

Hello!

I'm so pleased you're one of the first people to try Willo, I'd love to introduce you:

After 3-ish years of work dedicated to improving oral hygiene in brand new ways - guided by principles of efficacy, safety and evidence based science and lots and lots of trial and error, Willo is finally ready for the real world and to start changing everything people thought they knew about brushing their teeth.

As with any newbie to the world, there's lots to be learned, and Willo is no exception. Thanks to you, your feedback and experiences, Willo is going to evolve and become the very best oral hygiene companion possible.

This guide will show you everything you need to know about Willo, how to install, clean, swap users and probably way more things than you care to know. Should you need any help, or have questions outside this guide, please don't hesitate to contact our support team at [support@willo.com](mailto:support@willo.com), through the Willo Pioneer app or by calling/texting us at +1 (855)830-1966 in the US.

We're super excited you're on board, now let's Willo!

The Makers of Willo,

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## Precautions and Safeguards

To reduce the risk of electrocution:

- Do not handle plug with wet hands.
- Do not place in or drop into water or other liquid.
- Do not use while bathing or showering.
- Do not place or store product where it can fall or be pulled into a tub or sink.
- Do not reach for a product that has fallen into water. Unplug immediately.
- Check the power supply cord for damage before the first use and during the life of the product.

To reduce the risk of burns, electrocution, fire, or injury to persons:

- Do not plug this device into a voltage system that is different from the voltage system specified on the device or charger
- 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 us.
- Use this product only as indicated in these instructions or as recommended by Willo 32
- Only use accessories provided by Willo 32.
- Do not drop or insert any foreign object into any opening or hose.
- Keep electrical cord away from heated surfaces.
- The external flexible cable or cord of the transformer cannot be replaced; if the cord is damaged, the charger shall be scrapped.
- If the pins of the plug parts are damaged, the plug-in power supply shall be scrapped.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understands the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- Do not try to open a Willo cartridge.
- Fill reservoir with water or other dental professional recommended solution only.
- Remove any oral jewelry prior to use of this product.
- Do not use 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 before using this device or any other oral hygiene aid.
- Close supervision is necessary when this product is used by, on or near children or invalids.
- Children should be supervised to ensure that they do not play with the appliance.
- Use this product only for its intended use as described in this manual. Do not use attachments which are not recommended by the manufacturer.
- Consult your dental professional before you use Willo if you have had oral or gum surgery in the previous 2 months.
- Consult your dental professional before you use Willo if you have any gum disease or implants
- Contact your dental professional if excessive bleeding occurs after using Willo or bleeding continues to occur after 1 week of use.

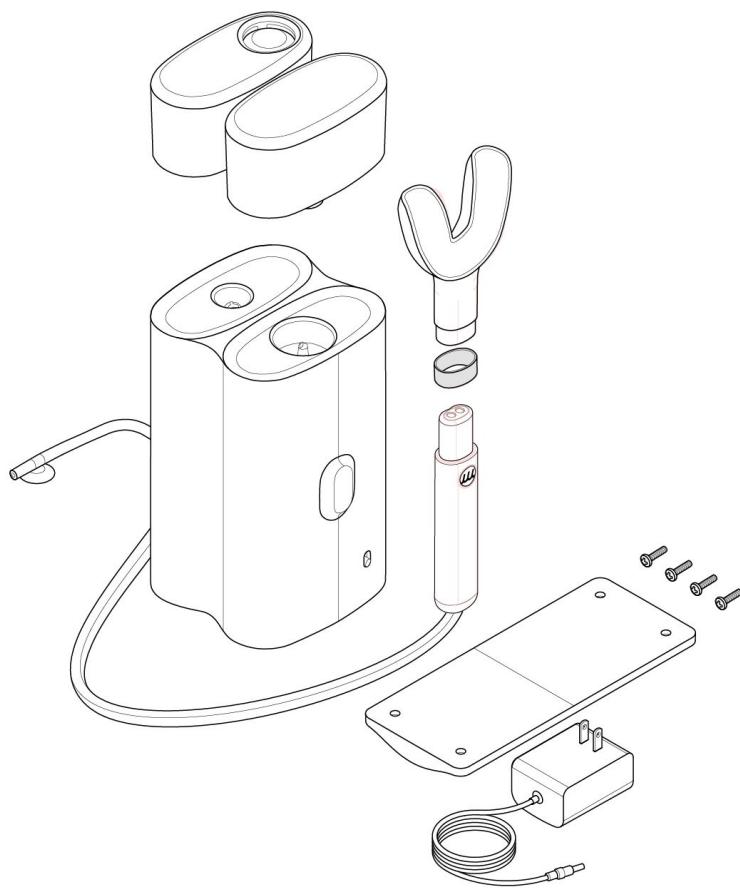
- Address questions concerning usage with a pacemaker or other implanted device to your physician or the implant device manufacturer.
- Willo has been tested and is compliant with safety standards for electromagnetic devices.
- Consult your physician prior to using Willo if you have medical concerns.

SAVE THESE INSTRUCTIONS

## Box contents

What's included inside?

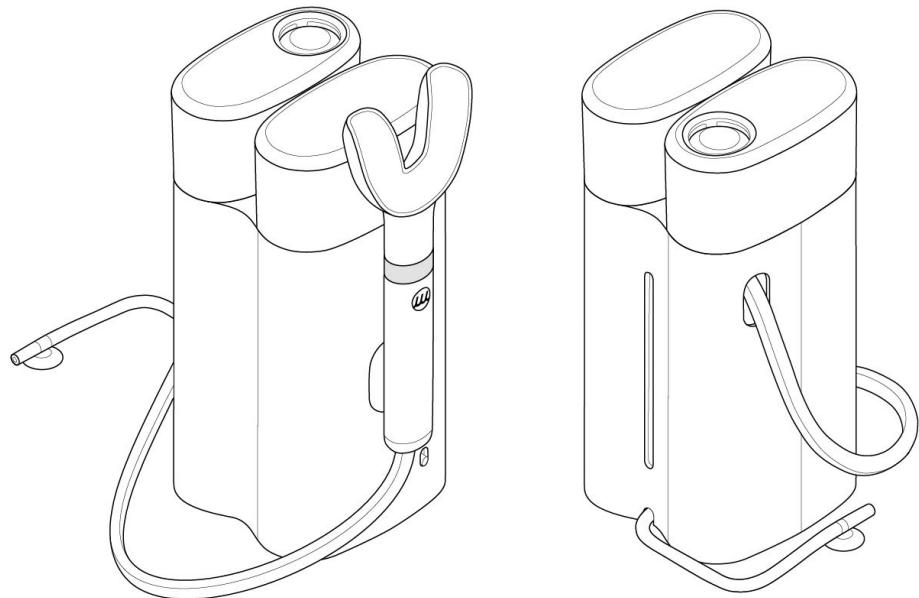
- 1 x Willo body unit
- 1 x TPE mouthpiece
- 5 x smart rings
- 1 x water tank
- 1 x Willo rinse pod (spearmint)
- 1 x AC adapter (6)
- 1 x wall mount (7)
- 4 x wall mount screws (9)
- 4 x screw anchors
- 1 x mouthpiece stand
- 1 x cleansing cap
- 1 x quickstart guide
- 1 x user manual



## Product description and indications for use

The product promotes oral hygiene including plaque removal. The product is indicated to be used for toothbrushing and plaque removal on a daily basis.

For voltage specifications please refer to the bottom of the charging unit.

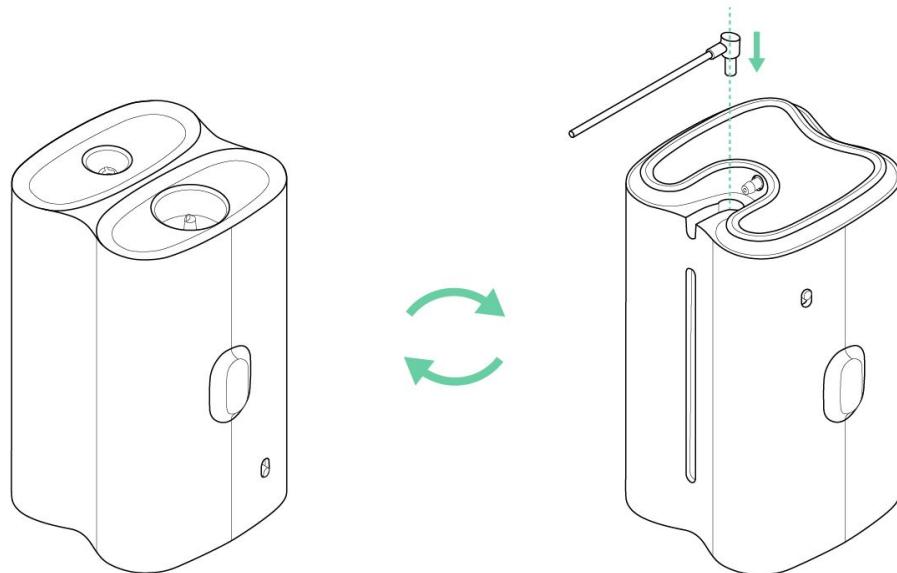


- 1- body
- 2- hose
- 3- handpiece
- 4- mouthpiece connector
- 5- mouthpiece
- 6- Willo liquid toothpaste cartridge
- 7- water tank
- 8- evacuation hose
- 9- power on/off slide switch
- 10- cycle on/off button
- 11- LED status indicator
- 12- handle mount magnet
- 13- mounting hole
- 14- Willo smart ring

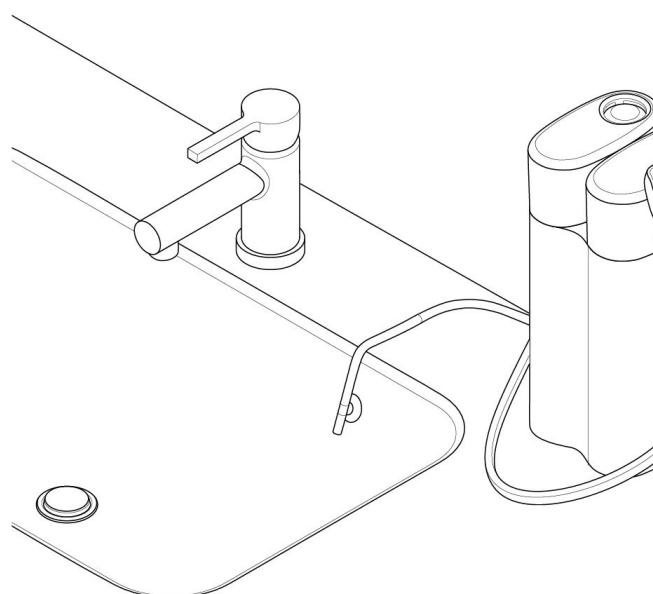
## First configuration

Before getting started, ensure that Willo is resting on a flat and sturdy surface located near a sink. If it is not the case, use the wall mount included in the packaging and follow the instructions in the 'Wall mount' section [page 11](#).

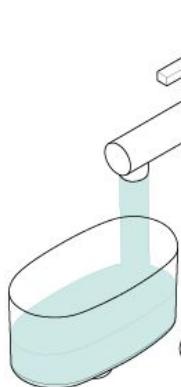
1. Without the water tank and the Willo cartridge inserted, turn the device upside down and plug the AC adapter into Willo



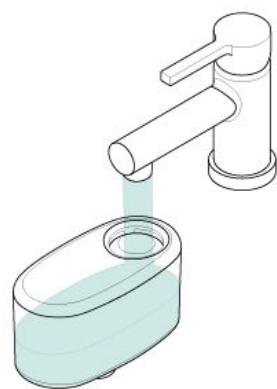
2. Plug the power cord into a power outlet
3. Stick the anchor waste to the sides of your sink



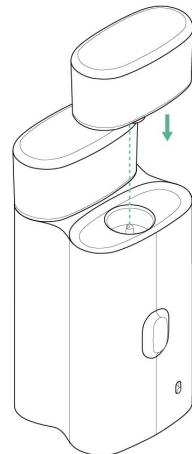
4. Fill the water tank with tap water and plug the water tank so the neck is inserted in the smaller port.



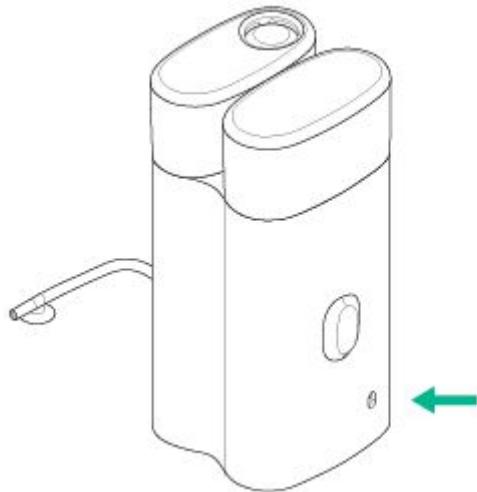
OR



5. Plug the Willo Cartridge so the neck is inserted in the bigger port.

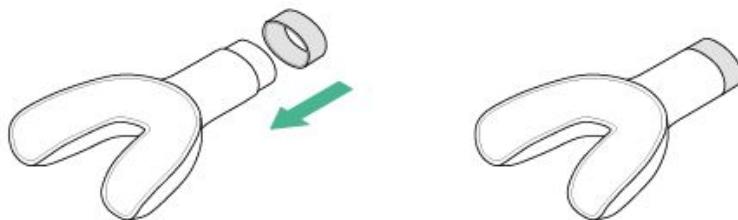


6. Turn on Willo by sliding the on/off switch located at the bottom of the device. You should see a green background and the LED status indicator should turn white and should be slowly pulsing.

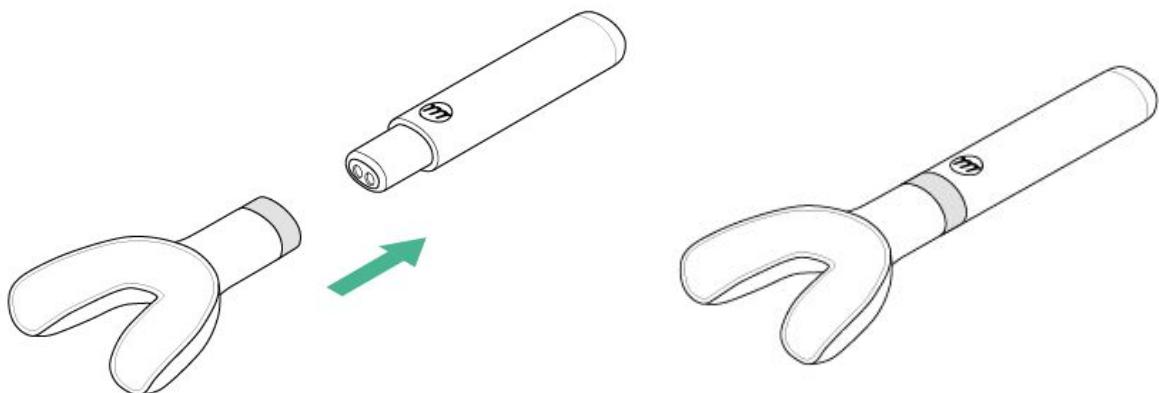


## First use

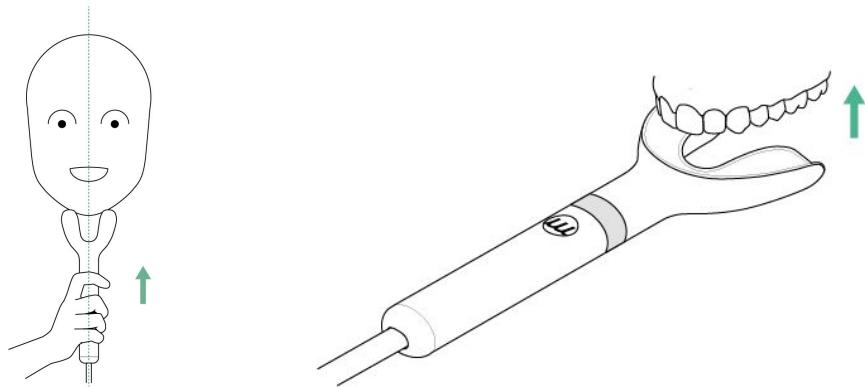
1. Connect the mouthpiece to the Willo ring



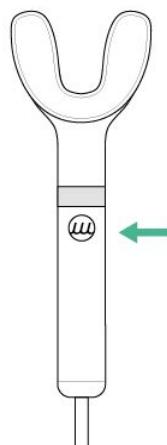
2. Connect the mouthpiece with its Willo ring to the handle



3. Insert the mouthpiece in your mouth so it encloses one of your teeth arches (bottom or top). Make sure that the mouthpiece surrounds all your teeth and that the handle is aligned with the middle of your face. Make sure your tongue rests comfortably against the mouthpiece to ensure good seal.



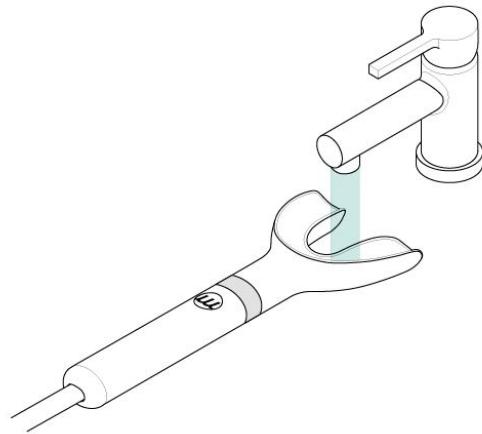
- Press the Willo on/off button located on the handle to run a cycle. If your mouthpiece is correctly inserted, the LED status indicator should turn green. You will know the cycle has correctly launched when the mouthpiece will contract and relax around your dental arch. You should feel a suction around your teeth at each contraction. The cycle will start and stop automatically after 45 seconds of brushing.



- If the LED status indicator stays blue, it means that the mouthpiece is not well inserted and that a good seal hasn't been created. Slightly change the position of the mouthpiece and try again until you get a green LED status indicator.
- Repeat on the other arch of teeth.
- Press the handle button to run the cycle on and off as needed.
- Replace the handle on the handle magnet when you are done.

## Cleaning

- After each use, rinse the mouthpiece with water. If food debris are still stuck in the mouthpiece, gently rub the bristles with clean hands. Air dry only.

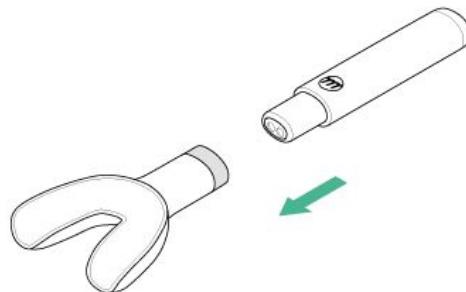


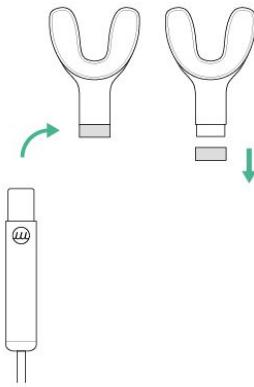
- Do not use scented soap, dishwasher soap, alcohol, hand sanitizer, pre-moistened wipes or any harsh chemicals to wash the mouthpiece as it could damage its materials and cause irritations. Do not put the mouthpiece in the dishwasher.

## Removing components

### Mouthpiece

- Each mouthpiece and Willo ring are for personal use only and must be changed between each user. Do not share mouthpieces with another person.
- To remove the mouthpiece, hold the Willo ring between your thumb and your index and pull it.
- You can use the mouthpiece stand included in the package to store your mouthpieces. When not in use, store them in a place where they can air dry.
- Change your mouthpiece every 3 months minimum. Rings are not to be replaced with the mouthpiece so don't forget to remove and keep your Willo ring before you send us back or throw away the mouthpiece. In case of loss, you can still purchase new rings on our website. If you buy a new Willo ring, you will need to repair it with the Willo app in order to associate it with your profile again.





Alt:

## Cartridge

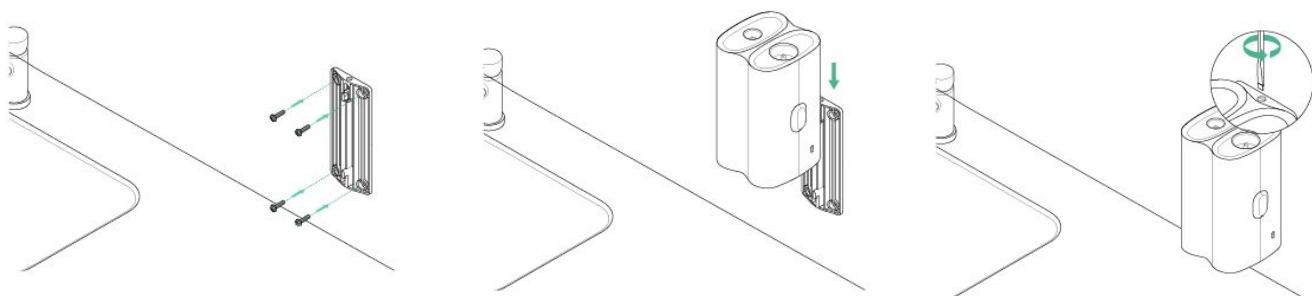
- To unplug the Willo cartridge, apply a slight pressure forward to disengage the cartridge and pull to remove.

## Wall mount

If you don't have enough space or any sturdy place in your bathroom to install Willo, use the wall mount delivered in the packaging.

If the surface of the wall you want to install the device on is not smooth, e.g. small tiles, brick...:

- Fix the wall mount sleeve to the wall by screwing it onto the wall with the 4 screws and the 4 screw anchors delivered with Willo
- Clip the device on the wall mount by sliding its anchors in the mounting hole located at the back of device
- Lock the device by tightening the fastener located at the top of the wall mount with a flat screwdriver
- In order to avoid the device to fall into your sink, don't install the wall mount and the device right above the sink



## Tips

- During a toothbrushing cycle, softly close your lips on the mouthpiece to ensure a perfect contraction of the mouthpiece around your teeth
- If you feel that some liquid is leaking from the mouthpiece when Willo is brushing your upper teeth, try to place your tongue against your palate to enhance hermeticity.
- Don't bite the mouthpiece as it could damage it and impair the efficacy and safety of Willo
- Willo does not clean interdental spaces. Don't forget to clean them with interdental brushes or string floss when interdental brushes can be traumatic!
- During a toothbrushing cycle, breathe by the nose. Take deep breath by the nose if you happen to have a gag reflex.
- You don't need to spit after the end of a cycle as the liquid is directly evacuated to the sink
- To enhance fluoride action, do not rinse after a cycle

You can also visit our help center at <http://willo.com/helpcenter>

## Willo Body LED Status Indicator

Willo is equipped with an LED status indicator so it can tell you what it's thinking (kind of):

### System

Status	LED
Sleep mode	Pulsing white
Active mode (when you move the handpiece)	Blue
Cycle running	Pulsing blue

### Warning

Status	LED
Water tank needs to be refilled	Blinking red
Cartridge needs to be replaced	Blinking redOrange

### Error

Status	LED
Internal error (Contact us)	Blinking red

## Troubleshooting

If you cannot find the answer of your question in the troubleshooting guide below, please contact us +1 (855) 830-1966 in North America, through the Willo Pioneer app or via [support@willo.com](mailto:support@willo.com)

If the problem persists, contact us at [support@willo.com](mailto:support@willo.com), via the Willo Pioneer app or at +1 (855) 830-1966 in North America

Problem	Solution
Willo doesn't turn on	<ul style="list-style-type: none"><li>- Verify that Willo is plugged into a live electrical outlet and not into an outlet controlled by a light switch.</li><li>- Verify that the AC adapter is correctly plugged</li><li>- Verify that the power button is in the 'on' position</li><li>- If Willo still doesn't turn on, contact us.</li></ul>
I have pushed the cycle on/off button but nothing is happening	<ul style="list-style-type: none"><li>- If the LED status indicator is still blue after you have pushed the cycle on/off button, it means that the mouthpiece is not well inserted. Try again after having changed the position of the mouthpiece. The mouthpiece should completely enclose the arch or your teeth and the handpiece should be aligned with the center of your face.</li><li>- If the LED stays blue after you have tried several positions, contact us</li><li>- If the LED is green and nothing is happening, contact us</li></ul>
There is no liquid in the mouthpiece during the cycle	<ul style="list-style-type: none"><li>- Make sure the cartridge is correctly inserted</li><li>- Make sure your mouth is closed when starting a brushing cycle and put your tongue on the mouthpiece (see <a href="#">S 8 - First use</a>).</li></ul>
The Willo Pioneer app is not connecting to Willo	<ul style="list-style-type: none"><li>- Verify that Willo is turned on before you try to connect the app</li><li>- Verify that the bluetooth is activated on your smartphone</li><li>- If you still have issues connecting Willo, contact us</li></ul>
When I press the button, the orange led blinks	<ul style="list-style-type: none"><li>- Make sure there is enough water in the water tank</li><li>- Make sure your mouth is closed when starting a brushing cycle and put your tongue on the mouthpiece (see <a href="#">S 8 - First use</a>).</li><li>- If the problem persists, use the Willo app on your smartphone to retrieve the error via the 'diagnosis' button</li></ul>
When I turn on Willo, the orange led blinks	<ul style="list-style-type: none"><li>- Make sure there is enough water in the water tank</li><li>- If the problem persists, use the Willo app on</li></ul>

	your smartphone to retrieve the error via the 'diagnosis' button
I don't feel the pressure or the mouthpiece does not seem to be pressed against my teeth	<ul style="list-style-type: none"> <li>- Make sure your mouth is closed when starting a brushing cycle and put your tongue on the mouthpiece (see <a href="#">S 8 - First use</a>).</li> </ul>

## Regulatory information

Willo has been tested and found to comply with standards recognized by the FDA for oral hygiene devices and general safety. The electromagnetic compatibility limits are designed to provide reasonable protection against harmful interference in a typical medical installation and home use environment.

### **Federal Communications Commission (FCC) statement**

This device complies with FCC part 15 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 FCC Warning Changes or modifications not approved by Willo 32, Inc. could void the user's authority to operate the equipment.

Note: 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.

This device meets the FCC requirements for RF exposure in public or uncontrolled environments.

**FCC ID: 2AVNVWILLO-W-3201**

### **Canada**

#### **Industry Canada (IC) statement**

**[EN]** This device contains a licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

**[FR]** L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1. L'appareil ne doit pas produire de brouillage;
2. L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

RF exposure statement:

### **IC Radiation Exposure Statement**

**[EN]** This equipment complies with IC RSS-102 radiation exposure limit set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

**[FR]** Déclaration d'exposition à la radiation : Cet équipement respecte les limites d'exposition aux rayonnements IC définies pour un environnement non contrôlé. Cet équipement doit être installé et mis en marche à une distance minimale de 20 cm qui sépare l'élément rayonnant de votre corps.

L'émetteur ne doit ni être utilisé avec une autre antenne ou un autre émetteur ni se trouver à leur proximité.

**IC ID:** 25399-W3201

### **EUROPEAN UNION (EU)**

Simplified EU declaration of conformity

Hereby, Willo 32,Inc declares that the radio equipment type Model UB01is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address:

### Contact

The makers of Willo are here for you. If you have any questions, troubles, feedback, ideas or just want to say hello, don't hesitate to contact one of the Willo makers via [support@willo.com](mailto:support@willo.com), the Willo Pioneer app or by calling/texting us at +1 646 590 9692 in North America.

Thank you for trusting us and for helping us improve health!

For more information consult [www.willo.com](http://www.willo.com)

### Date of printing

- User manual V1, date of release