



4410 N Scottsdale Rd, Suite 300, Scottsdale, AZ, 85251

Date: June 07, 2024

To: To Whom It May Concern

From: CP Skin Health

Re: EltaMD Products - how to dispense airless pumps

At EltaMD, we are committed to developing safe, innovation and effective products that help everybody live more freely under the sun. As part of our commitment to quality, we monitor and perform quality checks on every lot produced in order to ensure they meet our standards for optimum consumer experience.

The airless package may take up to ~30 times for the product to dispense out of the package. This is normal due to the design of the airless package. Technically, when you push down on the dispenser of the product, it creates a vacuum in the bottle and it pushes the piston up towards the dispenser. It requires several pumps until the product reaches the dispenser.

The benefits of airless packaging are that it prevents air from coming into contact with the product inside of the container until the product is evacuated.

If you still have issues with the pump, please see troubleshooting guide below:

Troubleshooting Steps:

1. With the cap on the product, invert the container upside down and tap in the palm of your hand 8-10 times.
2. Return the container to its upright position.
3. Remove the lid from the product, and with the nozzle away from your face, press the pump to dispense the product into your hand. It may take several pumps to completely prime the pump to allow the actuator to deliver the product.
4. If the pump continues to fail, try steps 1 through 3 again, but tapping slightly harder to force the liquid into the actuator.



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