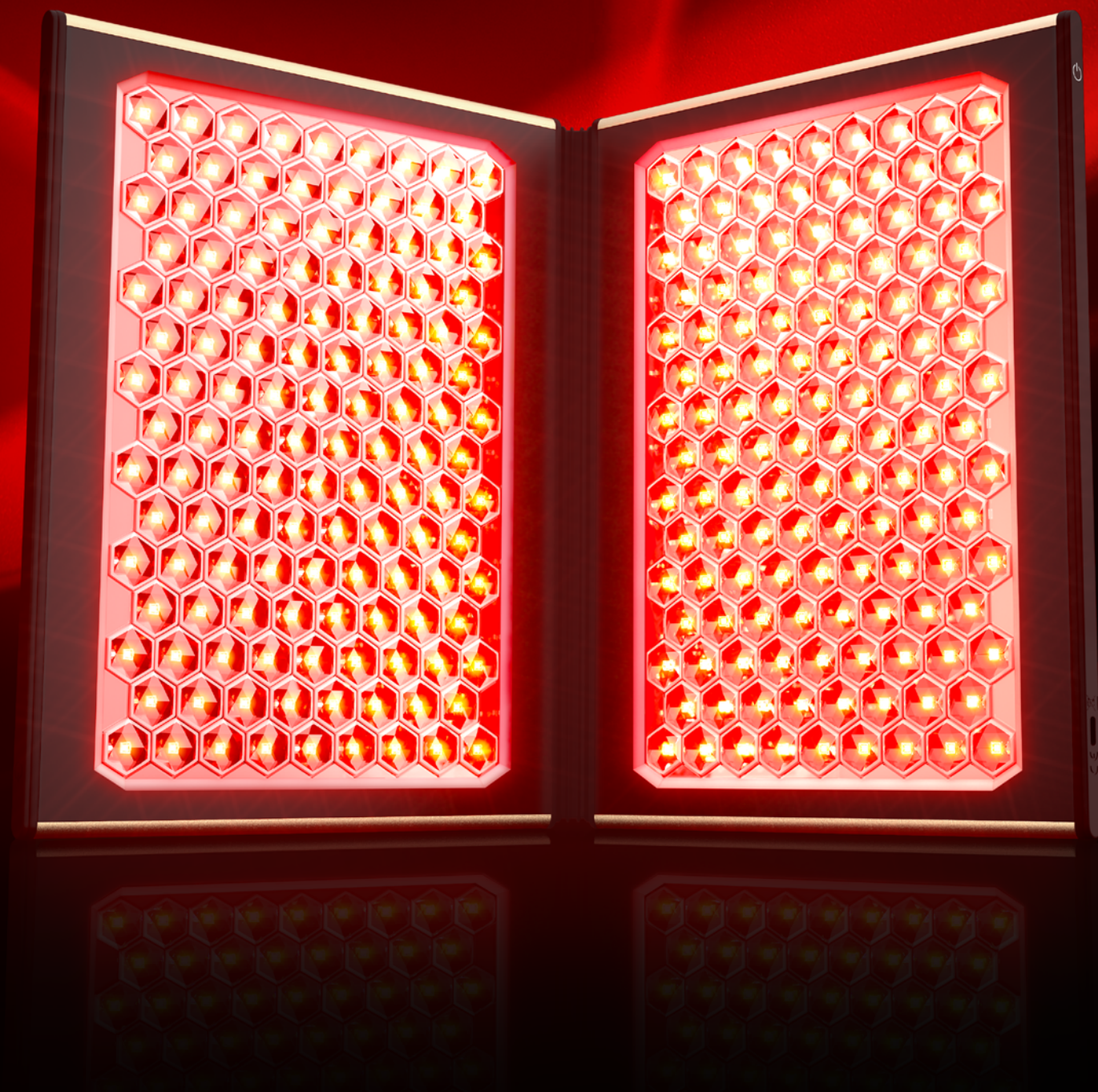


FAQ<sup>TM</sup>



FAQ<sup>TM</sup> Dual LED Panel

ONLINE MANUAL

# FULL USER MANUAL

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## GETTING STARTED

Congratulations on taking the first step into a new era of skincare with FAQ™ Dual LED Panel. Before you begin to enjoy all the benefits of professional 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.

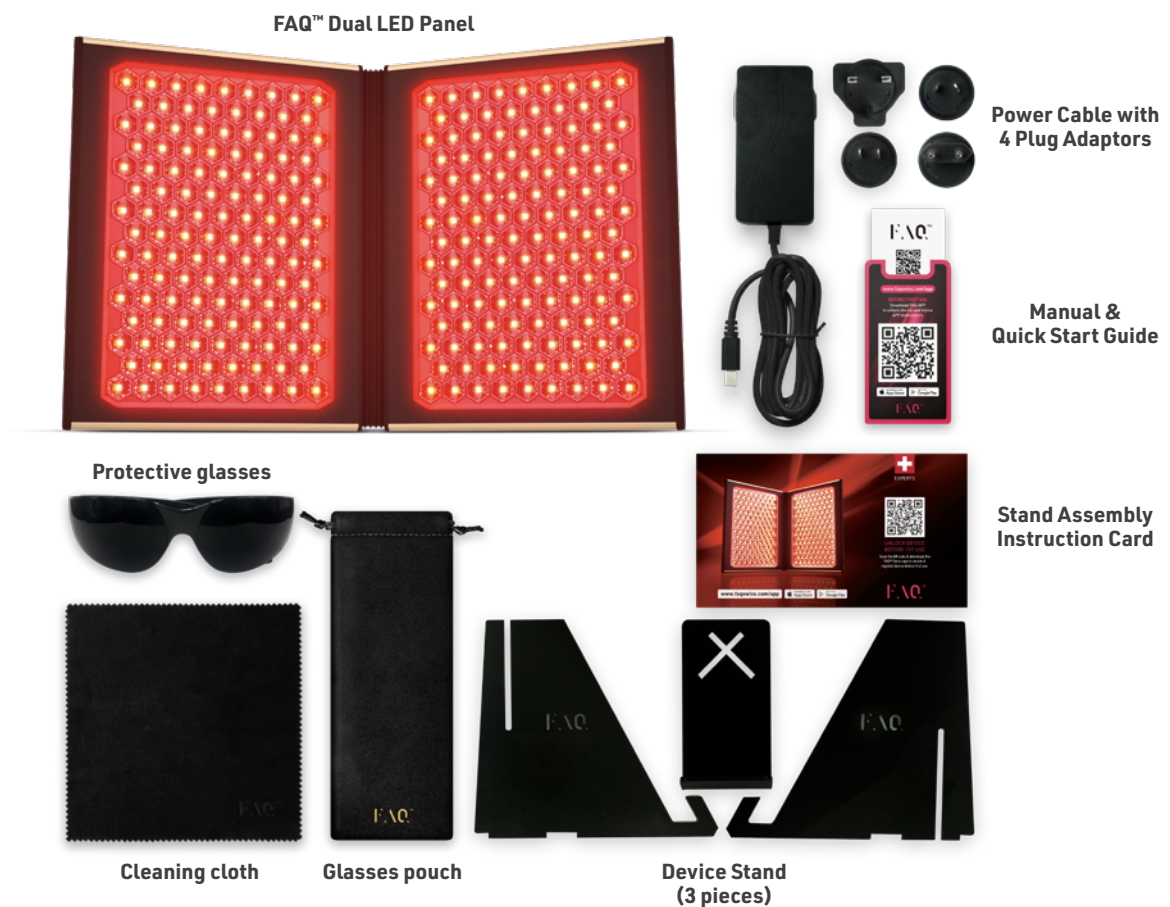
**WARNING:** NO MODIFICATION OF THIS EQUIPMENT IS ALLOWED.

## FAQ™ DUAL LED PANEL OVERVIEW

Delivering the 5 most clinically studied wavelengths to address signs of aging and blemishes. This breakthrough innovation in light therapy features unique, patented diamond-shaped lenses that disperse extremely focused light through multiple facets - for deeper penetration, maximum coverage and overall enhanced results.

## GETTING TO KNOW FAQ™ DUAL LED PANEL

PACKAGING INCLUDES



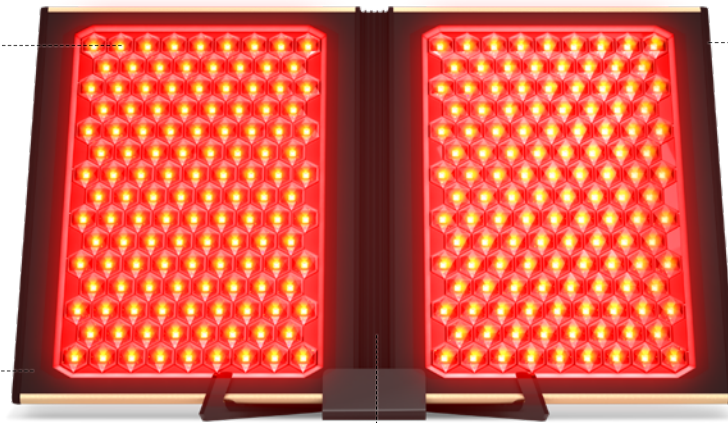
## PRODUCT DETAILS

### LED PANEL

Light Emitting Diodes (LEDs) produce bright, concentrated light via specially designed diamond-shaped lenses that focus the beams through multiple facets for optimal treatment.

### SMART SWISS DESIGN

Ultra-sleek & lightweight, with luxurious matte gold finish. Designed to fit as easily as an iPad in your handbag.



### UNIVERSAL POWER BUTTON

Turns device on and off, switches between LED colors, and puts device in Bluetooth pairing mode to connect to the app.

### POWER PORT

Power cable is detachable for easy storage.

### LED PANEL SPINE

Allows panels to open at any angle you desire for treatment of face / body, and close by folding in half once your done - resuming a slim and compact shape to store easily.

## HOW TO USE FAQ™ DUAL LED PANEL

### UNLOCK YOUR DEVICE

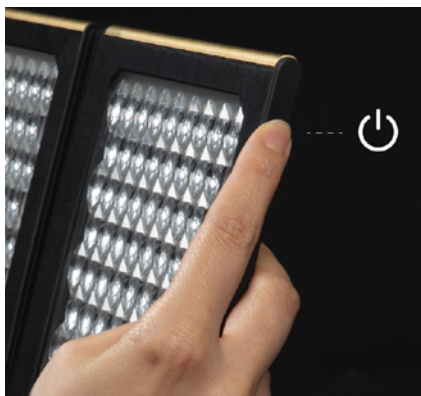
Before using your device for the first time, you must unlock it. You can do this automatically by registering your device via the FAQ™ Swiss app for the first time. Simply follow the steps below:



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. Follow the instructions on the app and fill in the purchase information.

And your device is ready to use!





### 1. PREP

Plug in your LED panel. You can choose to place it on the stand or hold it in your hands. Then put on the protective eyewear. (TIP: To optimize your treatment even further, apply FAQ™ Red Light Peptide Serum onto the areas you wish to treat, and gently massage until fully absorbed.)



### 2. SELECT INTENSITY

Press the universal power button to turn on the LED Panel. Then press the button again to switch between LED colors. Access more settings and pre-set treatments via the FAQ™ Swiss app.



### 3. REJUVENATE

Sit back, and enjoy the numerous wellness benefits of LED light therapy for up to 15 mins. Once finished, press and hold the universal power button to turn your device off.

- **Recommended usage:** 5-15 mins, 3-5 times per week.

## WARNINGS

FOR OPTIMUM SAFETY:

- Treatments with FAQ™ LED Panels should be comfortable. If you experience any discomfort, prolonged skin redness, or temporary changes in skin color (lightening or darkening), discontinue use immediately and consult a physician.
- Do not use the device if you have a known sensitivity to sunlight (photosensitivity) or are taking medication that makes the skin more sensitive and causes photosensitivity, e.g., Retin A, Accutane and/ or other topical retinoids. Always check the instruction leaflet that comes with your medicinal product, to see if photosensitivity is listed as a side effect, and seek medical advice prior to use of the device as use may harm the skin.
- This device is not intended for the treatment of medical conditions.
- Consult your doctor or dermatologist before using the device over any suspicious or cancerous lesions.
- Do not use the device if you have sun burnt or inflamed skin, or have any other form of injured or damaged skin, such as chapped skin and open trauma, wound ulceration, post-operative wounds, skin diseases, skin allergies (such as severe acne or skin infections etc.).
- Do not use the device if you have any skin condition in the treatment area, including psoriasis, vitiligo, eczema, herpes simplex or active infections or wounds.
- Do not use the device if you have any existing medical conditions such as epilepsy, a hemorrhagic disease, cancer, tumors, or perceptual disturbance.
- If you have recently had a laser treatment, chemical peel, fillers, botox, or cosmetic surgery, wait at least 30 days and consult your physician before use.
- If you have a skin condition or any medical concerns, consult your physician before use.
- Do not stare directly at the LED panel or LED lights when the device is switched on.
- There may be a perception of flashing lights during the use of your device, resulting from the stimulation of your optic nerve. If you notice this condition constantly without the use of your device, consult your physician.
- Do not exceed the usage specified in the treatment regime. Damage of the skin may occur after prolonged or repeated application on one site.
- Children or persons with reduced physical, sensory or mental capabilities should not use, play with, maintain or clean the device.
- Avoid leaving the device in direct sunlight and never expose it to extreme heat or boiling water.
- Discontinue use if the device or power cable is not working properly or appears damaged in any way. Use the power cable supplied with your device only.
- Do not use the device if it is overheating or you suspect that it is malfunctioning.

- Before using, 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 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.
- The device contains no serviceable parts.
- Use this device only for its intended use as described in this manual. Any harmful consequences resulting from misuse, connection to improper voltage sources, or any other improper applications are not the responsibility of FAQ™ Swiss.
- 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**

## CLEANING YOUR FAQ™ DUAL LED PANEL

After treatment, always switch off the device. Then unplug the power supply from the device and the electrical outlet. Use a damp, lint-free cloth or towel to thoroughly wipe the device surface, and allow it to air dry before folding the panel closed.

**NOTE:** This product is not 100% waterproof, so do not wash it under running water. Be careful to avoid getting water in any openings in the device. Never use cleaning products containing alcohol, petrol or acetone.

## TROUBLESHOOTING

Precautions to be taken in the event of changes in the performance of FAQ™ Dual LED Panel.

If FAQ™ Dual LED Panel cannot be switched on or off and/or the universal button does not respond:

- Make sure the power supply is plugged in
- Unplug the device, then plug it back in.
- Microprocessor is temporarily malfunctioning. Press and hold the universal button to restart the device.

If FAQ™ Dual LED Panel 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 validate your warranty, please keep your original purchase receipt together with these warranty conditions for the duration of the warranty period.

To claim your warranty, you must log in to your account at [www.faqswiss.com](http://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.

## SPECIFICATIONS

|                         |  |
|-------------------------|--|
| <b>MATERIALS:</b>       | Silicone, PC plastic, Aluminium                                    |
| <b>SIZE:</b>            | Unfolded H261 x W424 x D8.5 mm   Folded H260.6 x W212.3 x D17.4 mm |
| <b>WEIGHT:</b>          | 980 g  |
| <b>MAX NOISE LEVEL:</b> | <60 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.

**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 and 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.

FAQ™ declares that this device is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity for the product is available at [www.faqswiss.com/support/eu-conformity](http://www.faqswiss.com/support/eu-conformity).

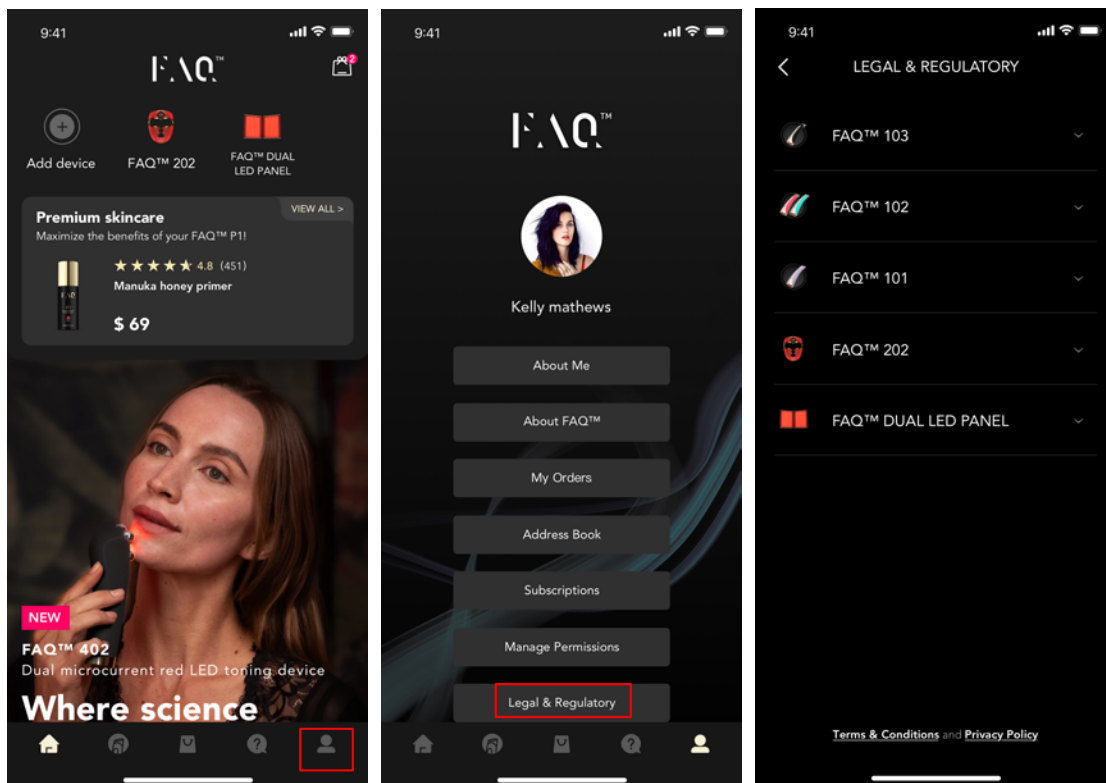
Model may be changed for improvements without notice.

**Additional legal and regulatory information is available on the app. To view, simply follow the steps below:**

Step 1: Open the FAQ™ Swiss app & select the profile icon.

Step 2: Select 'Legal & Regulatory'.

Step 3: Select your device.



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