

Droplette

Welcome Guide

WELCOME TO YOUR NEW ROUTINE

Your skin is an excellent barrier, but we've outsmarted it. Droplette gets skincare into (not just onto) your skin.

Our micro-infusion device was originally invented for medical applications with our partners at NIH and Harvard. We've adapted the technology for at-home use as a powerful skincare delivery tool. Through a fascinating fluid physics phenomenon, Droplette is able to infuse scientifically proven ingredients 20x deeper than traditional skincare, where it's clinically proven to be up to 90% more effective than traditional topical delivery.

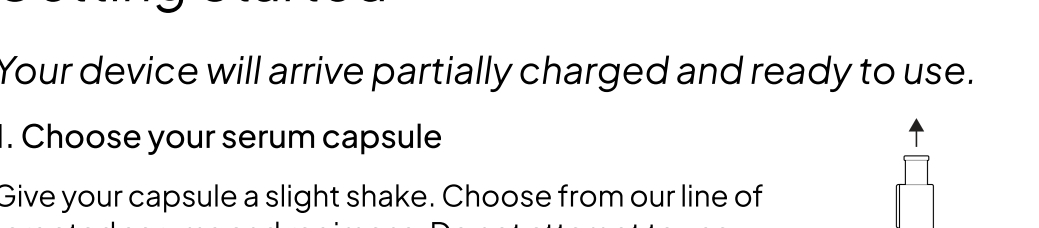
The result? The best skin you've ever experienced from an easy, at-home routine.

-Rathi Srinivas and Madhavi Gavini

What's Inside?

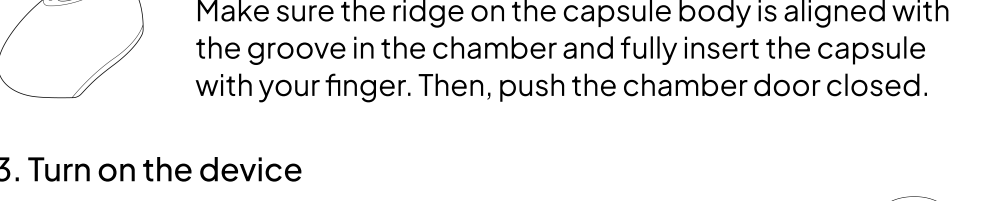
Droplette (Front)

Droplette (Back)



Wall Adapter

Charging Dock

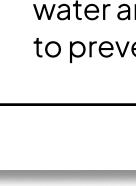


Getting Started

Your device will arrive partially charged and ready to use.

1. Choose your serum capsule

Give your capsule a slight shake. Choose from our line of targeted serums and regimens. Do not attempt to use any non-Droplette serums or products in the device.

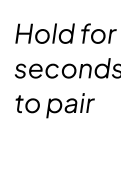


2. Open the chamber door and insert your capsule

Make sure the ridge on the capsule body is aligned with the groove in the chamber and fully insert the capsule with your finger. Then, push the chamber door closed.

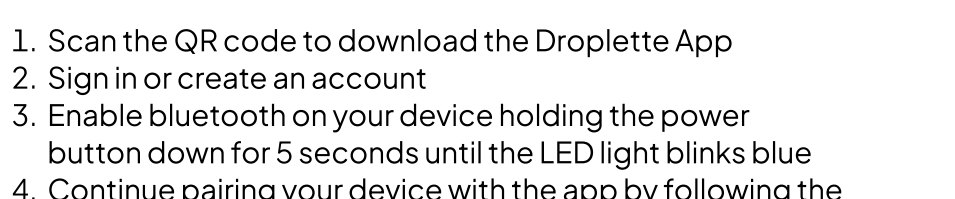
3. Turn on the device

Quickly press and release the power button on the side to start misting. Your device will run continuously, without breaks for 2 minutes, or until you quickly press and release the power button again to turn it off.



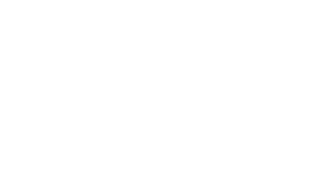
4. Tilt your head

Tilt your head back at a 45 degree angle, and hover the device about half an inch away from your skin, making slow circles around your face.



Caution

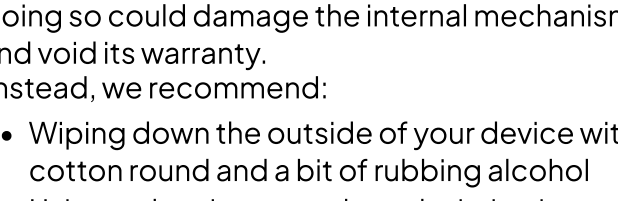
Do not expose your device directly to water and avoid holding it upside-down to prevent formulation from leaking.



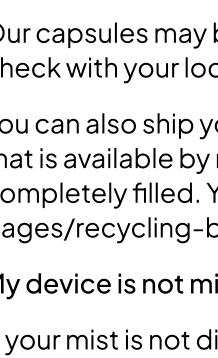
Connect with your best skin

Your Droplette micro-infuser is bluetooth enabled and designed to pair seamlessly with the Droplette App.

Enjoy real-time support, personalized esthetician consultations, exclusive treatment modes and more, with our App.



1. Scan the QR code to download the Droplette App
2. Sign in or create an account
3. Enable bluetooth on your device holding the power button down for 5 seconds until the LED light blinks blue
4. Continue pairing your device with the app by following the bluetooth instructions
5. Happy misting!



<https://droplette.io/pages/get-the-app>

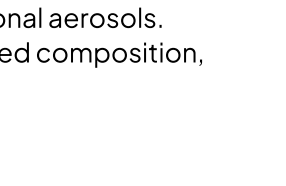
Caring for your Droplette

Charging

A fully charged device can dispense ~30 treatments before its next charge.

If your device glows orange while dispensing, it means it is low on battery. To charge, connect the charging cord to the dock and plug the wall adapter in. Rest your Droplette on the dock.

Your device will glow green while charging and then turn solid green while fully charged.

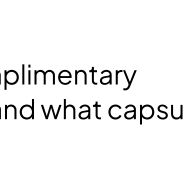


Cleaning

Do not insert cotton-swabs, tweezers, or other foreign objects into any of the device openings. Doing so could damage the internal mechanisms and void its warranty.

Instead, we recommend:

- Wiping down the outside of your device with a cotton round and a bit of rubbing alcohol
- Using a cleaning capsule and misting into a sink to remove any buildup



Storing Your Device

For optimal storage, we recommend storing your Droplette device in a cool, dry environment.

Storing your device in your bathroom is natural, but be sure not to leave your device in areas of excessive and sustained humidity or heat, and avoid direct sunlight exposure.

FAQs

Can I recycle my empty serum capsules?

Our capsules may be eligible for your local curbside recycling program. Please check with your local community guidelines to learn more about eligibility.

You can also ship your empty capsules back in the pre-paid recycling mailer that is available by request. We recommend you return the mailer only once it's completely filled. You can request an additional mailer at www.droplette.io/pages/recycling-bag-request

My device is not misting consistently?

If your mist is not dispensing consistently, make sure you're tipping your head back and holding your device at a downward facing angle. This will help ensure the serum is consistently being fed into the misting chamber and will result in a more even and enjoyable misting experience. If you continue to experience inconsistent misting, we also recommend fully charging your device and running a cleaning capsule through your device to help clear and restore it to normal misting.

My device is not working properly or does not charge. What should I do?

If you are having issues with dispensing or charging, please contact customer care at hello@droplette.io or through our website's chat function. Discontinue using capsules in your device until customer care is able to assist with troubleshooting.

Is it safe to inhale Droplette's mist?

Laboratory testing has confirmed that our micro-mist does not travel into the lungs. Droplette's delivery mechanism is purely mechanical, and does not contain chemical propellants or accelerants found in traditional aerosols. Because of the microscopic particle size and the water-based composition, particles do not travel far before evaporating.

Can I use Droplette around my eyes?

Yes, Droplette can be used around your eye area. However, avoid spraying any serum capsule directly into your eyes. If irritation occurs, stop use immediately.

Can I still use my favorite topical products in combination with Droplette?

We still recommend pairing your Droplette treatment with an effective cleanser and moisturizer for daytime and nighttime use. Don't forget SPF in the morning!

How do I know which capsules are right for me?

We recommend first considering your skin type and skincare goals. We currently offer several different formulations, each with its own hero ingredients and targeted benefits. You can read more about each of their benefits on our website.

If you're looking for a pre-set routine, we also offer several dermatologist-curated Prescriptive Regimens, which help you achieve your skincare goals through a blend of our different formulations.

Still have questions? Download our app and schedule a complimentary consultation with our in-house estheticians to help understand what capsules are best for you.



Ready to try some new capsules?

Shop our line-up at www.droplette.io/collections/products

Still have Questions? Visit our website FAQ section at droplette.io/pages/faq

Technical Specifications

WIRELESS TECHNOLOGY

Droplette contains FCC ID: X8WBM832

CHARGER

12V 1A US Power Supply

This device complies with Part 15 of the FCC Rules

BATTERY

Droplette contains an 850 mAh Lithium Ion battery

ENVIRONMENTAL CONDITIONS

Device & Charger Operating Temperature 45-90° F (7-32° C)

RETURN POLICY & LIMITED WARRANTY

For more information about exchanges and returns, please visit the droplette.io FAQ page. Droplette is protected by a warranty. Details are available on our website.

TERMS & CONDITIONS, PRIVACY POLICY

Please find this information on droplette.io, and reach out to hello@droplette.io with questions.

CONTACT & SUPPORT

For other questions, please reach out to hello@droplette.io or visit the FAQ page on our website at droplette.io.

Happy Misting

hello@droplette.io
www.droplette.io
[@dropletteinc](https://twitter.com/dropletteinc)
Boston, MA, USA