



## **360 Oscillating Toothbrushes**

Typically a full, uninterrupted 8+ hour charge is all that's needed to get your brush up and running. We recommend charging and checking it again in the morning.

Additional troubleshooting steps:

1. Gently remove your 360 Brush Head Gently in a slight arc motion (do not snap backwards), then carefully inspect for any debris or toothbrush build up
2. Rinse your 360 Brush Head thoroughly then wipe down with a dry cloth or paper towel
3. Reattach your 360 Brush Head and make sure it is securely connected – If you see any gaps, remove and try again
4. Power on your brush and get to cleaning!

If you're still having trouble, please contact us and provide the following information:

- Confirm the color and model of your brush
- Confirm your name and shipping address
- Please provide the 9-digit lot code printed on the neck of your brush handle as shown on the example below





Additionally, if you notice any cracks, strains, or missing pieces please send over a clear photo as an attachment.

*Note: Do not use tools on your brush or discard any items as we are not able to replace products that have been thrown away. Please also be sure to keep all parts dry while disassembling as even a small amount of internal moisture can damage the motor, battery, and charging cable.*

## How does charging work?

Plug the charging cable into a power adapter (not included). To charge in the stand, snap the magnetic cable end through the hole, then drop in your brush. Or charge laying flat. Charging takes about 6-8 hours; a fully charged brush will light up green for 10 secs, then turn off

When you start charging your quip 360, the orange light will blink five (5) times initially to indicate that it's connected to the charger. After that, the light will turn off, and your brush will continue to charge, incognito!

Please note that it usually takes about 6-8 hours for the brush to fully charge. As your brush will charge without a bright, sleep-disrupting light, we recommend plugging it in to charge overnight.

Once your brush is fully charged, the light will turn solid green for approximately five (5) seconds and then turn off. This green light indicates that the brush is completely charged and your brush is good to go for up to 30 days!

## How do I use my Magnetic Mirror Mount?

Initial set up:



1. Clean  
Thoroughly clean and dry any smooth flat surface (like mirror, glass, or tile) where you'd like to attach your mount.
2. Prepare  
Carefully peel off the thin plastic layer from the single-use adhesive on your mount.
3. Mount  
Firmly press the mount onto its new home for 10–30 secs. Your brush will magnetically snap on just above the charging area.

To remove:

Loosen up the adhesive by applying light heat (hair dryer works best), then use a thin object (like a credit card or ruler) to remove the mount.