



Trouble Shooting

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1 Power Issues

<p>The device does not start.</p>	<ul style="list-style-type: none">• Ensure the on/off switch has been depressed by pressing the base of the body.• Check the battery has been inserted correctly• Check the battery does not need recharging
<p>The product loses power</p>	<ul style="list-style-type: none">• Remove the grip and check that the battery is properly positioned and still contains power. Check that the on off switch is properly located in the base.• Clean the Piccolo, see cleaning instructions.
<p>The grip remains deflated</p>	<p>The grip remains deflated after I squeeze and release it. Reattach the grip by removing it and reattaching it.</p> <p>When reattaching the grip, it is important to tighten the grip to the body using the dark blue plastic band so as not to squeeze any air out of the grip.</p> <p>If this does not solve the problem, contact Evoden</p>



Trouble Shooting

2. Tip Issues

<p>I can't get the tip to pull into the interdental space</p>	<ul style="list-style-type: none"> • Check the tip guide is properly attached. Remove and reattach the tip guide • Check that a tip is in the tip guide. With Piccolo turned on and running remove the tip guide by turning it a half twist anticlockwise. The tip will remain connected to the Piccolo body. To reinsert the tip, turn the Piccolo off, remove the tip and insert into the tip guide using a slight rotational motion of the tip. Ensure the tip pointy end is first. • Check to see if, when the device is on and you squeeze the handle, the tip protrudes to its maximum 12-15mm • Check that the tip still retains its shape. If the tip is damaged replace it. • Ensure that the tip guide is positioned at the gap between but not touching the teeth at the gum line. <p>Squeeze the handle slowly. The squeezing action brings the tip out of the tip guide. The harder you squeeze the further the tip will advance. The tip will gently self-thread into the gap between the teeth.</p>
<p>The tip is not coming out the tip guide</p>	<ul style="list-style-type: none"> · Confirm you are squeezing the handle correctly. Make sure you have lay the Piccolo in the palm of your hand and wrap your fingers firmly and fully around the grip. It is important that you wrap your fingers completely around as the unit will not work using your fingertips only. · Removing the tip from the tip guide. With the Piccolo turned on and running remove the tip guide by turning it a half twist anticlockwise. The tip will remain connected to the device body. Turn the Piccolo off and remove the tip. · Replacing the tip. Remove the old tip from Insert the tip into the tip guide. When inserting the tip, a little bit of finger rotation when holding the tip helps the tip move through the tip guide. · The tip is not retracting fully into the tip guide. Confirm the trip is not damaged. Wash the tip and tip guide. If the tip is protruding more than 3mm. Disconnect the tip guide · The tip is damaged. Replace the tip



PICCOLO

Trouble Shooting

The tip stopped rotating whilst in use

- Ensure the tip is clean and contains no debris. Simply rinse the tip under a fast-running tap, whilst the Piccolo is running, and the tip is extended. Clean the tip, tip guide and device body. See cleaning instructions.
- For safety reasons the tip is designed to stop rotating immediately when it enters too small a space. It will never jam firmly. With the device still running move the tip away from the teeth and the tip gently pulls out from between the teeth. The tip is designed to be released under every circumstance.