USER GUIDE

1. Important

1.1 **AVOID LETTING THE FINGERNAIL TOUCH / SCRAPE / RUB / BRUSH THE INK CARTRIDGE NOZZLE** (positioned above the finger inside the machine) when inserting, printing, or removing the finger. This will cause the cartridge nozzle to block or smudge. **KEEP FINGER FLAT ON PLATFORM.** If a nail has scraped the inside of the machine, or touched the ink cartridge nozzle, **stop immediately** and follow ink cartridge removal and cleaning tutorials on the app or the cartridge cleaning video. It can be clearly identified when this has happened as cartridges and not dry up, run out, neither block easily. **The supplier WILL NOT replace cartridges if this has occurred.**

1.2 **PRACTICE** before you start printing on clients. Use tips, your own nails, press-on's etc. Use the different print gels and play around with different colours and effects. It takes operational practice and trial and error to get the best results. Not ALL images/designs/photos will come out as they look on your screen, **kindly learn to choose, practice, and test different types of effects, colours, and prints** before contacting the distributor.

1.3 Screenshots of images/photos or cropped images/photos, and photos **OF other** photos/images **WILL NOT PRINT WELL** – download and print only high-definition **ORIGINAL images/photos** when using external sources like photos from your own device gallery, photos/images sent to you by other people, Google or Pintrest.

1.4 **Photo printing** can be enhanced and made brighter if you change the following setting: Connect to machine > Settings > Printing settings > click top right edit button > click PG > click SM10 > click Light > Complete/Save.

1.5 Make sure the photo/image is **bright** and a **high-definition quality**, otherwise it will not come out as expected and will be dark or unclear. You can set the brightness of a photo when selecting it in the App from your gallery. Photos must be at least 1MB or higher. Unfortunately, we cannot always see the size of a photo, hence practice and HD photos being of high importance. Zoom into the photo or image to check for bad pixelation (small blocks) before trying to print.

1.6 **GPS/Location must be on** when printing. Ensure your machine is **On** and connected to the 0'2 Nails machine's Wi-Fi. Switch other Wi-Fi connections off when printing on your device to avoid disconnection and interruption.

1.7 Download all designs from The Nail Style Store as soon as possible for ease and efficiency.

1.8 Photos/designs/images with more ink and darker ink need to be **dried longer to avoid smudging.** Dry until fully matte and **dry longer** if the ink looks wet to the naked eye. Some designs on the app take longer to cure – take the extra few minutes to cure longer to avoid the print from smudging when applying topcoat.

1.9 All unpacking, user instructions and steps, from app registration and device assembly, to printing and troubleshooting, are inside the package. All tutorials and videos are either in the app, or on the O'2 Nails' website (http://www.o2nails.com/en/), as well as on You Tube. Please research and practice (own operational training) before reporting discrepancies to the supplier.

1.10 **Unplug the printer from the wall** when not in use. Electrical spikes due to load shedding or electrical surges may harm the unit and are not covered under the Warranty.

1.11 **Light coloured backgrounds are better to print over** - trying to print a design over dark backgrounds won't show the print properly. Practice matching colour nail backgrounds to designs/colours you want to print.

1.12 A **white colour gel background** gives the best image/design results on the nail being printed on.

1.13 Photos are printed using PG4 translucent white print gel. Other images and designs can be printed using PGO or PG5. Please do not try to print anything using normal gel – the print gel **MUST** be used.

1.14 A long nail and larger nail bed give excellent results. Short nails are slightly more difficult to project a detailed design/photo on.

1.15 If your design or photo does not precisely fit your nail, **use nail art/colour to fill in the outline/gaps**. Not all designs and photos fit every single nail. Adding diamante and different textures to the final print where needed looks even more beautiful!

1.16 If a design is lighter or darker in shade than the previous *same* design, it could be due to the finger being held too high, or too low inside the machine – please keep finger straight on the platform. Also put an even amount of print gel on the nail surface.

1.17 Shake the PG gels well before use.

1.18 Some (very few) designs inside the app do not match the exact colour that they look like on the App.

1.19 It is advised that your printer be placed under insurance just as your other household or commercial property is insured.

1.20 Not all nails are the same in shape, not all designs will cover the entire nail and sometimes the side of the nail/tip/press-on will have less print than the center (C-curves vary).

1.21 Handle the machine and its accessories/buttons with care – we do not replace machines for user negligence or abuse.

1.22 **A base gel is highly recommended to be applied** on natural nails. Oily nail beds may cause the print and topcoat to lift.

1.23 Do not touch any of the parts/mechanisms inside the machine (only when changing/installing cartridges). The machine does not need to be cleaned, nor maintained on the inside.

1.24 Do not drop tips/press-on/test papers or any other objects into the machine.   Make sure they are **stuck on properly and solidly onto the artificial fingernail holder** (suggested use of a small piece of Prestik) Letting anything fall into the machine can cause damage (user negligence).

1.25 The printer **should stay in one place** – preferably on a stable table. Although it is called a mobile nail art printer, **transportation of this machine is at own risk** and may cause bumps, falls, or mechanics and electronics to be damaged, as well cartridge colour mixing, which is not under Warranty.

1.26 The supplier is a reseller. He/she will assist with sales, after-sales, and basic training and troubleshooting, but is NOT liable for acclaimed bookings, clients or sales gained/lost due to investment indications, defects, machine faults, operational misuse, or cartridge issues. The printer and its uses after the sale is complete is no business of the local supplier.

1.27 If a print comes out with a slight shadow when printing on press-on nails/tips > clean the cartridge as per cartridge cleaning videos, shake the PGO/PG4 gel bottles, calibrate the phone settings again as per the "Set-Up" instructions in this User Guide, place the press-on nail/tip higher on the artificial nail holder as below (the distance might be too far below the cartridge nozzle when printing, causing it to make a shadowed effect), try to buff the press-on nail/tip and use a base gel before applying print gels.

2. Cartridges

2.1 Cartridges may need to be cleaned and tested regularly, or more than once at a time. Cartridges are consumables and can be subject to irregular output, mixing, or leaking. A photo of the "Ink Cartridge Test" must be sent to the distributor/supplier immediately upon unsealing and installing.

2.2 Cartridges carry a 3-day warranty and will **ONLY be replaced** if faulty, or dry upon unsealing, installing, testing, and sending of faulty "Ink Cartridge Test". If the cartridge is not being transported and is being cleaned according to this User Guide, as well as according to the videos sent by the local supplier, there should not be issues with the printing unless detected immediately upon unsealing and installing.

2.3 NB tip: If you do not use your cartridge often, please keep it sealed in plastic wrapping and positioned upright as per the diagram in 3.13 in this User Guide. Your cartridge will dry up or leak into the back of itself if you do not position it correctly, do not use it often, or do not store it in a cool area (not a fridge or freezer – a dark cupboard should suffice).

2.4 If you have not used the printer for an extended period, the nozzles may have collected dust or may have dried – please clean the cartridge nozzle as per video before attempting to print. Clean more than once if needed with warm water and a cotton pad.

2.5 If a print comes out the wrong colour, smudged, has a shade of a wrong colour, or only one colour, remove the cartridge and clean it. Test and clean more than once if needed, as per cartridge cleaning video.

2.6 There should be **no** brushing feeling or any sort of 'touching' feeling on the nail when printing – if so, take out the finger and clean the cartridge nozzle.

2.7 Take photos of before and after when troubleshooting. Send a photo of the serial number, a screenshot of the ink cartridge test, three colour test, and Single Nail Calibration test after cleaning, and pictures/videos of the wrongly printed design and its matching design on the App, to the supplier if the cartridge is still faulty after numerous cleaning attempts. The supplier reserves the right to make a replacement decision based on the proof given of the faulty cartridge.

2.8 **AVOID LETTING THE FINGERNAIL TOUCH / SCRAPE / RUB / BRUSH THE INK CARTRIDGE NOZZLE (positioned above the finger inside the machine) when inserting, printing, or removing the finger. This will cause the cartridge nozzle to block or smudge. KEEP FINGER FLAT ON PLATFORM.** If a nail has scraped the inside of the machine, or touched the ink cartridge nozzle, **stop immediately** and follow ink cartridge removal and cleaning tutorials on the app or the cartridge cleaning video. It can be clearly identified when this has happened as cartridges and not dry up, run out, neither block easily. **The supplier WILL NOT replace cartridges if this has occurred.**

2.9 Unseal, install, and test the ink cartridge as per the "Set-up" instructions in this User Guide <u>and send photos of the below:</u> (we cannot replace faulty cartridges within 3-day Warranty period if the below was not provided upon unboxing)

1. Ink cartridge test > send photo
2. Three colour test > send photo
3. Single Nail Calibration Test > send photo
4. Any black design (check that it is clearly (black) > send photo
5. Every new cartridge that is opened needs to have the above done.

6. An example of a blocked cartridge due to print gel entering the nozzle and not being cleaned immediately (one or more colours is missing on cotton pad or on the ink cartridge test), or not using the machine frequently enough:
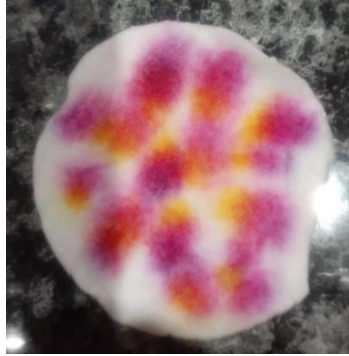
3. App notes

3.1 When downloading the app onto a new device using an existing account, the gallery designs will have to be downloaded again - the designs do not stay on your user account when you switch mobile devices. Each mobile device that has an O'2 Nails app will have its own gallery that needs to be downloaded again.

3.2 **Do not delete or uninstall your O'2 Nails app form your device**. This will cause all your downloaded designs to also be deleted. If you log into your account on a different device, your gallery does not travel with your account to that device.

3.3 If you log into someone else's account on your own device, you will not get their gallery, and your own device app gallery will also be gone.

3.4 If you log back into your own account on your own device, your gallery will return.

3.5 Stick to your own app on your own device and your own account = all designs will stay.

3.6 Log out of your account if you want to log into your app account on a different device.

3.7 More than one phone or tablet can register and connect to a printer machine, but not simultaneously.

3.8 *"Error Code 404/Network problem/Check your network/Authentication Error" message*
- Check that you are connected to your household/salon Wi Fi, and not connected to the machine.
- The App should be updated regularly – go to http://www.o2nails.com/en/app_dowload.html and download the newest version. (If you have an android phone, kindly **do not** select the Google Play option, but instead the Android option. This will lead you to download an APK file which will end up in your phone's 'Files' folder. Click on it in this folder and it should update your App from there).

3.9 *"Repair designs"* **message**
- Switch to your household or salon Wi-Fi and wait for your designs to re-upload
- Log in and out of your app.
- Switch machine off and on again

- If the above does not work when you have clicked on 'Repair', kindly visit http://www.o2nails.com/en/app_dowload.html and upload the newest version > Restart App and printer.

3.10 "Calibration Data getting failure" message

Restart app, and machine > check again > If not working, follow steps on below two links and start again.

https://res.o2nails.com/media/CD/E0/CDE016AE9BBB74EE7723A89DEDB82B4B.mp4

https://res.o2nails.com/media/94/F0/94F07D475B978AD546E9A09E40DF5A62.mp4

3.11 Please make sure you are on your network Wi-Fi or data when logging out, receiving OTP, and signing in. Try to log in again using your details > if it doesn't want to accept your details, keep trying to **log out of entire account** > Reset account using phone number/email and a password to resend OTP > log in again. Should show original amount downloaded due to it being the same account + phone + app. If the 3873 2006 code is gone > download again > sign out and sign in again > original amount should be back again.

3.12 "Ink cartridge error" message

- Gold plates on ink cartridge, or gold plates on ink cartridge holder slot are dirty, wet, torn, or damaged.
- Check the top button that the position is clipped in properly – reposition cartridge to clip in properly at buckle.
- Check that the ink cartridge seals are not torn and are intact.
- Colour mixing occurs when the cartridge has been shaken or misplaced, no refund can be assisted with.
- Please do not try to tamper with or refill the cartridge

- Please do not touch the gold connector plates or the nozzles directly, only with a soft tissue when cleaning as per video.

Unpack the cartridge and tear off the seal.

It is forbidden to re-affix the seal, otherwise the cartridge will be damaged. Do not touch metal contacts and ink cartridge nozzles. Do not place it traversely and reversely in order to prevent color mixing.

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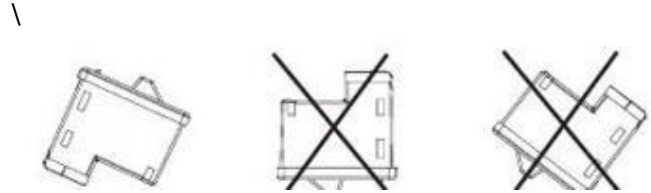
4. Set-up / Tests / Settings

4.1 Download app – sign up and register with phone/email + own password (please do not add the 0 when signing up/logging in when using your cell number, choose the country code and then start the number, e.g., +27672195115).

4.2 Plug two-prong into adaptor > adaptor into machine > check green light is working on adaptor.

4.3 Turn Wi-Fi on and look for O'2 Nails machine > connect with 88888888 password > whenever prompted to 'Keep Connection', click 'Keep Connection' or "Yes". Open front cover gently > turn machine on at the back > wait > push power button twice > wait for holder to move forward

4.4 Open ink cartridge and take off sticker without touching nozzles or gold plates > hold at 45 degrees > use finger to hold latch (so that its secure with your finger before pushing in the cartridge) and push upwards gently to get two click sounds. DO NOT push cartridge without holding latch steadily on the right side of holder (see tutorial videos and User Manual)

4.5 Push Power button twice > wait for holder to move backwards > close front cover gently

4.6 Settings > Printing settings > click top right edit button > click PG > click SM10 > click Dark > Complete/Save

4.7 Settings > Nail printing guide > Off

4.8 Put white test paper on stick > Settings > Camera calibration > make sure the line is in the middle and centralized > Complete/Save

4.9   Put white test paper on stick > Settings > Ink Cartridge Test > > check that all the colours are correct > please take a photo for reference >

4.10   Put white test paper on stick > Settings > Single Nail Calibration > follow screen instructions > do not take white test paper out yet > the red block must be exactly on the black block line > if not, move around to exactly match > Save > please take a photo for reference

4.11   Put nail/tip/press-on nail on stick > Nail printing > look for any design with black ink colour only > click on design to have it line up in the top right row > click 'Next' > position on test paper > print to check black colour > please take a photo for reference.