

# PRONTO

## Frequently asked questions

### ***How does Pronto work?***

Pronto combines the benefits of a nasal dilator, to open the nose and improve airflow, with the ability to deliver the vapors of the pure essential oils blends traditionally known to be beneficial for sleep or to clear a stuffy nose.

### ***How many charges will I get with Pronto?***

Pronto will charge a minimum of 10 times.  
You can only wear Pronto up to 8 hours.

### ***How long does Pronto take to recharge?***

Pronto will take between 30 seconds and two minutes to fully charge depending on the number of recharges remaining. The diffuser should appear saturated when fully charged.

### ***Why do I need to replace the cap on the recharge point each time I recharge Pronto?***

By replacing the cap on the recharge point you ensure that you achieve 10 recharges of your Pronto.

### ***I am not getting 10 recharges with Pronto?***

Incorrect use of the recharge unit, specifically leaving the cap off the recharge point will reduce the number of recharges you will achieve.

### ***Why can't I get the diffuser wet?***

The diffuser is made from a porous material designed to hold the charge of oil. Wetting the material will affect the recharge of Pronto.

### ***How do I know if I have got the right size?***

Pronto should sit all the way inside the nose with only the diffuser showing and spanning across the tip of the nostrils. If Pronto is hanging down too low then it may be too big for your nose. Alternatively, if Pronto is falling out you may need to adjust open the loops to make it bigger or try a larger size.

### ***What happens if I get irritation?***

If irritation to the oils or the dilator occur, stop using Pronto immediately.

### ***What is Pronto made from?***

Pronto is made from ultra-soft medical grade polymers and is not made with natural rubber latex.

### ***What if my nose feels dry or uncomfortable?***

Aside from keeping hydrated, increased airflow can cause the nasal lining to feel dry. Dry nose relief products such as Nozoil may combat these affects. They come in sprays or gels and generally contains three forms of Vitamin E blended with sesame seed oil to help to shield the nasal tissue from the drying effects of inhaled air and to help reduce the effects inflammation. More information can be found at <https://tinyurl.com/y2l3f6hh>

### ***What if the scent is too weak for me?***

Pronto has been designed to provide a specific strength of essential oils to ensure you get the best result. We tested the strength of the scent in a user trial to determine the level preferred by most people. We always appreciate your feedback, so please provide your feedback about the strength of Pronto to [feedback@rhinomed.global](mailto:feedback@rhinomed.global).

### ***What if the scent is too strong for me?***

Pronto has been designed to provide a specific strength of essential oils to ensure you get the best result. We tested the strength of the scent in a user trial to determine the strength preferred by most people in the trial. We always appreciate your feedback so please provide your feedback about the strength of Pronto to [feedback@rhinomed.global](mailto:feedback@rhinomed.global).

### ***What if the scent is not lasting all night?***

We have carefully selected proprietary materials to provide 8 hours of scent delivery. The scent will diminish in its intensity throughout the 8 hour period. Air-conditioning and heating may also affect the scent intensity over the 8 hour period. For instance, central heating may cause the diffuser to evaporate faster than under normal room temperature conditions.

### ***How do I know if the recharge unit has run out?***

Use a tissue and lay it gently over the recharge point. If the tissue remains dry, then the recharge unit is finished. If you see a small oil spot forming, the unit can still recharge your Pronto.

### ***Is Pronto recyclable?***

Pronto's packaging is recyclable including the outer carton and inner blister tray.

***Should any serious incident occur with Pronto, please immediately report it to Rhinomed Limited at [feedback@rhinomed.global](mailto:feedback@rhinomed.global).***