Customer Support. How can we help?

- **How do I clean my nebulizer, and how often?**
  The nebulizer should be cleaned after each session. To clean, open the cover of the atomizing cup and pour out all the liquid, then add enough purified water (3-6ml); press the power button for 5 seconds, and the nebulizer will turn into cleaning mode. Release the button until the light turns into a flashing green blue light. The device will work automatically for 3 minutes until the purified water is exhausted.

- **Can I take my nebulizer on an airplane?**
  We recommend referencing the comprehensive list of items prohibited by TSA. Briutcare’s nebulizer contains a lithium-ion battery which is accepted in most airlines. One of our Nebulizer’s main advantages is its portability, and we hope you enjoy traveling with it and makes your traveling and nebulizing experience more pleasant!

- **How long does a charge last?**
  Briutcare’s Nebulizer has a charge period of 4 continuous hours. We recommend charging the device until the indicating light is green after each session.

- **Where do I find my Nebulizer Serial Number?**
  The Serial Number (SN #) is found on the back-side of the box under the penguin-shaped barcode. You will see two (2) numbers, please provide us the one indicating “SN” when claiming your warranty.

- **What does each color of the light on the “power” button mean?**
  - **Indicator light:**
    - Green light on when the nebulizer works regularly
    - Flashing blue light when the battery is running out
    - Flashing green light for 3 seconds when there is no medicine detected in the atomizing cup
  - **During charging:**
    - Orange light on when charging regularly
    - Green light on when fully charged

- **Is Briutcare’s Intelligent Mesh Nebulizer covered by insurance?**
  Briutcare Nebulizer may be reimbursable under HCPCS codes E0574. Consult your provider for details related to your specific health plan.
Quick User’s Guide

- **How to turn on the Device**
  1. Charge your device with the provided USB cable
  2. Fill atomizing cup with your prescribed medication
  3. Press the “Power” button once and begin treatment!

- **How to use the App**
  1. Download App from the Apple Store or Google Play
  2. Turn on your smart phone’s Bluetooth
  3. Device will connect automatically (make sure only one smart phone is connected)
  4. Go to “Settings” to choose your nebulization rate
  5. Press “Start” on the home screen to begin treatment
  6. Follow the instructions and catch all the animals for an effective treatment!

- **How to adjust nebulization rate from the Device**
  1. Turn on the Device by pressing once the “Power” button
  2. Once light is green, press the “Power” button for three seconds
  3. Light will flash with green/blue colors
  4. Let go of “Power” button - the rate has been modified
  5. Repeat until you reach your desired and comfortable rate!

- **How to clean device**
  1. Turn off your Device
  2. Rinse atomizing cup with clean water
  3. Fill atomizing cup with 5ml of clean water
  4. Push “Power” button for five seconds while Device is OFF
  5. Device will clean itself until water is exhausted
  6. Rinse atomizing cup and air dry before storing in pouch
Device Support

• For device Support & Warranty Claims please follow the below steps
  1. Vendors receive a call by patient with defective device concern, or general questions about the device.
  2. Vendor finds out what issue the patient is having with the device
  3. Issue in troubleshooting chart of FAQ’s below?
     If Yes, guide patient through troubleshooting
     If No, move forward to #4
  4. If issue cannot be solved with a representative, refer patient to www.support.bruitcare.com to open a ticket and claim warranty. Bruitcare’s team will take care of the remaining replacement process from this point on.

• Common Device Issues

• Green light blinking when device turned on, what can I do?
  - Shake the device with liquid/medicine inside - make sure it’s all the way filled up
  - Press the power button for 5 seconds - try to start an automatic cleaning cycle
  - Reboot the device by inserting a small clip on the bottom, right next to the USB charging port
  - Remove the atomizing cup by pushing the gray button, clean the connecting gold ports with a cloth, and re-insert the atomizing cup by making sure you hear a “clicking” sound
  - Make sure the mesh is dry by looking into the tube. If wet, air dry until you see no more water inside

• My app is not working, what can I do?
  - Enable Bluetooth on your cell phone, and launch the App
  - Push POWER button, the indicator green light will light up and the device will start working. Put the mouthpiece flat end into the mouth, lips slightly closed or take mask slightly close to face, better to cover nose cavity and mouth together.
  - Select the button “start” inside the app, the App will link to the available Nebulizer device automatically and enter the game interface. It will show you some directions to be able to play the game. After the atomizing time has expired, you can check the game scores. Press the “Back” button on your cell phone or turn off the power button on the nebulizer, the game will be terminated and take you to another screen displaying your scores and dosage.
  - Keep calm, relax and sit well holding the nebulizer smoothly, take deep and slow breaths while enjoying your effective and fun treatment!
  - Users can adjust the nebulization rate and shut down the nebulizer through the App. Click the “Settings” button when you enter the App, and choose between: high, medium and low by clicking “OK”
<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible Reason</th>
<th>Solution</th>
</tr>
</thead>
</table>
| Cannot turn on                  | 1. The battery is low.  
2. The equipment is damaged.  
3. There are stains on the metal at contact points of the nebulizer (battery, bottom part) with the Atomizing Cup (top part) on the golden nodes. | 1. Recharge time for 4 hours  
2. Please contact the authorized service center or manufacturer.  
3. Clean the metal contact points of nebulizer and try again. |
| No mist                         | 1. The handheld way is not right  
2. The drug produces too much bubble  
3. The equipment is damaged  
4. The mesh plate is blocked.          | 1. Correct the Device by pressing the back button, releasing, and introduce the atomizing cup again until you hear a click.  
2. Slightly shake the Device until mist appears again  
3. Please contact the authorized service center or manufacturer.  
4. Clean the device by introducing water to atomizing cup, push POWER button for 5 seconds and leave device for self-wash function which lasts 3 minutes. Afterwards, clean device and introduce medicine. If problem persists, change atomizing cup. |
| The device is on but nebulizing rate is weak | 1. The mesh plate is not clean and seems blocked.  
2. The medicine is unfit  
3. The sprayer module’s diaphragm is damaged  
4. The metal contact points between atomizing cup and main unit are not clean. | 1. Clean the device by introducing water to atomizing cup, push ‘ON’ button for 3 seconds, and leave device for self-wash function which lasts 3 minutes. Afterwards, clean device and introduce medicine. If problem persists, change atomizing cup.  
2. The liquid medicine is too little or is unfit for this equipment, please consult a doctor to use the medicine  
3. Please contact the authorized service center or manufacturer  
4. Clean the contact points and start |
<p>| Indicator light is blue         | Battery is low                                                                 | Please recharge in time                                                                                                                                 |
| Which kind of medicine is suitable for atomization | Consult your doctor                                                            | Under the guidance of doctors advice and use of medicine, most medications are allowed including saline solution. Water is not recommended for use in this device. Depending on the medication, a new atomizing cup will be needed. Please visit our website for a list of pre-approved medications. |
| Mouthpiece ponding              | Condensed into water droplets.                                                   | Remove the mouthpiece, and pour out the ponding. Make sure all water is removed and continue using device                                                                 |</p>
<table>
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<tr>
<th>Problem</th>
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<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Should each patient use their own device</td>
<td>Avoid cross-infections</td>
<td>Everyone must use their own mouthpiece/mask. Ideally, if more than one user per device, each patient will have their own individual atomizing cup.</td>
</tr>
<tr>
<td>Liquid medicine in the Atomizing Cup is leaking</td>
<td>Atomizing Cup is broken or plastic aging</td>
<td>Replace of new Atomizing Cup before filling the medicine</td>
</tr>
<tr>
<td>Noise becomes louder when the liquid is running out</td>
<td>The mesh plate vibrates without load while the liquid is running out.</td>
<td>Normal phenomenon</td>
</tr>
</tbody>
</table>
| Can not turn on/off the device                      | 1. Battery is low  
2. The device gets stuck and/or is not functioning | 1. Please recharge device.  
2. Insert metal clip on the button (power off) besides the USB interface for 5 seconds. This will completely reboot the device (Can use iPhone example for restarting) |
| The device can not turn off by itself when the drug is exhausted | 1. Some liquid produced by drug is left in the cup.  
2. Atomizing cup failure.  
3. There is drug/water left or stains on the electrode. | 1. Press the POWER button and clear the liquid.  
2. Please contact the authorized service center or manufacturer  
3. Press the POWER button and clear the electrode. |
Warranty

• How Long Does the Warranty Last?
  Briutcare Nebulizers comes with a one (1) year limited warranty from the date of retail purchase by the original purchaser. As part of the warranty limitation, Customers may process one (1) Nebulizer device warranty per each 90-day period. Any additional request for a Nebulizer device replacement within this same 90-day period may be allowed upon receipt of original device.

• What Does the Warranty Cover?
  Briutcare LLC. only warrants Briutcare Nebulizer against defects in materials and workmanship under normal use for 1 year from date of retail purchase from www.briutcare.com and from authorized Briutcare products resellers by the original purchaser (this Limited Warranty is NOT transferable to subsequent purchasers).

• What Will Briutcare Do?
  If a valid claim under this Limited Warranty is received within the 1-year warranty period, Briutcare will, at its discretion, either: (1) Repair the defect; or (2) Exchange the device for a new one.

• What is NOT Covered by the Warranty?
  - Accessories themselves are not covered by this warranty
  - Damage caused by accident, abuse, misuse, flood, fire, earthquake, or other external causes;
  - Any device where the serial number has been tampered with, erased or obscured or is not genuine; and
  In addition, opening, disassembling or tampering with your device in any way will void this Limited Warranty.

• How Do You Get Service?
  To obtain service under this Limited Warranty, the original purchaser must do the following:
  - Proof of purchase may be requested before warranty service will be provided. Please retain your purchase receipt or other evidence of purchase for your records.
  - Open a support ticket through www.support.briutcare.com
  - A Briutcare Team Representative will assist with the warranty claim process