



**NuLids**<sup>TM</sup>  
*at-home dry eye relief*

**User Manual for the NuLids<sup>®</sup> System**  
**Instructions for Use**



Information provided within this Document is subject to change without notice. Although the contents are believed to be accurate, NuLids, LLC. assumes no responsibility for any errors, omissions or inaccuracies.

## Contact Information



<i>Address:</i>	<i>For Product Support:</i>
1835A S. Centre City Pkwy.	
Unit #401	1-833-368-5437, extension 1
Escondido, CA 92025	
<a href="http://www.nulids.com">www.nulids.com</a>	Customer Solutions: <a href="mailto:cs@nulids.com">cs@nulids.com</a>

## Safety Information

Review this User Manual, the NuLids on-line videos, and training materials in your Starter Kit carefully before using the NuLids System.

Pay particular attention to chapters on Contraindications, Warnings and Cautions

## Symbol Description



Always take note of any information marked with the words CAUTION or WARNING and a warning sign.

	WARNING	The signal word WARNING draws your attention to potential serious injury.
	CAUTION	The signal word CAUTION draws your attention to potential minor injury.
		Electrical Shock Hazard
		Do Not Re-Use
		Keep Dry
		“ON/OFF” (push-push)
		Refer to Instructions for Use
		Keep Handpiece Away from Direct Sunlight
		Not made with natural rubber latex.
		Use-by date

		Do not use if package is damaged
		Serial number
		Date of manufacture
		Type B applied part
		Manufacturer
		Batch code
		Catalog number
		Double insulation of protection of appliance
		Temperature range
		Humidity range
		Atmospheric pressure range

The NuLids System is intended for use in all establishments, including domestic establishments and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes. [Class B CISPR 11]

This User Manual provides guidelines on the use of the NuLids<sup>®</sup> System by NuLids, LLC. It was written with the assumption that on-line videos and guides contained in the Starter Kit were also reviewed.

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## Product Overview

The NuLids System is an at-home, patient or caregiver performed treatment for:

- a. Cleaning and massaging the eyelids
- b. Patients in whom the early signs of dry eye disease are detected.

The NuLids Starter kit consists of the following:

- 1 NuLids Rechargeable Handpiece (figure 1)
- 1 Charger Plug (figure 2)
- 1 Charger Cable (3 feet long) (figure 3)
- 30 or 180 NuLids Daily Disposable SoftTips (Type B – applied part) (figure 4)
- Quick Start Guide



Figure 4: Soft Tip

## Indications for Use

The NuLids System is a clinically proven safe and effective, fast, simple, and cost-effective at-home cleaning and massaging of the eyelids. NuLids is a natural way to improve overall appearance and comfort of the eyes.

## Contraindications for Use

NuLids should not be used on, patients with a history of ocular herpes, open wounds, active ocular infections, or within 90 days of eye surgery.

If unsure whether NuLids is appropriate for you, consult your eye doctor before using the NuLids System.

Do not use the NuLids device if damage is apparent.

## Cautions



### CAUTION

	NuLids is typically used once-per day, unless otherwise recommended by your doctor.
	NuLids is designed for personal use only. Do not share the handpiece or Soft Tips with others.
	Follow good hygiene practices. Wash hands and face prior to using the NuLids System.

## Warnings



### WARNING

	The NuLids System is for <b>EXTERNAL USE ONLY</b> .
	<b>DO NOT use NuLids if you have had recent eye surgery, eyelid surgery, or eyelid tattoos until you have consulted with your doctor.</b>
	<b>Only use Soft Tips approved by NuLids. The use of any other non-NuLids product will void your warranty.</b>
	<b>DO NOT</b> re-use the Soft Tip. Reuse of soft tips creates an infection risk. Re- use of Soft Tips will damage your unit and void your factory warranty. A new Soft Tip must be attached at the start of each daily treatment.
	<b>DO NOT</b> continue to use NuLids if you experience adverse effects (rash, swelling, burning, bruising, irritation, or increased sensitivity). Failure to do so may result in further adverse reactions.
	<b>DO NOT</b> put the NuLids handpiece in any type of case or object while charging.

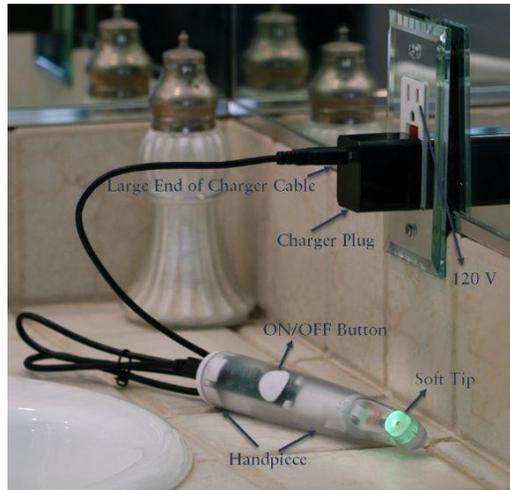
## Warnings (continued...)

	DO NOT put the Soft Tip directly on your eye as this may result in serious injury.
	DO NOT use NuLids on anything other than the eyelids.
	DO NOT shake, drop or throw the NuLids handpiece. Doing so may void the warranty.
	DO NOT attempt to open the NuLids handpiece. Doing so will void the warranty.
	ALWAYS keep the NuLids System and charger plug in a dry place at room temperature.
	Avoid direct exposure to sunlight to protect the components.
	<b>DO NOT</b> force the charger plug into an electrical outlet. This can damage the charger plug or the electrical outlet and may also result in serious injury or fatal electrical shock.
	<b>DO NOT</b> use the charger plug or charger cable if damaged. If used in this condition, it could result in serious injury or fatal electrical shock.
	<b>DO NOT</b> let the NuLids charging cord or charger plug come in contact with any liquid. If this occurs, do not use or charge again as this may result in electrical shock or damage to the product. <b>DO NOT</b> bathe/shower with the NuLids. <b>DO NOT</b> place the NuLids, its charging cord or the charger plug where it can fall or be pulled into water. If the NuLids with charging cord or charger plug is plugged in and falls into water, <b>DO NOT TOUCH WATER</b> , as this may result in serious injury or fatal electrical shock.
	Strangulation warning: Children have strangled in cords. Keep this cord out of the reach of children
	Choking Hazard. Small Parts. Keep away from children and pets.

## Charging Your NuLids Handpiece

*Prior to the first use, charge the handpiece fully until the solid green light is seen.*

A green light will flash when charging is occurring. The green light will stop flashing when the unit is fully charged and ready for first use.



An amber light will flash when the battery is low. If this happens at the beginning of a treatment, there will be enough power to finish. Charge your handpiece fully afterwards.

A full charge is not necessary for the handpiece to operate properly. A full re-charge takes approximately four hours.

If charging takes more than five hours, there may be a problem with the hand piece. Contact your local dealer or NuLids.

Note: Internal battery has a typical service life of 300 to 500 cycles.

**DO NOT** charge your NuLids near water. Doing so may result in serious injury or **FATAL ELECTRICAL SHOCK**.

**DO NOT** use or charge your NuLids handpiece if you experience any of the following:



- The handpiece feels hot
- The handpiece will not turn on after fully charging
- The handpiece will not charge

## Daily Operations - Instructions for Use

**RECOMMENDED TREATMENT METHOD:** Treating the lower & upper eyelids simultaneously.



1. Disconnect the NuLids handpiece from the electrical outlet via the charger plug. If connected, the handpiece will not operate.
2. Wash hands and face.
3. Select a new / unused Soft Tip from the package.
4. Press the On/Off button on the handpiece so that the white illumination light activates.
5. Bring the face of the handpiece head close to the Soft Tip until it magnetically snaps into position.
6. Confirm that the Soft Tip fits snugly into the head of the handpiece.
7. Apply thick lubricant gel onto the Soft Tip at the 12 o'clock position.

**IMPORTANT: *If using a foam, spray, or oil, do not apply product to the Soft Tip.***

***Instead, apply lubricant product directly onto the closed eyelid and/or eyelid margin.***

8. Hold the handpiece in your dominant hand and experiment to determine the most comfortable hand position.
9. Gently close one eye and place the edge of the Soft Tip at the intersection of the upper and lower lids.
10. Press the On/Off button to start the handpiece. The green LED light at the head of the handpiece will illuminate and the Soft Tip will oscillate.
11. Move from one corner of the eyelid to the other with slow, steady, even pressure for 30 seconds. [The handpiece pauses after each 15 second interval and starts again to give guidance on when 30 seconds has passed.
12. Transition to the opposite eye and treat it in the same manner for 30 seconds.
13. Press the On/Off button to stop the handpiece.
14. Remove and dispose of the used Soft Tip **NEVER SHARE OR REUSE ANY SOFT TIP**

## Important Notes About Daily Operations

1. The handpiece pauses at 15 second intervals. Pauses are designed to provide an estimate of the treatment time for each lid. Continue in a non-rushed manner after the handpiece pauses for the full treatment length.
  - a. Recommended Treatment Method: 30 seconds per eye per day
2. There may be some temporary redness, warmth and/or slight stinging on the eyelids after your initial treatments. This is normal. However, if the irritation persists, consult a local dealer or eye care professional.
3. If any discomfort is noted on the eye itself, discontinue treatment and consult an eye care professional.

## For Best Results

1. Wash your face and remove eye makeup before treatments.
2. Use a mirror during a NuLids treatment to guide Soft Tip placement until comfortable with the process.
3. Test the Soft Tip on another area of your skin before using on eyelids if you are unsure how your eyelids will respond to the Soft Tip. Use only as tolerated.
4. Use moderate and comfortable pressure and slowly glide the Soft Tip across the eyelid margins.
5. Move the oscillating tip in a slow, back and forth motion across the lids.
6. Apply light, consistent pressure to the closed eyelids. Use smooth, even movements.
7. Experiment with the most comfortable way to hold the NuLids Handpiece. Common methods:



## Caring for Your NuLids System

Caring for your NuLids System is easy. Keep the following in mind:

- Store your NuLids handpiece, charger plug and charger cord in a dry place at room temperature. Avoid direct exposure to sunlight.
- Keep the handpiece clean for safe and effective use.
- Remove the Soft Tip first. Then use a clean cotton pad or soft cloth dampened with clean water to clean the NuLids handpiece. Make sure the handpiece is completely dry before using.
- DO NOT immerse the handpiece in water or rinse under the faucet. Doing so will void the manufacturer's warranty.

## Recycling and disposal

The battery is not replaceable. Do not discard the device in household trash. Follow local regulations to determine the proper method of disposal.

## Specifications

### Shelf life

Battery performance will deteriorate over time even if stored for a long period of time without being used. In addition, if the various usage conditions such as charge, discharge, ambient temperature, etc. are not maintained within the specified ranges the life expectancy of the battery may be shortened or the device in which the battery is used may be damaged. If the batteries cannot maintain a charge for long periods of time, even when they are charged correctly, this may indicate it is time to change the battery.

### Storage Requirements

If you are not going to use the appliance for an extended period of time, remove the mains plug from the wall socket. Then store the appliance in a cool and dry place away from direct sunlight.

### Storage and Transportation

Temperature | -25°C (-13°F) to 60°C (140°F)

Humidity |  $\leq 75\%$

Pressure | 700 – 1069 hpa

### Environmental Operation

Temperature | 10°C (50°F) to 35°C (95°F)

Humidity | 30% to 75%

Pressure | 700 – 1069 hpas

Altitude | 0-10,000 ft.

## Troubleshooting

If the NuLids handpiece does not turn on, it may need to be re-charged. See “Charging Your NuLids Handpiece.”

## Frequently Asked Questions

Visit the below website using an internet-enabled device:

<https://nulids.com/faqs/>

## Warranty

Your NuLids System is warranted to be free from defect in material and workmanship for a period of one year under normal use after its original purchase date. This warranty extends only to the original purchase and only when purchased from a provider authorized to sell the NuLids System.

If the product should become defective within the Warranty period, US based customers should contact NuLids Customer Solutions at 833-368-5437 for repair or replacement. Customers outside the US should contact their authorized dealer.

NuLids reserves the right to replace a defective product with the most comparable product currently available.

The Warranty does not cover products damaged by the following:

- Accident, misuse, abuse or alteration
- Servicing by unauthorized persons
- Immersion in any liquid
- Reuse of the daily disposable soft tips
- Use with unauthorized accessories, or
- Any other conditions beyond our control

**NULIDS SHALL NOT BE RESPONSIBLE FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT. ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF FITNESS AND MERCHANTABILITY, ARE LIMITED IN DURATION TO ONE YEAR FROM DATE OF ORIGINAL PURCHASE.**

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