



Customer Questions & Answers

1. Q:What types of stains does teeth polishing remove?

A:Teeth polishing won't work for every kind of discoloration.

It **works only for what are called exogeneous stains**, which arise due to poor dental care and external factors, **including: foods residues; coffee, tea, drink pigments; smoking**; These types of stains are typically orange, yellow, brown, or black in color.

2.Q:Does teeth polishing hurt?

A:Unlike with scaling, pain should be minimal during teeth polishing. It's typically painless, well-tolerated.

3.Q:Should I need to use polishing paste when whitening?

A:It is recommend to use with toothpaste or polishing paste. Please use the paste from coarse to fine, use up all the coarse ones, then use the next model and repeat the polishing steps for the best effect.

4.Q:Where can I buy the replacement brush head?

A:If need replacement heads, please **search B0B8HJHC4R** on Amazon. We will publish original brush heads but not available now.

Q5: The device feels very weak while cleaning.

A: The cleaning head is not well installed, please make sure to use the small wrench to install the cleaning head tightly.

Q6: Why did the machine suddenly stop working during usage?

A: Please check if suffer from these condition:

- (1) The device will **shut down after 3 minutes of continuous operation** for self-protection. If you need to continue using it, please restart it.
- (2) If **press too hard** during use, the machine will trigger auto saver and be locked, and all indicator lights will light up, then you just need to restart it.

Q7: Is it waterproof and can it be washed under water?

A: This product supports IPX6 waterproof protection. You can rinse it with water to clean it, but please do not soak it in water for a long time.

Q8: Does this product come with a warranty?

A: There are 2 ways to get ahold of us:

(1) after-sale service mailbox: **jnewars2004@126.com**

(2)Amazon service:

Log in to your Amazon account - Select "Your Order" - Find the Order ID - Click "Contact Seller"

please do no worry, we provide **one year warranty** for the Teeth Whitening Kit.

And if there are any problems with the product, please feel free to contact us directly

