



Convey/Optum Troubleshooting Guide



Optum Code	Medline SKU	Description
5280	EDS68860-3H	OPTIC BATTERY POWERED TOOTHBRUSH

Instructions for the Customer:

Follow these instructions to help familiarize the customer with the proper assembly of the Optic Battery Powered Toothbrush.

Installation:

1. Remove bottom battery cap from toothbrush base
2. Flip one of the batteries so that the plus (+) end of one battery is next to the negative (-) end of the other battery. Please see photos below of correct battery placement.
3. Reattach battery cap to toothbrush base



Troubleshooting Tips:

1. **What parts come with this toothbrush?**
 - 1 toothbrush head
 - 1 toothbrush base
 - 2 AAA batteries with detachable battery cap
2. **What if my toothbrush will not turn on?**
 - Remove battery cap from toothbrush base
 - Confirm that installation step 2 is complete, if not flip one of the batteries so that the plus (+) end of one battery is next to the negative (-) end of the other battery.

* If issue is still not resolved, please contact Colgate Consumer Affairs at 1(800)221-4607 or <https://www.colgatepalmolive.com/en-us/contact-us>