

## FAQ

### How Cwash differs from competitors?

The product is pretty different! We are using an innovation biomedical polymer which ensures outstanding features and no need for toothpaste and water. Plus, there is also a smartphone app.

### Why it takes only 30 seconds?

Commonly, if you use a normal or electric toothbrush it is recommended to clean each part of the dental arch for 30 seconds, so it means 30 seconds for up right dental arch, 30 for up left dental arch, 30 seconds for down right dental arch and 30 seconds for down left dental arch. Cwash cleans at the same time the entire dental arch, so that's why it takes only 30 seconds. Of course, if you want you can manage the settings device and change the duration of the treatment.

### How Cwash works?

The mode of operation of Cwash is both simple and innovative. The bite made of a polymer with gradual release combined with the vibrations of the bite itself (with adjustable intensity) allows efficient and accurate cleaning of the entire dental arch. At the end of the treatment, which has a recommended standard duration of 30 seconds and can be adjusted according to the treatment required, it is not necessary to rinse. Any saliva produced during use can be swallowed.

### How to use it?

Inside the box, you will find Cwash User Manual with all the details, but don't worry! Cwash is really easy to use: you just need to put together the bite with the device, press the on/off button and it is ready to use (according to pre configuration setting). Then, if you want you can connect it using the app and manage and change all the features.

### Does Cwash replace the traditional or electric toothbrush?

Cwash cannot replace the traditional or electric toothbrush, but it is complementary: Cwash is an excellent ally for oral hygiene care when you are away from home or do not have enough time to brush your teeth (even at home). Cwash is also perfect for those who are not autonomous in the care of their oral hygiene: in these cases, Cwash is perfect to promote autonomy and to improve the effectiveness of the treatments that are usually carried out.

Plus Biomedicals, which owns the Cwash brand, is carrying out clinical trials with dentists and dental hygienists: they will determine whether Cwash can definitively replace the use of the traditional or electric toothbrush.

### What is meant by micro oscillations?

The principle of operation of Cwash is based on micro oscillations: they are less intense than the classic vibrations of an electric toothbrush even if they have the same purpose. Cwash uses micro oscillations because, unlike the electric toothbrush that is maneuvered at will by the user, Cwash works automatically. For this reason, we have chosen to use micro oscillations which are more delicate on the teeth and gums and better adapt to the different conditions and sensitivities of each person's oral cavity.

### Should I bite the bite?

The bite should not be bitten during cleaning to avoid hindering the oscillation of the bristles during the treatment and to spoil the bite itself.



We recommend keeping the mouth ajar during the treatment to allow the bristles to vibrate in the best way.

### **The bite: what is it made of?**

The bite is made of a polymer that has been added with additives: xylitol (for antibacterial properties) and menthol (for the sensation of freshness). This bite, combined with the vibrations, allows efficient cleaning.

### **When Cwash need to be charged?**

If you use the application you need to visit the "Device page" and scroll down until you find the "Battery level" section.

If you are not using the app, a flashing led during the use will notice you to charge Cwash.

### **Cwash button: main features**

-1 click: ON/OFF

-Press the button for 3 seconds, the blue led will start flashing and you will obtain the "Config" mode

-Press the button for 8 seconds to signal to the device the replacement of the bite without using the App

-Press the button for more than 15 seconds to return to the factory settings. The led will flash for 4 times to confirm the reset

### **My Cwash is not turning on**

Use the USB charge to connect Cwash to the electricity. Once connected, check that the LED lights up: this allows you to understand that your Cwash is charging. Let it charge for at least 30 minutes before trying to turn it back on. If after this, your Cwash still does not turn on, contact support by writing to

[customercare@plusbiomedicals.com](mailto:customercare@plusbiomedicals.com)

For more questions [info@cwash-dental.com](mailto:info@cwash-dental.com)

If you have any problems with your Cwash please write us: [customercare@plusbiomedicals.com](mailto:customercare@plusbiomedicals.com)