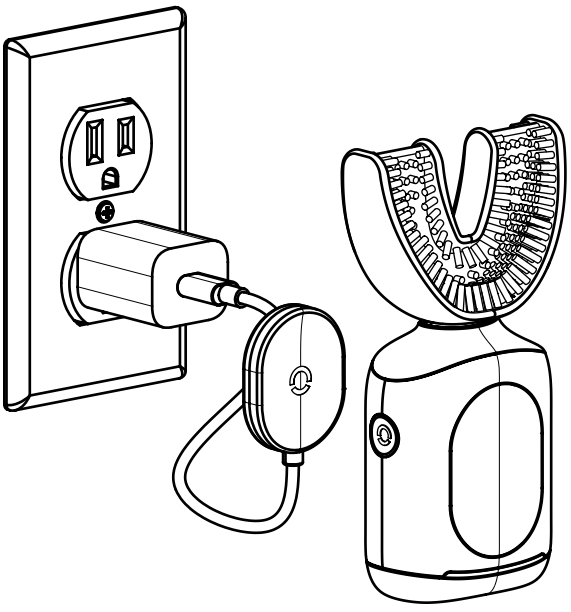
LOW BATTERY SCREEN PROGRESSION

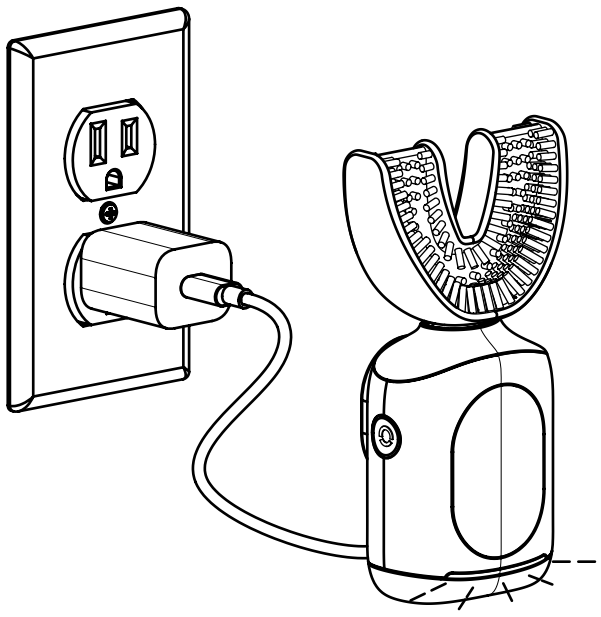
Recharging the Feno® Smartbrush™

The Smarthandle™ is sealed, and the battery is not accessible. Do not attempt to replace the batteries. Tampering with the batteries risks fire, electrocution, and chemical burns. Place the Snap Charger at the back of the Feno® Smartbrush™. You will know that it is connected properly if the screen says, "Charging in Progress".

Use the Feno® Smartbrush™ only with the Power Cable and the Snap Charger provided with the Feno® Smartbrush™. Never use the Power Cable if it is damaged. Keep the Power Cable away from heated surfaces. After each use, the Feno® Smartbrush™ should be connected to the Snap Charger to be ready

THE SNAP CHARGER





RECHARGING DISCLAIMERS

Please note that the battery performance may degrade over time. Battery degradation in electrical equipment over time is normal and does not constitute a malfunction or defect with the Feno® Smartbrush™.
Do not attempt to change the battery if you experience any battery problems, but contact Feno® Smartbrush™ Customer Support at support@feno.co. If liquid is discharged from the battery, avoid contact with such liquid. If contact occurs, flush thoroughly with water immediately. Liquid discharged from the battery may cause irritation or burns. If irritation or burns occur, please consult a medical professional.

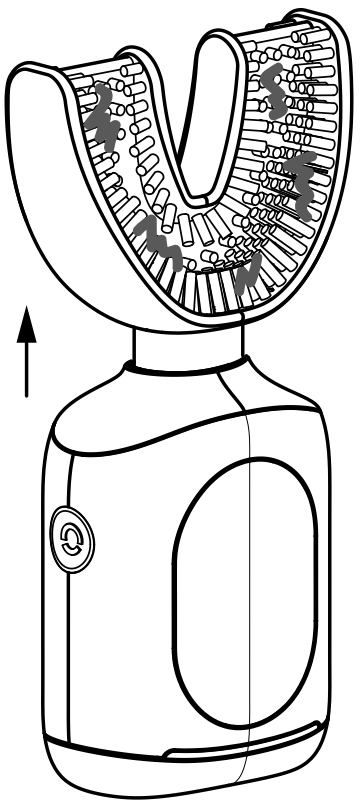
Maintenance

Replacing the TrueFit™ Mouthpiece

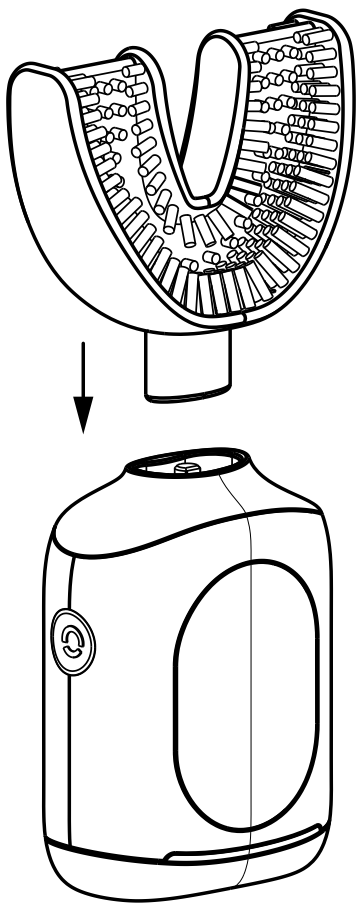
Replace your TrueFit™ Mouthpiece at least every three months to achieve optimal brushing results.

CAUTION! Be careful when connecting these parts as body parts might get pinched between them.

1. Remove the TrueFit™ Mouthpiece from the Smarthandle™ by gently pulling them apart. Do not use exsessive force.



2. Insert the Smarthandle™ connector into the new TrueFit™ Mouthpiece until you hear a soft click indicating the TrueFit™ Mouthpiece is securely attached.



Maintenance and Storage Safety Information

See the cleaning and maintenance instructions before cleaning the Feno® Smartbrush™.

Do not let water touch the electronic connection of the Hub™ and the Power Cable. Electrocution or fire may result.

Rinse the TrueFit™ Mouthpiece and Smarthandle™ with lukewarm water. Disconnect these parts before cleaning. Do not immerse the Smarthandle™ in water. Use a damp cloth to clean the Hub™. Do not use wipes or any other cleaning products that contain chemicals as these may damage the Hub™.

If the Feno® Smartbrush™ will not be used for an extended period of time, unplug the Hub™. Store the Feno® Smartbrush™ in a cool, dry place away from direct sunlight.

Do not put any parts of the Feno® Smartbrush™ into the dishwasher or any other electrical appliances not manufactured by Feno®.

Service and Repair Safety Information

The Feno® Smartbrush™, or Hub™, does not contain any user-serviceable parts.

Do not attempt to open, modify or repair the Feno® Smartbrush™, or Hub™. Do not drop, puncture, break, or expose it to high pressure.

Alterations to the Feno® Smartbrush™ or Hub™ and technical modifications are not permitted. If the Power Cable is damaged, visit feno.co
for a replacement.

CAUTION! If you try to open, modify or repair the Feno® Smartbrush™ yourself, the Manufacturer will not cover subsequent repair expenses or replace the Feno® Smartbrush™ if repair is not possible. Additionally, any applicable warranty will be voided.

All configuration, servicing, and repairs must be made by the Manufacturer or an authorized reseller.

If you experience any technical issues with the Feno® Smartbrush™, please contact Feno® Smartbrush™ Customer Support at support@feno.co for further assistance.

Rebooting and Resetting Your Feno Smartbrush

If you're experiencing any issues with your Feno Smartbrush, performing a quick reboot might help. Follow these simple steps to refresh or, if needed, factory reset your device.

REBOOTING YOUR SMARTBRUSH

1. **Go to the Home Screen:**
Start by ensuring your Smartbrush is on the home screen. You'll know you're there if you can see the time and your name displayed.

2. **Hold the Logo Button:**
Press and hold the logo button on your Smartbrush for about 5 seconds. This will initiate a reboot of the device.

3. **Check Functionality:**
After the screen refreshes and returns to the home screen, try brushing again to see if the issue has been resolved.

FACTORY RESETTING YOUR SMARTBRUSH

If refreshing doesn't resolve the issue, you can perform a factory reset. This process will restore your Smartbrush to its original settings, so you'll need to set it up and reconnect it to the Feno app afterward.

1. **Prepare for Reset:**
Make sure you're ready to reset the device to factory settings, as this will erase any personalized settings and data.

2. **Hold All Three Buttons:**
Simultaneously press and hold the logo button, the up button, and the down button on your Smartbrush. Keep holding until the factory reset screen appears.

3. **Wait for Countdown:**
The reset screen will display a countdown. Continue holding all three buttons until the countdown completes, indicating that the factory reset has started.

4. **Reconnect to Feno App:**
Once the reset is complete, open the Feno app and follow the setup instructions to reconnect and personalize your Smartbrush settings.

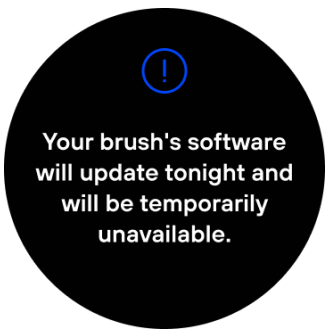
If you continue to experience issues after a factory reset, our Customer Support team is available to help. You can reach us at support@feno.co or by calling 323-800-8564.

Software Updates

When a software update is available for your Feno® Smartbrush™, you will see a notification on your screen indicating that an update is ready to be installed.

Wait for the next screen to track update progress. Software updates are only available if the Feno® Smartbrush™ is connected to Wi-Fi.

SOFTWARE PROGRESS SCREENS



FAILED UPDATE

If you see the screen prompting that there is an error, please try again until successful. If the problem persists, reach out to support@feno.co.

SUCCESSFUL UPDATE

Once the update is complete and successful, the next screen will show a check mark with the text that says the update has been successfully installed.

Disposal

Follow the instructions in the **DISPOSAL** section in this User Manual for the safe disposal of the Feno® Smartbrush™.

Contact Feno® Customer Support at support@feno.co for further assistance.

ACCESSORY	DESCRIPTION
	The Feno® Smarthandle™ must be disposed of in accordance with local regulations for battery disposal.

DISPOSAL OF ELECTRIC EQUIPMENT

Please dispose according to applicable local regulations. By disposing of the Feno® Smartbrush™ and its accessories in the proper manner, you help to avoid possible hazards for the environment and public health that could otherwise be caused by improper treatment of waste equipment. The recycling of materials contributes to the conservation of natural resources. Therefore, do not dispose of your old electrical equipment with unsorted waste.

DISPOSAL OF PACKAGING WASTE

The packaging is made of different materials, which may be disposed of through your local facilities. By disposing of the packaging in the proper manner, you help to avoid possible hazards for the environment and public health. The packaging is primarily made of corrugated fiberboard, paper pulp material and plastics.

DISPOSAL OF BATTERIES

The Feno® Smartbrush™ contains a battery. Batteries may not be disposed of with the usual domestic waste. They may contain toxic heavy metals and are subject to hazardous waste regulations. For this reason, dispose of the Rechargeable Smarthandle™ (the part that contains the battery) at a local collection point for waste electrical equipment. Do not attempt to open the Smarthandle™ and to remove the battery yourself.

Warranty

Warranty - USA

Feno® Smartbrush™ warrants these products to be free of defects in material and workmanship as follows:

TrueFit™ Mouthpiece - for a period of (1) month from the date of original purchase.

Smarthandle™ - for a period of (12) months from the date of original purchase.

The Hub™ - for a period of (12) months from the date of original purchase.

If the proucts exhibit such defects, Feno® will, at its option, repair or replace it without cost for parts and labor. The products must be carried in or shipped, prepaid and insured (recommended), to an authorized Feno® Smartbrush™ Service Center. Proof of date of original purchase or other acquisition is required.

The cost to ship the products to an authorized Service Center is the responsibility of the consumer, the cost to return the products to the consumer is the responsibility of Feno®.

This warranty does not cover finishes or normal wear, nor does it cover damage resulting from accident, misuse, dirt, water, tampering, unreasonable use, service performed or attempted by unauthorized service agencies, failure to provide reasonable and necessary maintenance, including recharging, or units that have been modified or used for commercial purposes. In addition, and without limiting the foregoing, this warranty does not apply in the following instances:

TrueFit™ Mouthpiece: bending/stretching it forcefully handling; general weakening of bristles over time.

Smarthandle™: contact with water more than splashing.

The Hub™: cleaning/submerging/ filling with water of the Hub™; charging of other products than the Smarthandle™; using inappropriate adapter/ cable/power outlet for running the Hub™.

OPENING OF THE CASING AND/OR ANY CHANGES TO THE COMPONENTS OR PRODUCTS AS A WHOLE AUTOMATICALLY VOIDS THE WARRANTY.

ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO: ONE (1) MONTH FOR THE TRUEFIT™ MOUTHPIECE, TWELVE (12) MONTHS FOR THE SMARTHANDLE™, AND TWELVE (12) MONTHS FOR THE HUB™ FROM DATE OF ORIGINAL PURCHASE OR OTHER ACQUISITION. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

IN NO EVENT WILL FENO LABS, INC. OR ANY OF ITS AFFILIATES OR SUBSIDIARIES BE LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES BASED UPON BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, TORT, OR ANY OTHER LEGAL THEORY.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

This warranty gives you specific legal rights, and you may have other legal rights which vary from state to state.

How to obtain service and additional information:

Should this products require service, please contact us at support@feno.co to be referred to the preferred authorized Feno® Smartbrush™ Service Center. To obtain service, ship the products to the referred authorized Feno® Smartbrush™ Service Center. Pack the products well. Ship the products prepaid and insured (recommended). Include a copy of your proof of purchase or other acquisition to verify warranty coverage, if applicable.

To order original Feno® Smartbrush™ replacement parts and accessories or to obtain a hard copy of this warranty, please contact us at **support@feno.co**

Feno Labs, Inc.
10395 JEFFERSON BLVD,
CULVER CITY, CA 90232
UNITED STATES

FCC Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

•Reorient or relocate the receiving antenna.
•Increase the separation between the equipment and receiver.
•Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
•Consult the dealer or an experienced radio/TV technician for help.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

RF Exposure Information

For Smarthandle
The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.