
Frequently Asked Questions

THE DEVICE

Do I need a prescription to use the device?

Yes. You need a prescription from your eye care professional to use the TrueTear™ device.

How and where can I purchase the device?

The TrueTear™ device is a prescription-only device. Ask your eye care professional about TrueTear™.

Is there a warranty available for my device?

Allergan warrants to the original purchaser of the TrueTear™ device that your device is free from defects in materials and workmanship for three (3) years from the date of original purchase. This warranty extends to only the original purchaser and is not transferable. Keep your invoice or receipt safe as this is your proof of purchase, and the date marked on it shall be deemed the date of purchase. For all warranty terms and conditions, please see the instructions for use that accompanied your TrueTear™ device or true-tear.com.

USING THE DEVICE

How far do I need to insert the tips into my nose?

Insert tip into your nose as far as is comfortable, ensuring tip is inserted all the way to the top and front of the nose.

How do I know if the stimulation is working?

You are stimulating the correct location if you feel a tingling sensation in your nose and your eyes begin to tear.

How soon will I feel my eyes tear?

Tearing can occur within seconds. Depending on your individual anatomy and tear deficiency, tearing can take a shorter or longer time.

What stimulation level do I have to use to tear?

Stimulation intensity level is different for every patient and can vary on any given day. The TrueTear™ device allows you to adjust your intensity level according to your own needs. Most patients started on level 2 in a clinical trial.

Please see Indication and Important Safety Information on page 6.

Does it matter if I stimulate for 30 seconds or 3 minutes?

Stimulation can vary depending on the individual patient. Stimulate until you see/feel tear production. Stimulation longer than 3 minutes is not recommended, and the patient should rest for at least 60 minutes before proceeding to the next application.

How often and how long do I need to use the device?

The device is capable of single-day stimulation up to a limit of 30 minutes. Stimulation longer than 3 minutes per session is not recommended, and the patient should rest for at least 60 minutes before proceeding to the next application. For most patients, using the device at least twice a day as needed is recommended. Refer to the **Instructions for Use** or check with your physician.

Can I use the device in the shower?

No. Do not use the TrueTear™ device when in the bath or shower.

How long do I need to charge the device?

Charging time is dependent on how often you use the device. It normally takes 4 hours to complete a full charge. We recommend charging the device overnight.

My device shuts off automatically after 1 minute. Is this normal?

Yes. The TrueTear™ device has a built-in timer allowing for 1 minute of stimulation each time. For longer stimulation time, simply start another cycle, although stimulation longer than 3 minutes per session is not recommended, and the patient should rest for at least 60 minutes before proceeding to the next application.

SIDE EFFECTS

Will I experience nasal pain when using TrueTear™?

In a 180-day study, 10 out of 97 patients (10.3%) reported nasal pain, discomfort or burning. If you experience pain, discomfort or burning while using TrueTear™, remove the device immediately and report this adverse event to 1-800-678-1605 and talk to your doctor.

Is it possible to feel an electrical shock in my nose when the TrueTear™ tips are inserted?

In a 180-day study, 5 out of 97 patients (5.2%) reported temporary electrical discomfort (a mild shock). If you feel a mild shock while using TrueTear™, remove the device immediately and report this adverse event to 1-800-678-1605 and talk to your doctor.

Please see Indication and Important Safety Information on page 6.

Can using TrueTear™ cause nosebleeds?

In a 180-day study, 5 out of 97 patients (5.2%) reported a device-related nosebleed. If you feel that your nose has begun to bleed while using TrueTear™, remove the device immediately and report this adverse event to 1-800-678-1605 and talk to your doctor.

Should I be aware of any other side effects?

There were additional side effects reported during the clinical studies. For a complete list of additional adverse events, please consult the Instructions for Use.

DISPOSABLE TIPS

Can I use the tips for more than one day?

No. The tip should be replaced daily or every 24 hours. The tips contain a hydrogel that wears down after one day of use. Once the hydrogel is dried out, the tip will no longer provide stimulation. Additionally, make sure to use the tip before the expiration date printed on the packaging.

Can I clean the tip by running it under hot or cold water?

No. To clean the TrueTear™ device, you can use an alcohol pad to gently wipe the daily disposable tip, being careful not to rub the hydrogel areas.

How do I clean my base unit, charger, and carry cover?

Use alcohol pads to clean the durable parts of the device including the base, charger, and cover. Clean the inside of the cover weekly or more often if needed to ensure proper hygiene.

Are the tips and cover dishwasher safe?

No, they are not. The best way to clean them is by wiping them with alcohol pads.

Can I throw the tips away in a regular trashcan?

Yes. The TrueTear™ daily disposable tip can go in the regular trash for disposal.

Please see Indication and Important Safety Information on page 6.

MOBILE APP

What does the TrueTear™ mobile app do?

The TrueTear™ mobile app is an optional companion to the TrueTear™ device. The app is designed to help you view and track your device usage, check your device's battery level, and view your stimulation history.

Do I have to use the TrueTear™ mobile app in order to use my TrueTear™ device?

No. The TrueTear™ mobile app is not required in order to use your TrueTear™ device.

How much does the TrueTear™ mobile app cost, and does it work on both iOS™ and Android®?

The TrueTear™ mobile app is a free app that is currently available for iOS only. We are working on one for Android.

How do I pair and sync my TrueTear™ device and App?

To pair: hold down the “minus” button on the Base Unit for 5 seconds until a blue LED indicator flashes, then follow the prompts on the app screen.

Note: you will need the app to be open either in the background or foreground to complete pairing and syncing and Bluetooth® must be enabled on your mobile device.

To sync after use: simply use the TrueTear™ device as usual or place the Base Unit onto the Charger.

Can I pair my TrueTear™ device with more than one mobile device?

Yes. You can pair your TrueTear™ device with multiple mobile devices.

Why are all of the icons greyed out?

Most of the features within the app require an active internet connection. Try again when you have a connection.

What do the trend charts do?

Trend charts in the TrueTear™ mobile app summarize your use over the last two weeks by **time of day** and **day of the week**.

Please see Indication and Important Safety Information on page 6.

TRUETEAR™ INDICATION AND IMPORTANT SAFETY INFORMATION

INDICATION

TrueTear™ provides a temporary increase in tear production during neurostimulation in adult patients.

IMPORTANT SAFETY INFORMATION

CONTRAINDICATIONS

Do not use TrueTear™ if you have a cardiac pacemaker, implanted or wearable defibrillator, or other implanted metallic or electronic device (eg, cochlear implant) in the head or neck, chronic or recurrent nosebleeds, a bleeding disorder (eg, hemophilia), a condition that can lead to increased bleeding, or a known hypersensitivity (allergy) to the hydrogel material.

WARNINGS

Do not use TrueTear™ around electronic monitoring equipment (eg, heart monitors or electrocardiogram alarms), in the bath/shower, while driving, operating machinery, or during activity in which sneezing/watery eyes may cause risk, areas other than the nose, within 3 feet of shortwave or microwave therapy equipment, around flammable anesthetic mixture (air, oxygen or nitrous oxide). Do not continue using TrueTear™ if your nose is irritated. Safety/effectiveness not established for longer than 6 months or for treating aqueous-deficient dry eye disease. Safety not established in pregnancy, patients under 22 years of age, patients with nasal or sinus surgery (including nasal cautery) or significant trauma, severe nasal airway obstruction or vascularized polyp; active, severe systemic or chronic seasonal allergies; rhinitis or sinusitis requiring treatment; untreated nasal infection; and disabling arthritis, neuropathy, severe dexterity impairment or limited motor coordination.

PRECAUTIONS

Consult your doctor on TrueTear™ instructions before use and on discontinuing use if pain, discomfort or numbness in the nose persists after reducing for higher levels/longer sessions. Remove studs, nose rings, or other nose jewelry before use. Do not use prescription eye medications or nasal sprays 30 minutes before or after using TrueTear™. Consult your doctor before use if you have suspected or diagnosed heart disease. Keep away from children.

ADVERSE EVENTS

Nasal pain, discomfort or burning; short-term electrical discomfort; nosebleed; nasal congestion; headaches; trace blood in nostril; facial pain; sore eye; sinus pain; pain around the eye; runny nose; nasal ulcers; and light-headedness.

Caution: Federal law restricts this device to sale by or on the order of a licensed physician. For the full Directions for Use, please visit www.allergan.com/truetear/usa.htm or call 1-800-678-1605. Please call 1-800-433-8871 to report an adverse event.