

FAQ™ 202

SMART SILICONE LED MASK

ONLINE MANUAL

FULL USER MANUAL

GETTING STARTED

Congratulations on taking the first step into a new era of anti-aging by acquiring FAQ™ 202. Before you begin to enjoy all the benefits of professional skincare technology in the comfort of your home, please take a few moments to carefully read the instructions in this manual.

Please **READ ALL INSTRUCTIONS BEFORE USE** and utilize this product only for its intended use as described in this manual.

INTENDED USE: FAQ™ 202 is an over-the-counter device emitting energy in the near-infrared, red, blue, green, orange, yellow, cyan and purple regions of the spectrum, intended to treat facial wrinkles and/or blemishes.

WARNING: NO MODIFICATION OF THIS EQUIPMENT IS ALLOWED.

FAQ™ 202 OVERVIEW

Introducing an entirely new generation of LED masks. Ultra-lightweight, wireless, and made with flexi-fit silicone to mold to your facial contours for even light coverage. FAQ™ 202 features 8 different wavelengths, including NIR (near-infrared), to tackle signs of aging and other skin concerns - while you do literally anything else. Move around freely, and enjoy spa-level LED facial treatments, at the push of a button.

GETTING TO KNOW FAQ™ 202

INDICATOR LIGHT
Indicates when device is in Bluetooth pairing mode, and Smart Control mode.

UNIVERSAL POWER BUTTON
Press once to turn on. Press again to switch LED colors. Press for 3 sec to turn off. From off, press for 3 sec to put mask in Bluetooth pairing mode to connect to the app.

OPEN EYE DESIGN
Protects eyes from powerful LED wavelengths, and allows ease of movement as you can see clearly even while wearing the mask.

FLEXI-FIT SILICONE
Ultra-hygienic and easy to clean. Molds to your face like a transparent second skin for ease of movement.



CHARGING PORT
Up to 2 hours of use per USB charge.

NON-SLIP HEADBAND
Made of silicone for ultimate comfort, and so it doesn't pull hair. Keeps mask securely on your face so you can move around freely.

600 POINTS OF LIGHT
Pulsing 3000x per second, and optimized to ensure the LED wavelengths penetrate evenly across all areas of the face.



USB Charging Cable
Charges anytime, anywhere. Comes in accessory pouch.



60mL FAQ™ Silicone Cleaning Spray
Use to clean your device for maximum hygiene



Display Case
Either store your mask away in the box, or display proudly by propping up on the display stand.



Interactive App
Controls device settings and syncs your preferences. With preprogrammed treatments.

WARNINGS

FOR OPTIMUM SAFETY:

- FAQ™ LED Masks should be comfortable – if you experience any discomfort or prolonged skin redness, discontinue use immediately and consult a physician.
- Do not use on wound ulceration, trauma, and post-operative wounds.
- Do not use if you have light-sensitivity or sun burnt or inflamed skin.
- Do not stare directly at the LED lights.
- This product should not be used by children. Close supervision is necessary when this product is used by, on, or near children and those with reduced physical and mental abilities.
- For reasons of hygiene, we do not recommend sharing your FAQ™ 202 with anyone else.
- Avoid leaving your FAQ™ 202 in direct sunlight and never expose it to extreme heat or boiling water.
- Discontinue use if this product appears damaged in any way.
- This product contains no serviceable parts.
- Do not tamper or attempt to disassemble the product as this may cause damage to the unit.
- Do not use while driving or operating heavy machinery.
- Do not insert any object into any opening of the device.
- Do not use the device if it is overheating or you suspect that it is malfunctioning.
- This device should only be used with a SELV power adapter.
- It is recommended that IEC60950 standard power suppliers are used to charge the device.
- Before charging, make sure that the plug and socket are completely dry. Failure to do so may result in electric shock, short circuit, or fire.
- Do not use the device while charging. Discontinue use if this device or charger is not working properly or appears damaged in any way. Only use the power cord supplied with your device.
- The battery must be removed from the appliance before it is disposed of. The appliance must be disconnected from the supply mains when removing the battery, and the battery is to be disposed of safely.
- Given the efficiency of the FAQ™ LED Masks, we recommend that you do not use FAQ™ 202 for more than 15 minutes at a time.
- Use this LED Mask only for its intended use as described in this manual. If you do not find the answer to your specific question, or if you have any other questions regarding the device's operation, please visit **faqswiss.com/support**

HOW TO USE FAQ™ 202

UNLOCK YOUR DEVICE

Before first use, download the FAQ™ Swiss mobile app to unlock and register your device by following these simple steps;

1. Download the FAQ™ Swiss app on your mobile phone by scanning the QR code.
2. Log in to your existing account, or sign up for a new one.
3. Add device (on the top of your screen).
4. Choose the device series.
5. Press and hold the universal button to connect your device to the app.
6. Fill in the purchase information

And your device is ready to use!

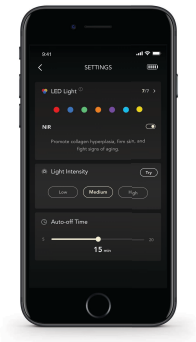
FAQ™ SWISS APP



The FAQ™ Swiss app offers instructions on how to use and take care of your FAQ™ Silicone LED Mask. You can also use it to control settings and access video-guided routines.

SETTINGS

Set your preferences for LED light and treatment duration, and the the device will remember them for offline use:



LED LIGHT

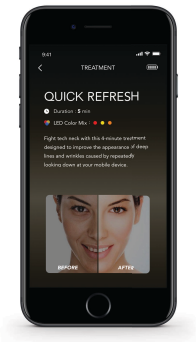
Select your preferred LED light color. Then select whether you would like to add near-infrared LED to your treatment by clicking on the toggle button next to NIR.

LIGHT INTENSITY

Select your preferred intensity by choosing between Low, Medium or High.

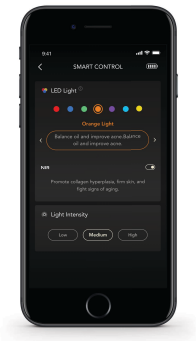
AUTO-OFF TIME

Select how long you would like your treatment to last for by using the sliding scale.



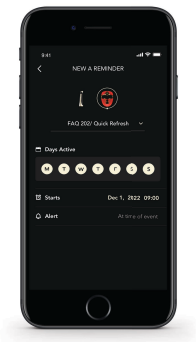
TREATMENTS

Choose from one of our pre-programmed treatments to target specific skin concerns, and simply follow the guided video.



SMART CONTROL

Use this part of the app as a remote control to adjust your preferences during your treatment.



SET REMINDER

Like an alarm for your skincare regime, you can get reminders when it's time for your next treatment. Select the treatment that you would like to set a reminder for. Then select which days you would like to receive reminders.

HOW TO USE FAQ™ 202

In order to use your mask, you MUST first UNLOCK IT. You can do this automatically by registering your mask via the FAQ™ Swiss app for the first time.

1. Start with a clean and dry face, and apply your FAQ™ primer, if desired. Then place your FAQ™ 202 Silicone LED Face Mask over your face, and secure in place with the headband.
2. Press the universal power button to turn on your mask. You can change the LED colors by quick-pressing the button again. Or you can access pre-programmed treatments and more settings via the FAQ™ Swiss app. simply download the app and follow the instructions.
3. Enjoy your LED facial treatment for up to 15 mins, while you continue with your day - for multitasking at its best. Once finished, press the universal power button for 3 seconds to turn off your mask.

RECOMMENDED USE: 5-15 mins, 3-5 times per week.

CAUTION: Do not pull the headband too tight, or you may damage the silicone mask.



CLEANING YOUR FAQ™ 202

Always clean your FAQ™ LED Mask thoroughly after use. For optimal results, we recommend spraying the mask with FAQ™ Silicone Cleaning Spray. Then wet a lint-free cloth or towel with warm water, and thoroughly wipe off all remaining residue.

NOTE: Never use cleaning products containing alcohol, petrol, or acetone, as they may irritate the skin and damage the silicone.

TROUBLESHOOTING

PRECAUTIONS TO BE TAKEN IN THE EVENT OF CHANGES IN THE PERFORMANCE OF FAQ™:

If FAQ™ 202 is not activated when pressing the universal button:

- Battery is empty. Recharge using the USB charging cable for up to 2 hours until fully charged, and then restart your device by pressing the universal button.

If FAQ™ 202 cannot be switched off and/or the universal button does not respond:

- Microprocessor is temporarily malfunctioning. Press and hold the universal button to restart the device.

If FAQ™ 202 won't sync to the FAQ™ Swiss app:

- Switch your Bluetooth off and then on again to try reconnecting.
- Close the FAQ™ Swiss app and then reopen it to start the process over.
- Check to see if the app needs to be updated in your mobile device's app store.

WARRANTY TERMS & CONDITIONS

REGISTER WARRANTY

To activate your 2-Year Limited Warranty, register through the FAQ™ Swiss app, or visit faqswiss.com/product-registration for more information.

2-YEAR LIMITED WARRANTY

FAQ™ Swiss warrants this device for a period of TWO (2) YEARS after the original date of purchase against defects due to faulty workmanship or materials arising from Normal Use of the device. The warranty covers working parts that affect the function of the device. It does NOT cover cosmetic deterioration caused by fair wear and tear, or damage caused by accident, misuse or neglect. Any attempt to open or take apart the device (or its accessories) will void the warranty.

If you discover a defect and notify FAQ™ Swiss during the warranty period, FAQ™ Swiss will, at its discretion, replace the device free of charge. Claims under warranty must be supported by reasonable evidence that the date of the claim is within the warranty period.

To claim your warranty, you must log in to your account at **www.faqswiss.com** and then select the option to make a warranty claim. Shipping costs are nonrefundable. This undertaking is in addition to your statutory rights as a consumer and does not affect those rights in any way.

DISPOSAL INFORMATION

Disposal of old electronic equipment (applicable in the EU and other European countries with separate waste collection systems).



PACKAGING IS MADE OF RECYCLABLE MATERIAL



GARBAGE WASTE ELECTRICAL & ELECTRONIC EQUIPMENT DIRECTIVE



EUROPEAN CONFORMITY

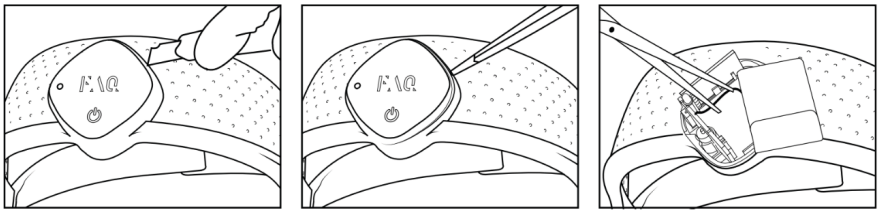
This device should not be treated as household waste, but rather be brought to the appropriate collection point for recycling of electrical and electronic equipment. By ensuring this device is disposed of correctly, you will help prevent the potential negative consequences for the environment and human health which could be caused by inappropriate waste handling of the device. The recycling of materials will also help conserve natural resources.

For more information about the recycling of your device, please contact your local household waste disposal service or your place of purchase.

BATTERY REMOVAL

NOTE: This process is not reversible. Opening the device will void its warranty. This action must only be undertaken when the device is ready to be disposed of.

Because this device contains a lithium-ion battery, the battery must be removed before disposal and should not be thrown away with household waste. To remove the battery, cut and remove the silicone outer layer from the diamond shaped part on the forehead of the mask. Next, cut the plastic shell along the crack, and pry the shell open. Then cut the battery cable, remove the battery, and dispose of it in accordance with your local environmental regulations. Wear gloves during this process for your safety. Detailed visual instructions are provided below:



SPECIFICATIONS

MATERIALS:	PC + ABS, body-safe silicone	**BATTERY:**	3.7V lithium battery with 680mAh
COLOR:	Gold / Black	**USAGE:**	Up to 2 hours of use per charge
SIZE:	162 x 100 x 182 mm	**STANDBY:**	90 days
WEIGHT:	169 g	**MAX NOISE LEVEL:**	<50 dB

DISCLAIMER

Users of this device do so at their own risk. Neither FAQ™ Swiss nor its retailers assume any responsibility or liability for any injuries or damages, physical or otherwise, resulting, directly or indirectly, from the use of this device. Furthermore, FAQ™ Swiss reserves the right to revise this publication and to make changes from time to time in the contents thereof without obligation to notify any person of such revision or changes.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

CAUTION: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) This device must accept any interference received, including interference that may cause undesired operation.

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

(1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

Model may be changed for improvements without notice.

FREQUENTLY ASKED QUESTIONS

THE BASICS

1. **WHAT COMES WITH MY FAQ™ 200 LED MASK?**
   1x FAQ™ 200 LED Face Mask, 1x 60mL FAQ™ Silicone Cleaning Spray, 1x USB Charging Cable, 1x User Manual, 1x Quick Start Guide.

2. **WHAT SHOULD I DO AFTER I RECEIVE MY FAQ™ 200 LED MASK?**
   Congratulations on discovering a new era of anti-aging. Before you begin your first treatment with FAQ™ 202, you need to unlock and register your device by downloading the FAQ™ Swiss app for free, and following the instructions in the app. (For more information, please refer to the section below titled 'THE APP').

3. **HOW DO I TURN MY FAQ™ 200 LED MASK ON?**
   Press the universal power button on your LED mask to turn it on.

4. **HOW DO I TURN MY FAQ™ 200 LED MASK OFF?**
   Press and hold the universal power button on your LED mask for 3 seconds to turn it off. Your device will turn off automatically after 15 mins.

TREATMENT

5. **HOW DO I START MY FIRST TREATMENT?**
   First, clean and dry your face and neck carefully, and apply your FAQ™ primer if desired. Then place your FAQ™ 200 LED Face Mask over your face, and secure it in place with the headband. Press the universal power button to turn on your mask. You can change the LED colors by quick-pressing the button again. (With FAQ™ 202, you can also access more settings and pre-programmed treatments via the FAQ™ Swiss app). Enjoy your LED facial treatment for up to 15 mins, while you continue with your day - for multitasking at its best. Once finished, press the universal power button for 3 seconds to turn off your mask.

6. **CAN I USE MY OWN SKINCARE WITH MY FAQ™ 200 LED MASK?**
   We recommend using FAQ™ primer with the FAQ™ 200 LED Mask due to its potent anti-aging properties. However, you can use your own skincare instead, if desired. But make sure the skincare products you use don't contain any silicones or acids, or photosensitive ingredients such as Vitamin A, Retinol, AHAs, Benzoyl Peroxide and Vitamin C.

7. **HOW OFTEN CAN I USE MY FAQ™ 200 LED MASK?**
   We recommend using your FAQ™ LED Mask for 5-15 minutes, 3-5 times per week for optimal results.

8. **WHAT IS LED THERAPY?**
   LED, or light emitting diode, therapy is a skincare treatment that uses varying wavelengths of light. NASA originally developed it for plant growth experiments on shuttle missions and later found it to have promise for wound treatment. LED light therapy is now used by aestheticians to help regenerate the skin from aging.

9. **IS LED THERAPY SAFE?**
   Unlike other types of light therapy, LEDs do not contain ultraviolet rays. Therefore, they're safe for regular use. LED light therapy also doesn't cause burns like other anti-aging treatments such as chemical peels, dermabrasion, and laser therapy.

APP

10. **HOW DO I PAIR MY FAQ™ 202 LED MASK WITH THE FAQ™ SWISS APP?**
    First, download the FAQ™ Swiss app to your smartphone or tablet, and turn on Bluetooth on your smartphone / tablet. Next, press and hold the universal button on your mask for 3 seconds. The mask will turn blue to indicate when it is in Bluetooth pairing mode. Then simply follow the instructions in the app to finish pairing your mask to the app. (NOTE: Your mask must be off before you can put it in Bluetooth pairing mode).

11. DOES MY FAQ™ 202 LED MASK WORK WITHOUT THE APP?

Yes, you can manually use your mask without the FAQ™ Swiss app. Simply switch between LED colors by pressing the universal power button. However, please keep in mind that before you use the mask for the very first time, you must unlock and register it through the FAQ™ Swiss app.

12. WHAT ARE THE BENEFITS OF USING THE FAQ™ SWISS APP?

The FAQ™ Swiss app offers a pre-programmed facial treatment for you to enjoy, as well as a wireless remote control function. It also offers you advanced settings that you can save to your device, according to your preferences, for the next time you turn it on. Additionally, you can register your warranty and access how to use instructions via the app.

TROUBLESHOOTING & MAINTENANCE

13. WHAT DOES IT MEAN WHEN MY FAQ™ LED MASK FLASHES RED 3 TIMES?

Your mask will flash red 3 times to indicate low battery. Recharge your mask using the provided USB charging cable for up to 2 hours, until fully charged.

14. WHAT DOES IT MEAN WHEN MY FAQ™ LED MASK FLASHES BLUE?

Your mask will flash blue to indicate it is in Bluetooth pairing mode, and ready to connect to the app.

15. HOW DO I CLEAN MY FAQ™ DEVICE?

Always clean your FAQ™ LED Mask thoroughly after use. For optimal results, we recommend spraying the mask with FAQ™ Silicone Cleaning Spray. Then wet a lint-free cloth or towel with warm water, and thoroughly wipe off all remaining residue.

(NOTE: Never use cleaning products containing alcohol, petrol or acetone, as they may irritate the skin and damage the silicone).

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