



Oclican Warranty Guide

2023



www.oclican.com

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Company Profile

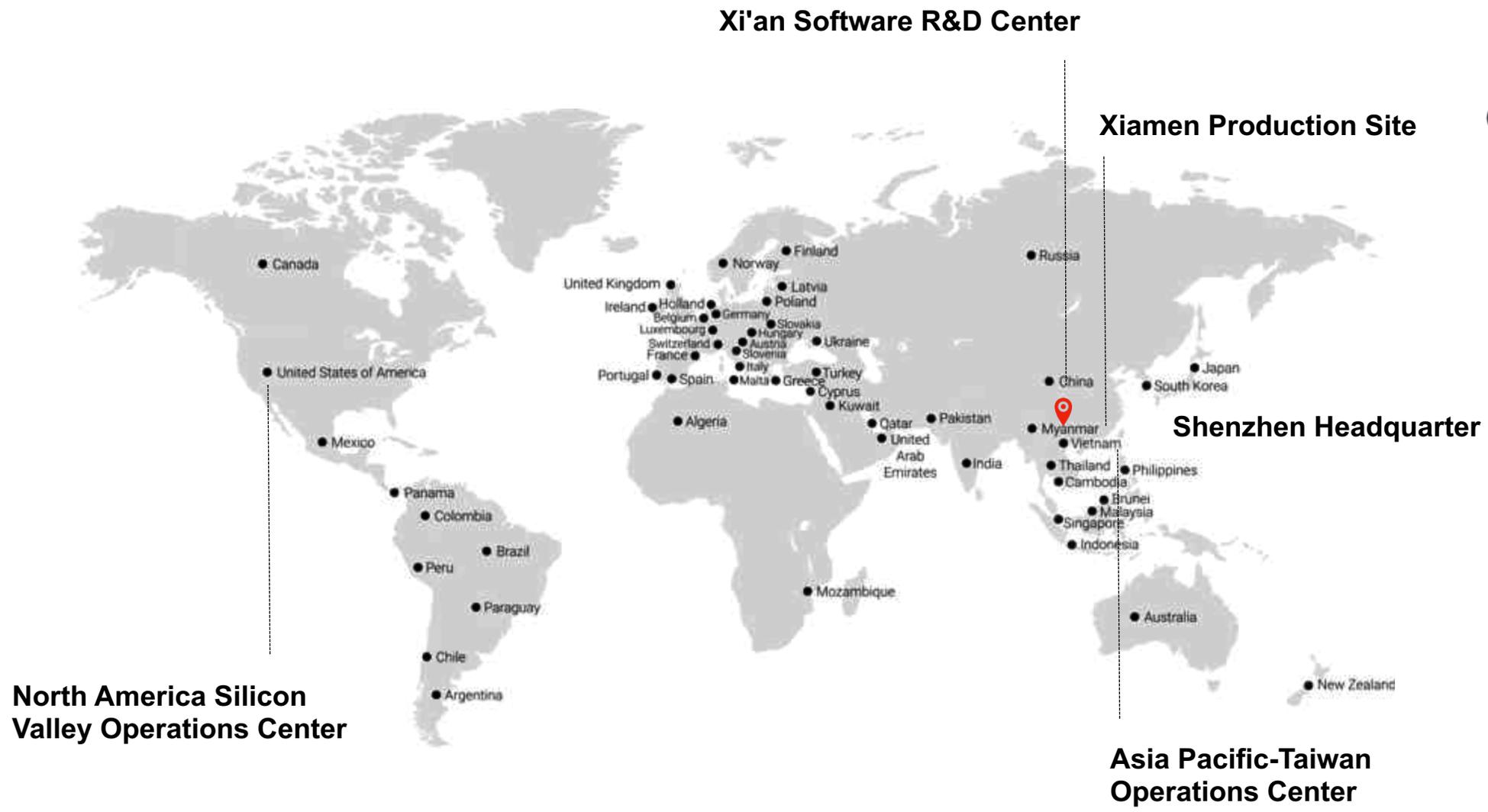
Shenzhen Genting Information Technology Co.

Founded in May 2016, Shenzhen Genting Information Technology Co., Ltd. is headquartered in Shenzhen South Goat Science and Technology Park, with a software R&D center in Shenzhen and a production base in Xiamen, China. Its Oclean brand is mainly used for oral hygiene and other personal care products (smart electric teething, smart flosser, smart UVC disinfectant, etc.), and its products are exported to more than 60 countries worldwide.

We are committed to using technology to improve the health of the oral cavity by combining smart hardware and cloud computing to bring a more scientific, comfortable and personalized user experience to users around the world.



Company Profile



North America Silicon Valley Operations Center

Xi'an Software R&D Center

Xiamen Production Site

Shenzhen Headquarter

Asia Pacific-Taiwan Operations Center

Product Introduction

X Series



Product Introduction



Flow



Air2



Kids



Endurance

Product Introduction



Oral Irrigator W10



Toothbrush Sanitizer S1

Product Introduction



Brush Head



Nozzle Refill

01. Terms and Statement-1

- Oclean warrants that the customer provides valid proof of purchase during the validity period, which can be replaced due to malfunctions caused by material and process problems.
- Usually the warranty period is based on the date shown on the purchase certificate. If the date of purchase is not confirmed, the warranty period will be calculated by extending 3 months from the date of manufacture.

01. Terms and Statement-2

➤ **The following are not covered by the guarantee:**

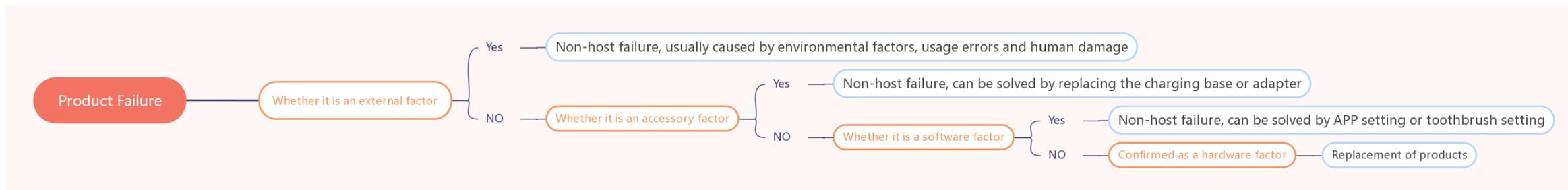
1. Product out of warranty;
2. The malfunction and damaged caused by incorrect use, the unauthorized repairs and alteration;
3. The malfunction and damaged caused by the other barriers(man-made factors or external);
4. Brush head is consumable and not covered by the warranty;
5. The damage caused by fire, flood, abnormal voltage, other natural disasters and secondary product damage;
6. Other circumstances specified by law.

Note: Mainly through the picture or video view, the appearance of whether there are obvious signs of drops and knocks.

02. Period of Validity

Category	Product	Period of Validity
Device	Electric toothbrush	24 months
	Oral irrigator	24 months
	Sanitizer	24 months
Accessories	Brush Head	N/A
	Nozzle	N/A
	Wall mount	N/A
	Travel case	N/A

03. Warranty Claim Guide



Product faults rely on the elimination method for analysis and judgement.

Four factors: External factors, accessory factors, software factors and hardware failure.

Step 1: Exclude external factors (Non-host failure, usually caused by environmental factors, usage errors and human damage).

Step 2: Exclude accessory problems (Non-host failure, can be solved by replacing the charging base or adapter).

Step 3: Exclude Software factors (Non-host failure, can be solved by APP setting or toothbrush setting).
If all three are ruled out, the product hardware is faulty and needs to be replaced.

03. Warranty Claim Guide

Electric toothbrush

Scene 1

Question: If the product will not charge or will not start, you can try the following.

1

Please wipe the bottom cover of the body and the charging stand to remove dirt from the contact surface.

2

Charge for more than 1 hour to try to activate the battery.

3

Long press power 8 seconds to reset.

➤ If the above can not be solved then change the machine.

Note: If there is exterior damage to the body, it is not covered by the warranty.

03. Warranty Claim Guide

Electric toothbrush

Scene 2

Question: If the product consumes power very quickly, you can try the following methods.

1

Long press power 8 seconds to reset.

2

Firmware upgrade to the latest version (refer to P27) and use one charge cycle.

➤ If the above can not be solved then change the machine.

Note: There is some variation in toothbrush standby time due to factors such as usage environment, brushing mode and strength, and frequency of use.

03. Warranty Claim Guide

Electric toothbrush

Scene 3

Question: If the product buttons can't press down, you can try the following methods.

1

Toothpaste froth condensed in the key gap will lead to key jamming.

2

Please place the toothbrush soaked in warm water for a while to soften the condensation in the key gap.

➤ If the above can not be solved then change the machine.

Note: If there is exterior damage to the body, it is not covered by the warranty.

03. Warranty Claim Guide

Electric toothbrush

Scene 4

Question: If the product screen is black/splash/white-screen, you can try the following methods.

Measures:

- Long press power 8 seconds to reset.
- If the above can not be solved then change the machine.

Note: If there is exterior damage to the body, it is not covered by the warranty.

03. Warranty Claim Guide

Electric toothbrush

Scene 5

Question: If the product vibrates less or not, you can try the following methods.

Measures:

- Long press power 8 seconds to reset.
- If the above can not be solved then change the machine.

Note: If there is exterior damage to the body, it is not covered by the warranty.

03. Warranty Claim Guide

Electric toothbrush

Scene 6

Question: If the product turns on or off automatically while in use or in an unused state, you can try the following methods.

1

Long press power 8 seconds to reset.

2

Drain the battery.

3

Recharge and upgrade the firmware to the latest version (refer to P27).

➤ If the above can not be solved then change the machine.

Note: If there is exterior damage to the body, it is not covered by the warranty.

03. Warranty Claim Guide

Electric toothbrush

Scene 7

Question: If the brushing data is not recorded accurately, you can try the following methods.

Measures:

- Use longer brushing times or patterns
- Use a standard brushing routine



Move the toothbrush slowly at 45° between the brush and gingiva line. There is no need to manually brush up and down during this process.



Hold the toothbrush handle gently, move slowly in a circular motion, and please do not apply excessive pressure.



Please gargle with clear water after brushing.

03. Warranty Claim Guide

Electric toothbrush

Scene 8

Question: Bluetooth connection failed, prompting toothbrush is bound, you can try the following methods.

1

Log in to the account of the bound toothbrush and unbind the toothbrush.

2

Oclean App-My device-Device information-Unbind (refer to P28) .

- If you can't solve the problem, please contact oclean official customer service email or zendesk to transfer the order and assist in the process.

03. Warranty Claim Guide

Electric toothbrush

Scene 9

Question: Bluetooth connection failed with SN error, you can try the following.

Measures:

- please contact oclean official customer service email or zendesk to transfer the order and assist in the process.



03. Warranty Claim Guide

Electric toothbrush

Scene 10

Question: Bluetooth connection failed indicates that the host and app cannot connect successfully. You can try the following.

Measures:

- Confirm the distance is within 10 meters.
- Long press power 8 seconds to reset.

Note: Bluetooth connection problems are related to the communication transmission environment, usually for non-product problems that can be repaired, so there is generally no exchange process. If the problem cannot be repaired due to special circumstances, it can only be exchanged after the official response from Oclean is confirmed.

03. Warranty Claim Guide

Oral irrigator

Scene 1

Question: If the product does not spray water, you can try the following methods.

1

Please turn off the machine, and remove the water tank to fill it with clean water.

2

Suck the water from the water tank into the mouth by nozzle after installing the water tank.

3

Check whether the water can be sprayed normally after turning on at gear 2.

- If the above can not be solved then change the machine.
- If there is exterior damage to the body, it is not covered by the warranty.

03. Warranty Claim Guide

Oral irrigator

Scene 2

Question: If the product doesn't charge or start, you can try the following methods.

1

Please use alcohol to wipe the charging interface.

2

Charge for more than 1 hour to try to activate the battery.

3

Long press power 8 seconds to reset.

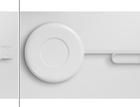
- If the above can not be solved then change the machine.
- If there is exterior damage to the body, it is not covered by the warranty.

03. Warranty Claim Guide

Tips

- Touch screen method: Swipe at the edge of the screen
- App Download Method: Google Play/App Store
- Software name : Oclean Pro (Android/IOS ,USA, Canada)
- Advice: Brush head replacement time is 3 to 4 months

03. Warranty Claim Guide

Product show picture														
Product Name	Oclean Air2	Oclean Air 2T	Oclean X Pro	Oclean X Pro Elite	Oclean X Pro Elite Premium Set	Oclean X Pro Digital	Oclean X Pro Digital Set	Oclean X10	Oclean Flow	Oclean Flow S	Oclean Find Duo Set	Oclean Kids	Oclean Endurance	Oclean Endurance Eco
Size	235*23.5mm (Length*Bottom Diameter)	235*23.5mm (Length*Bottom Diameter)	243.5 * 24.4 mm	243.5 * 24.4 mm	169.6mm*20.7mm*20.7mm	255.6mm*27.5mm*27.5mm	255.6mm*27.5mm*27.5mm	255.6mm*27.5mm*27.5mm	235*23.6mm (Length*Bottom Diameter)	252mm*26mm*26mm	252mm*26mm*26mm			
Weight	约95g	约95g	99g	110g	110g	100g	100g	107.5g	130.4 g	130.4 g	130.4 g	95g	105g	105g
Color	white, green	white, green	blue, pink, purple, green	grey	grey	silver, golden	silver, golden	pink, blue, grey	white, blue	white, blue	Red*blue	pink, blue	white, black	white, black
Motor type	Suspended brushless moto	Suspended brushless moto	Suspended brushless moto	Suspended brushless moto	Suspended brushless moto	Suspended brushless moto	Suspended brushless moto	Suspended brushless moto	Suspended brushless moto					
Motor frequency	40,000 rpm	40,000 rpm	40,000 rpm	42,000 rpm	42,000 rpm	42,000 rpm	42,000 rpm	40,000 rpm	38,000 rpm	38,000 rpm	38,000 rpm	40,000 rpm	36,000 rpm	36,000 rpm
Brush Power	220gf.cm	220gf.cm	220gf.cm	220gf.cm	220gf.cm	220gf.cm	220gf.cm	220gf.cm	180gf.cm	180gf.cm	180gf.cm	180 gf.cm	200gf.cm	200gf.cm
Battery Capacity	800mAh	800mAh	800mAh	800mAh	800mAh	800mAh	800mAh	1200mAh	2500mAh	2500mAh	2500mAh	850mAh	800mAh	800mAh
Charging method	Magnetic suction	Magnetic suction	Magnetic suction	Wireless Charging	Wireless Charging	Magnetic suction	Magnetic suction	USB Type-C	USB-TypeC	USB-TypeC	USB-TypeC	USB-TypeC	USB-TypeC	USB-TypeC
Charging power	5V/1A/5W	5V/1A/5W	5V/1A/5W	5V/0.6A/5W	5V/0.6A/5W	3.8V/0.5A	3.8V/0.5A	5V/0.5A	5V/1A	5V/1A	5V/1A	5V/0.17A	5V/1A	5V/1A
Charging time	2.5H	2.5H	2H	3.5H	3.5H	2H	2H	3.5H	5H	5H	5H	5H	5.5H	5.5H
Standby time	30 days	30 days	20 days	35 days	35 days	20-40 days	20-40 days	60 days	180 days	180 days	180 days	30 days	30 days	30 days
Waterproof grade	IPX7	IPX7	IPX7	IPX7	IPX7	IPX7	IPX7	IPX7	IPX7	IPX7	IPX7	IPX7	IPX7	IPX7
Pattern Memory	√	√	√	√	√	√	√	√	√	√	√	√	√	√
Force display	2 levels of ring strength light	2 levels of ring strength light	Touch Screen Color	Touch Screen Color	Touch Screen Color	Touch Screen Color	Touch Screen Color	Color screen (button)	5 levels of intensity light	5 levels of intensity light	5 levels of intensity light	2 levels of ring strength light	×	×
Smart Brush	×	×	√	√	√	√	√	√	×	×	×	×	×	×
Raise your hand to wake up	×	×	√	√	√	√	√	√	×	×	×	×	×	×
Blind area detection (gyroscope)	×	×	6 Axis / 8 Partitions	6 Axis / 8 Partitions	6 Axis / 8 Partitions	×	×	×	6 Axis / 8 Partitions	×	×			
Intelligent downscaling	×	×	√	√	√	√	√	√	×	×	×	√	√	√
Smart connection method	×	×	Bluetooth	Bluetooth	Bluetooth	Bluetooth	Bluetooth	×	×	×	×	Bluetooth	×	×
Quiet (decibels)	45DB	45DB	×	45DB	45DB	×	×	45DB	×	×	×	50DB	×	×
Picture of the base														

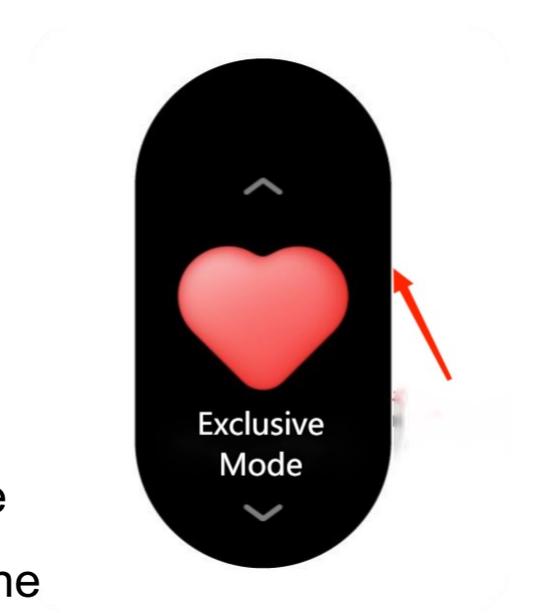
03. Warranty Claim Guide

Operation Guide

Scene 1

Screen touch method:

- Considering the size of the toothbrush screen display area, sliding in the middle of the screen will affect the display view, so the sliding mode of the screen is designed at the edge of the screen.





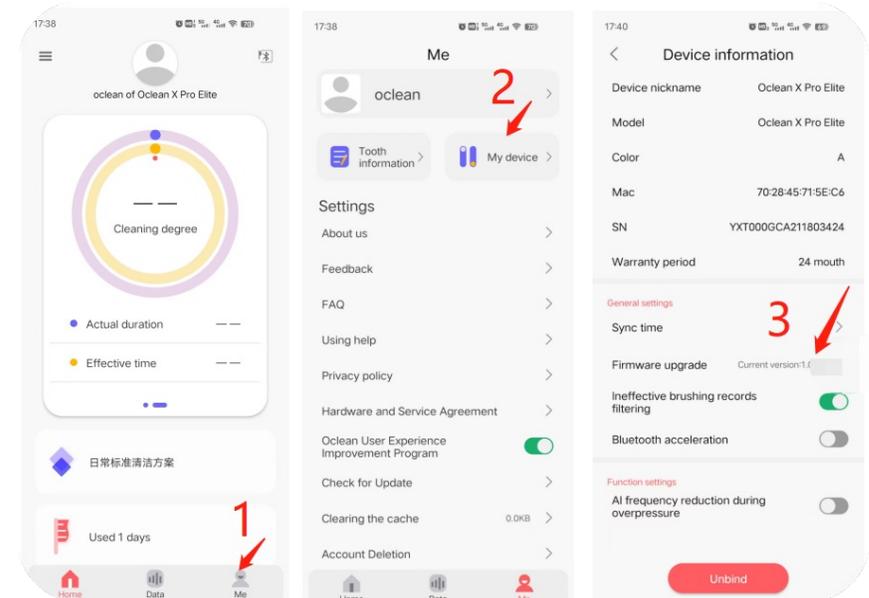
03. Warranty Claim Guide

Operation Guide

Scene 2

Upgrade firmware method:

- Open the Oclean App.
- Press the following path: Me-My device-Device information.
- Select firmware upgrade.





03. Warranty Claim Guide

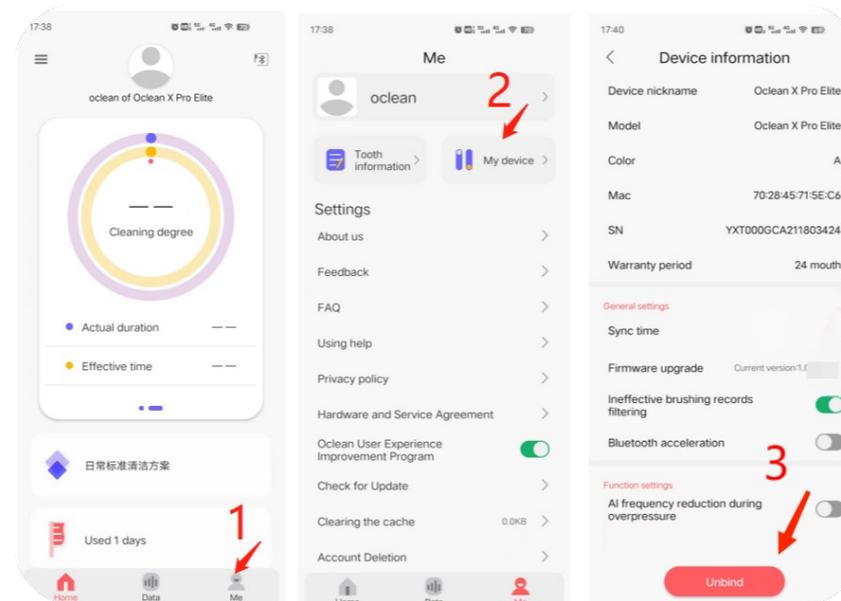
Operation Guide

Scene 3

Unbinding device method:

- Open the Oclean App.
- Press the following path: Me-My device-Device information.
- Select unbind.

Note: One machine can only be bound to one account,
but one account can be bound to multiple machines.



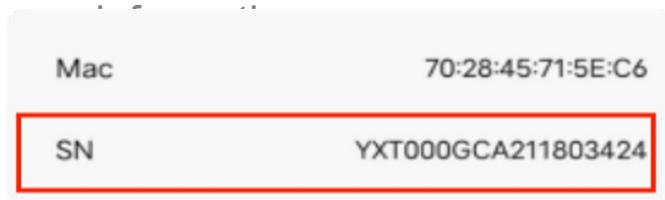
03. Warranty Claim Guide

Operation Guide

Scene 4

Location of SN:

- Open the Oclean App, and press the following path:
Me-My device-Device.



- Toothbrush handle top decorative parts laser engraving information.



- Packing color box with SN logo pasted.



04. Information Collection Guide

1. Country
2. Purchase Time
3. Problem Start time
4. Model
5. Color
6. SN
7. Fault Description

(failure phenomenon, usage scenario, frequency of occurrence, firmware version)

8. Video/Photo

Note: Please see the attached format.



Oclean RMA
Information Co

05. Contact information

Official Email: Oclean-service@oclean.com

Service Time : 9:30am~7:00pm, Monday~Friday (UTC/GMT+08:00)



Thanks!

2023

www.oclean.com