

FOREO  
SWEDEN

issa™ 3

ULTRA-HYGIENIC SONIC TOOTHBRUSH

Online Manual

# FULL USER MANUAL

## GETTING STARTED

Congratulations on taking the first step toward better brushing habits and a whiter, brighter smile by acquiring issa™ 3. Before you begin to enjoy all the benefits of sophisticated and stylish dental care in the comfort of your home, please take a few moments to look through this manual.

**INTENDED USE:** For in-home use, to promote overall oral hygiene by cleaning your teeth and gums.

Please **READ ALL INSTRUCTIONS BEFORE USE** and utilize this product only for its intended use as described in this manual.

**⚠ WARNING:** NO MODIFICATION OF THIS EQUIPMENT IS ALLOWED.

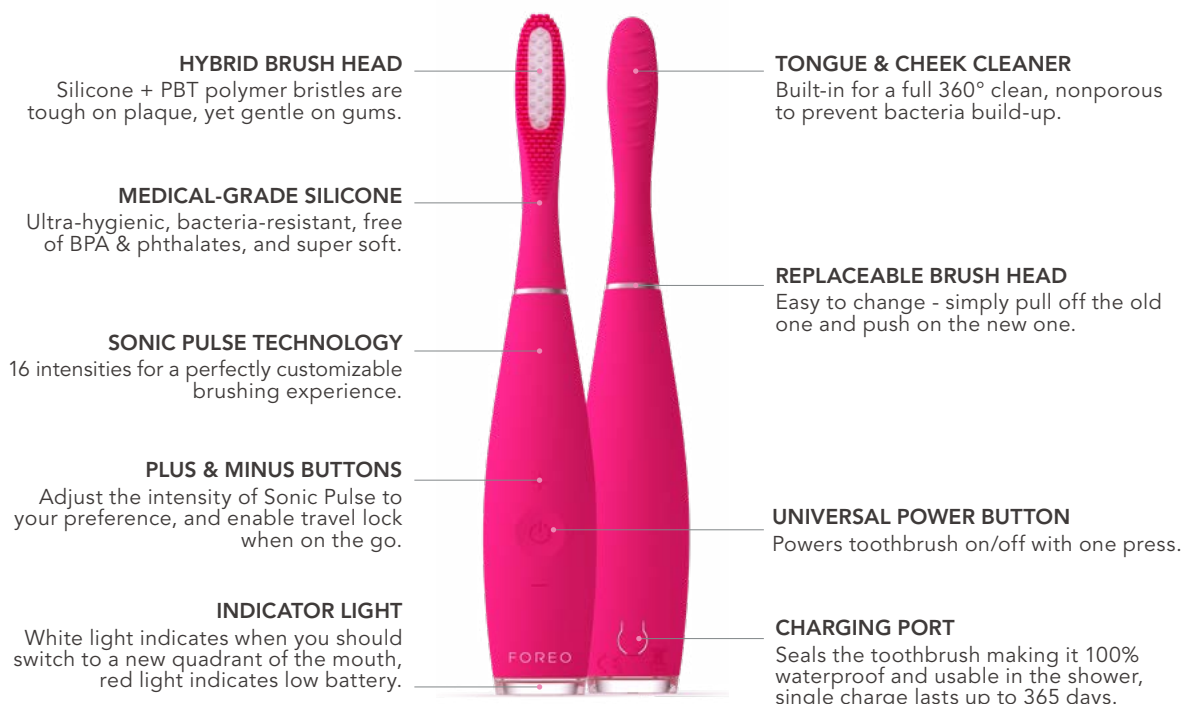


## issa™ 3 OVERVIEW

Featuring revolutionary patented technology that allows your toothbrush to last up to a whole year on a single USB charge, issa™ 3 combines Sonic Pulse with an innovative bacteria-resistant silicone hybrid brush head - so you can use a natural manual gesture while experiencing electric toothbrush results. Brushing has never been so easy...

## GETTING TO KNOW YOUR issa™ 3

**NOTE:** issa™ 3 may be locked when first unboxed. Unlock it by holding down the + and – buttons together. The indicator light will then flash to indicate that your device is unlocked.



**EXTREMELY VERSATILE**  
Can be used with any issa™ brush head or attachment.



**SMART MEMORY**  
Will remember your preferences for your next use.



**USB CHARGER**  
Charge anytime, anywhere with USB charging cable.



**TRAVEL POUCH**  
Protective sleeve keeps your issa™ 3 clean while on-the-go.

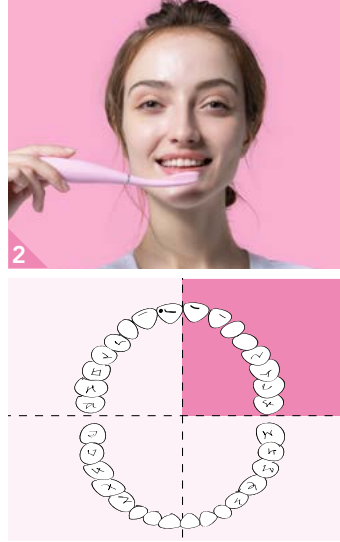
## HOW TO USE YOUR issa™ 3

Don't change your brushing routine, just your toothbrush!



### APPLY TOOTHPASTE

Use your regular toothpaste & turn issa™ 3 on.



### BRUSH

Brush your teeth in the same way you would with a manual toothbrush. issa™ 3 will prompt you to brush a new quadrant of the mouth every 30 seconds.



### RINSE

Rinse your mouth, and clean your issa™ 3 under running water.



### TONGUE & CHEEK CLEANER (optional)

For a full-mouth clean, turn your brush around and use the back of the brush head to gently scrub the tongue and cheeks.

**Repeat twice a day for a fresher, brighter smile!**

**CAUTION:** If you experience any discomfort when using your issa™ 3 toothbrush, discontinue use immediately and consult a physician. If you find any blood on the brush surface, please clean the device with soap and water.

## CLEANING YOUR issa™ 3

Clean the device after each use by washing the brush with warm water while running your fingers through the bristles. We recommend using FOREO Silicone Cleaning Spray on the body of your issa™ 3 and rinsing with warm water afterwards for optimal results. Allow your toothbrush to air-dry. We do not recommend placing issa™ 3 in a UV sanitation case.

**NOTE:** Never use cleaning products containing alcohol, petrol or acetone. Avoid using toothpastes with bleach on your device.

## REPLACING YOUR issa™ 3 BRUSH HEAD

### PULL OFF, PUSH ON

All issa™ brush heads are compatible with issa™ 3.

To replace a brush head, make sure your issa™ 3 is turned off, and lift the brush head straight up to detach. With the bristles of the replacement head facing forward, align its center hole with the metal dowel and push down to attach securely.

For maximum effectiveness, we recommend changing your issa™ 3 brush head every 6 months. Each Sensitive Brush Head and Tongue Cleaner lasts up to 1 year.

You can order your replacement brush heads on [www.foreo.com](http://www.foreo.com) or by contacting the nearest authorized FOREO retailer.



## CHARGING YOUR issa™ 3

If the power of pulsations seems to diminish or the indicator light turns red, it's time to charge your device. Connect the USB charging cable to any outlet for up to 2 hours. When the indicator light stops blinking, your issa™ 3 is fully charged.

**CAUTION:** Before charging, make sure the charging port and charger are free of water and toothpaste residue. Do NOT use your FOREO device while charging, and do NOT charge for more than 24 hours. Only use the USB charging cable provided by FOREO.

## IMPORTANT

### FOR OPTIMUM SAFETY:

- Consult your physician prior to using issa™ 3 if you have any medical concerns.
- If you are undergoing treatment for any oral condition, consult your dental professional prior to use.
- If you experience any discomfort when using your issa™ toothbrush, discontinue use immediately and consult a physician.
- Avoid leaving your issa™ in direct sunlight and never expose it to extreme heat or boiling water.
- This toothbrush is not intended for children under the age of 5. Close supervision is necessary when this device is used by, on, or near children. Proper supervision and instructions for safe use should be given to children, as well as those with reduced physical and mental abilities.
- Children should not be allowed to play with the toothbrush.
- Discontinue use if this product appears damaged in any way (brush head, handle, charger).
- This product contains no serviceable parts.
- To avoid the risk of electric shock, this equipment must only be connected to a supply mains with protective earth.

## TROUBLESHOOTING

Precautions to be taken in the event of changes in the performance of issa™ 3.

issa™ 3 is not activated when pressing the universal button:

- Battery is empty. Recharge using the USB charging cable for up to 2 hours until fully charged, and then restart your issa™ 3 toothbrush by holding down the universal power button.
- Interface is locked. Unlock it by holding down + and – buttons together.

issa™ 3 cannot be switched off and/or interface buttons do not respond:

- Microprocessor is temporarily malfunctioning. Connect to the USB charging cable and/or press and hold the universal button to restart the device.

issa™ 3's light does not blink when the USB charging cable is connected:

- Battery is fully charged, ready for up to 365 days of brushing.
- Battery is drained and will require several minutes to acknowledge USB charging cable.
- USB charging cable is not properly connected. Check electrical outlet/USB socket and charging port.

issa™ 3 has fallen into water and the charging port is wet:

- Dry off and continue use. issa™ 3 is completely waterproof and the charging port is fully sealed.

If you do not find the answer to your specific question in the troubleshooting section, or if you have any other questions regarding the operation of this toothbrush, please visit the Customer Care section of [www.foreo.com](http://www.foreo.com)

## WARRANTY TERMS AND CONDITIONS

### REGISTER WARRANTY

To activate your 2-Year Limited Warranty, visit [foreo.com/product-registration](http://foreo.com/product-registration) for more information.

## 2-YEAR LIMITED WARRANTY

FOREO warrants this device for a period of TWO (2) YEARS after the original date of purchase against defects due to faulty workmanship or materials arising from Normal Use of the device. The warranty covers working parts that affect the function of the device. It does NOT cover cosmetic deterioration caused by fair wear and tear, or damage caused by accident, misuse or neglect. Any attempt to open or take apart the device (or its accessories) will void the warranty.

If you discover a defect and notify FOREO during the warranty period, FOREO will, at its discretion, replace the device free of charge. Claims under warranty must be supported by reasonable evidence that the date of the claim is within the warranty period. To validate your warranty, please keep your original purchase receipt together with these warranty conditions for the duration of the warranty period.

To claim your warranty, you must log in to your account at [www.foreo.com](http://www.foreo.com) and then select the option to make a warranty claim. Shipping costs are nonrefundable. This undertaking is in addition to your statutory rights as a consumer and does not affect those rights in any way.

*\*This 2-Year Limited Warranty does not apply to replacement brush heads.*

## DISPOSAL INFORMATION

Disposal of old electronic equipment (applicable in the EU and other European countries with separate waste collection systems).

The crossed-out dustbin symbol indicates that this device should not be treated as household waste, but rather be brought to the appropriate collection point for recycling of electrical and electronic equipment. By ensuring this device is disposed of correctly, you will help prevent the potential negative consequences for the environment and human health which could be caused by inappropriate waste handling of the product. The recycling of materials will also help conserve natural resources.

For more information about the recycling of your device, please contact your local household waste disposal service or your place of purchase.



## BATTERY REMOVAL

**NOTE:** This process is not reversible. Opening the device will void its warranty. This action must only be undertaken when the device is ready to be disposed of.

Because this device contains a lithium-ion battery, the battery must be removed before disposal and should not be thrown away with household waste. To remove the battery, pull off the brush head, peel away the silicone cover, open the plastic shell and remove the battery to be disposed of in accordance with your local environmental regulations. Wear gloves during this process for your safety. Detailed visual instructions are provided below:



## SPECIFICATIONS

**MATERIALS:** Medical-Grade Silicone, PBT Polymer, PC + ABS  
**COLORS:** Fuschia/Pearl Pink/Mint / Black  
**SIZE:** 195 × 28 × 32.4 mm  
**WEIGHT:** 72g  
**BATTERY:** Li-Ion 1000mA 3.7V  
**RATED:** 5V DC, 0.6W

**USER TIME:** Up to 365 days  
**STANDBY:** 180 days  
**FREQUENCY:** 166 Hz  
**INTERFACE:** 3 buttons  
**PULSATIONS/MIN:** Up to 11,000



## ENVIRONMENTAL CONDITIONS FOR USE

TEMPERATURE:	5° to 40° Celsius
HUMIDITY:	40% to 80%
ATMOSPHERIC PRESSURE:	800 to 1,060 hPa

## ENVIRONMENTAL CONDITIONS FOR STORAGE AND SHIPPING:

TEMPERATURE:	-10° to 50° Celsius
HUMIDITY:	30% to 80%
ATMOSPHERIC PRESSURE:	500 to 1,060 hPa

## DISCLAIMER

Users of this device do so at their own risk. Neither FOREO nor its retailers assume any responsibility or liability for any injuries or damages, physical or otherwise, resulting, directly or indirectly, from the use of this device. Further, FOREO reserves the right to revise this publication and to make changes from time to time in the contents thereof without obligation to notify any person of such revision or changes.

Model may be changed for improvements without notice.

## FAQs

### THE BASICS

#### 1. WHAT COMES WITH MY issa™ 3?

1x issa™ 3 Toothbrush, 1x USB Charging Cable, 1x Travel Pouch & 1x issa™ Manual.

#### 2. WHAT SHOULD I DO AFTER I RECEIVE MY issa™ 3?

Congratulations on taking the first step toward better brushing habits and a whiter and brighter smile by acquiring issa™ 3! Begin your effortless brushing experience by unlocking your toothbrush to enjoy all the benefits of sophisticated and stylish dental care in the comfort of your home, by holding down the + and - buttons at the same time. The indicator light will then flash to indicate that your device is unlocked.

#### 3. HOW DO I TURN MY issa™ 3 ON?

After unlocking your toothbrush for first time use, turn your issa™ 3 on by pressing the universal power button once.

#### 4. HOW DO I TURN MY issa™ 3 OFF?

To turn your issa™ 3 off, press and hold the universal button for 3 seconds.

#### 5. CAN I ADJUST THE SPEED / INTENSITY?

Yes, you can choose from 16 different speeds / intensities and adjust to your preference by using the + and - buttons on your toothbrush. issa™ 3 will then remember your settings for the next time you brush.

### issa™ 3 TOOTHBRUSH

#### 6. HOW DO I BRUSH MY TEETH WITH issa™ 3?

Use the suggested amount of your favorite toothpaste. Press the universal button to turn on your issa™ 3, (you can use the +/- buttons to adjust the intensity to your preferred setting). Brush your teeth in the same way you would with a manual toothbrush. issa™ 3 will prompt you to brush a new quadrant of the mouth every 30 seconds. For a full-mouth clean, turn your brush around and use the back of the brush head to gently scrub the tongue and cheeks. Turn off your toothbrush by pressing the universal button again, (your toothbrush will turn off automatically after 3 mins). Then rinse your mouth and clean your issa™ 3 under running water.

#### 7. HOW OFTEN SHOULD I BRUSH MY TEETH WITH MY issa™ 3?

We recommend using your issa™ 3 twice a day (every morning and evening), for a fresher, brighter smile.

## **8. HOW OFTEN SHOULD I REPLACE MY issa™ 3 BRUSH HEAD?**

issa™ brush heads are made to last up to 6 months, so they are more environmentally friendly than other electric toothbrush heads which only last for up to 3 months before they need to be replaced.

## **9. HOW DO I REPLACE MY issa™ BRUSH HEAD?**

issa™ 3 brush heads can be replaced with a simple pull off, push on motion. To replace the brush head, make sure your issa™ 3 is turned off, and lift the brush head straight up to detach. With the bristles of the replacement head facing forward, align its center hole with the metal dowel and push down to attach securely.

## **10. WHAT MAKES MY issa™ 3 MORE EASY TO USE THAN OTHER SONIC TOOTHBRUSHES?**

Unlike any other electric toothbrush on the market, issa™ 3 lasts up to a whopping 365 days on a single charge, with a brush head that lasts up to 6 months before it needs to be replaced. It also includes a unique and innovative flexible hybrid brush design, with PBT polymer and medical-grade bristles that are tough on plaque while being extremely gentle on gums, so you don't need to be worried about brushing too hard. Further featuring 16 speeds / intensities, and with a built-in tongue & cheek cleaner, issa™ 3 provides 4-in-1 customizable oral care, for the most quick and effortless brushing experience available.

## **TROUBLESHOOTING & MAINTENANCE**

### **11. WHAT SHOULD I DO IF MY issa™ 3 NOT ACTIVATING WHEN I PRESS THE UNIVERSAL BUTTON?**

The battery may be empty. Recharge using the USB charging cable for up to 2 hours until fully charged, and then restart your issa™ 3 toothbrush by holding down the universal power button. Alternatively, it could mean that your interface is locked and you will need to unlock it by holding down the + and – buttons together, after which the indicator light will flash to indicate that your device is unlocked.

### **12. WHAT SHOULD I DO IF MY issa™ 3 CANNOT BE TURNED OFF AND/OR THE INTERFACE BUTTONS DO NOT RESPOND?**

This could mean that the microprocessor is temporarily malfunctioning. Connect to the USB charging cable and/or press and hold the universal button to restart the device.

### **13. WHAT DOES IT MEAN IF issa™ 3's INDICATOR LIGHT STOPS BLINKING WHEN THE USB CHARGING CABLE IS CONNECTED?**

This could mean one of several things. Either the battery is fully charged and ready for up to 365 days of brushing, or the battery is drained and will require several minutes to acknowledge USB charging cable. Alternatively, it could mean that the USB charging cable is not properly connected - check the electrical outlet / USB socket and charging port.

### **14. WHAT IF MY issa™ 3 HAS FALLEN INTO WATER & THE CHARGING PORT IS WET?**

issa™ 3 is completely waterproof and the charging port is fully sealed. So simply dry it off and continue use.

### **15. HOW WILL I KNOW WHEN TO CHARGE MY issa™ 3?**

When the indication light at the base of your issa™ 3 turns red, it's time to charge your toothbrush. Connect the USB charging cable to any outlet for 2 hours. When the indicator light stops blinking, your issa™ 3 is fully charged.

### **16. HOW DO I CLEAN MY issa™ 3?**

Clean the device after each use by washing the brush with warm water while running your fingers through the bristles. We recommend using FOREO Silicone Cleaning Spray on the body of your issa™ 3 and rinsing with warm water afterwards for optimal results. Allow your toothbrush to air-dry. We do not recommend placing issa™ 3 in a UV sanitation case.

**NOTE:** Never use cleaning products containing alcohol, petrol or acetone. Avoid using toothpastes with bleach on your device.

©2021 FOREO AB. ALL RIGHTS RESERVED.

EU DISTR.: FOREO AB, KARLAVÄGEN 41, 114 31 STOCKHOLM, SWEDEN.

US DISTR.: FOREO INC., 1525 E PAMA LANE, LAS VEGAS, NV 89119, USA.

AUS DISTR.: 6 PROHASKY STREET, PORT MELBOURNE, VIC, 3207 AUSTRALIA.

MANUFACTURED BY: VIS (SHANGHAI) TECHNOLOGY CO., LTD. NO.58 LINSHENG ROAD, TINGLIN TOWN, JINSHAN DISTRICT, SHANGHAI, CHINA

DESIGNED AND DEVELOPED BY FOREO SWEDEN.

MANUFACTURED FOR FOREO AB.

**WWW.FOREO.COM**