

FAQ™



FAQ™ 501

FULL-SPECTRUM RED LIGHT THERAPY FACIAL DEVICE

ONLINE MANUAL

FULL USER MANUAL

GETTING STARTED

Congratulations on taking the first step into a new era of skincare with FAQ™ 501. 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™ 501 OVERVIEW

Smoother, more balanced skin - in a flash. FAQ™ 501 helps with skin concerns such as uneven skin tone, fine lines & the appearance of blemishes, working to refine your skin's texture over time. An easy & effective way to refresh your skin & support a youthful-looking complexion.

GETTING TO KNOW FAQ™ 501

PACKAGING INCLUDES

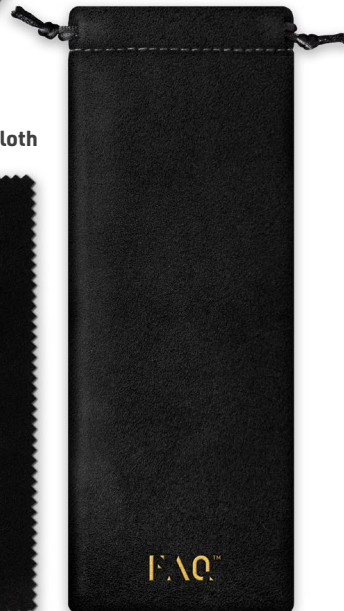
Manual &
Quick Start Guide



Protective glasses



Glasses pouch



Cleaning cloth



USB charging cable

FAQ™ 501 device



PRODUCT DETAILS

PULSED LIGHT (590 - 1200 nm)

Reaches multiple layers (epidermis and mid-to-deep dermis), to help improve the look of texture & blemishes on the skin.

RED (650 nm) LED LIGHT

Helps reduce the appearance of fine line, wrinkles & pigmentation.

SILICONE SHIELD

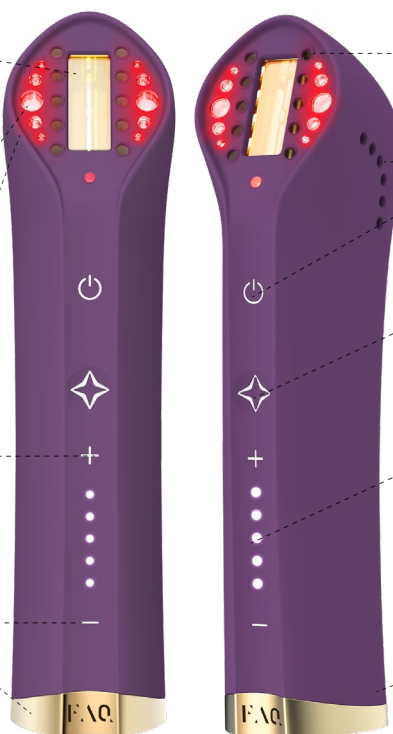
Designed to shield your eyes from the bright pulsed light, and keep skin at a distance from treatment window and skin cooling ducts.

PLUS & MINUS BUTTONS

Adjust intensity of pulsed light to perfectly suit your skin's needs.

SMART SWISS DESIGN

USB rechargeable, lightweight & ergonomically shaped, with guided treatments on the FAQ™ Swiss app.



COOLING DUCTS

Gently cool skin and device for optimal comfort and maximum efficiency.

UNIVERSAL POWER BUTTON

Turns device on and off, and puts device in Bluetooth pairing mode.

FLASH BUTTON

Activates pulsed light. Press once for stamp mode, or press continuously for glide mode.

INTENSITY INDICATOR LIGHTS

Light up to indicate the intensity level of your device. Flash to indicate when device is in Bluetooth pairing mode, Smart Control mode and when device needs to be charged.

CHARGING PORT

Up to 35 uses per full charge, with provided USB charging cable.

HOW TO USE FAQ™ 501

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!

PATCH TEST

Before your first treatment, we RECOMMEND you test your skin for a reaction to the device. The patch test area should be on your arm, and approximately 3cm x 1cm in size (equivalent to 1 flash from FAQ™ 501). Perform the patch test by lightly placing the silicone shield to your skin, then press and immediately release the flash button. Wait 24 hours following the patch test, to ensure your skin is suitable for treatment and there is no adverse reaction to the light energy. If there is no reaction after 24 hours, you may continue using the device as specified in the How To Use section below. If a skin reaction develops, discontinue using the device and consult your physician.



1. PREP

Before starting your treatment, skin should be clean and dry, and you should put on the protective glasses. (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 power button to turn on your FAQ™ 501 device. Adjust the intensity by pressing the + and - buttons. (You can access AI-guided treatment videos and more settings via the FAQ™ Swiss app.)



3. REJUVENATE

Lightly place the silicone shield to your skin. For large areas, press and hold the flash button while gliding on skin. For small areas, press and immediately release the flash button. Once your treatment is complete, press and hold the power button for 3 seconds to turn off your device. Then continue with your regular skincare routine.

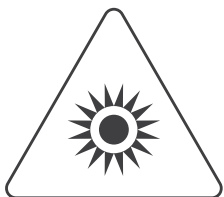
- **Recommended usage:** 2-3 times per week.

IMPORTANT INFORMATION:

- This device emits intense pulses of light. For your comfort and safety, put on the protective eyewear before your treatment.
- The silicone shield on your device must be in full contact with your skin for the pulsed light to work effectively. However, do not press the device too hard to skin - the treatment window should NOT be in contact with the skin.
- FAQ™ 500 devices are effective enough that you only need to glide the device once over each area, per treatment. For larger areas, press and hold the flash button while gliding the device slowly and continuously. For smaller areas, press and instantly release the flash button, before moving to the next area.
- Your device has 2 modes: Manual mode (default setting), and Auto mode (selectable under 'Settings' on the app). In Manual mode, the flash will only activate when the flash button remains pressed, and the silicone shield is in full contact with the skin - for ultimate control. In Auto mode, once the flash button is pressed, the flash will remain active as long as the silicone shield is in contact with skin - for ultimate comfort. If the device loses contact with the skin for more than 5 seconds in Auto mode, the flash button will need to be pressed again to activate the flash.
- The device has 5 intensity levels. Use intensity levels 1 - 3 for sensitive areas of the face and neck.
- Do not use this device over tattoos, open wounds, or dark, raised or irregular moles.
- **Aftercare:** Apply a gentle, hydrating moisturizer after each treatment. Avoid harsh exfoliants, retinoids, or direct sun exposure for at least 48 hours post-treatment and use broad-spectrum SPF 30+ daily, as your skin will be more sensitive to UV exposure.

WARNINGS

FOR OPTIMUM SAFETY:



EYE SAFETY

FAQ™ 501 emits flashes of intense pulsed light. Direct exposure is potentially harmful to your eyes. Take care to follow the safety precautions below.

CAUTION: Possible eye injury (potentially leading to loss of vision) or skin injury if instructions are not followed. Read and follow the instructions

- Treatments with FAQ™ 501 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. Use of the device on photosensitive skin could result in skin damage such as swelling or blisters. 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.
- Do not use the device on wound ulceration, trauma, and post-operative wounds.
- Do not use the device if you have light-sensitivity or sun burnt or inflamed skin, or have any other form of injured or damaged skin.
- Do not use the device over red skin, raised moles, major arteries (e.g. carotid), enlarged capillaries, metal implants, infected areas, or areas with no feeling in them.
- Do not use the device to treat rosacea, moles, warts, open sores, cancerous lesions, or any skin condition.
- Do not use the device if you have any skin condition in the treatment area, including psoriasis, vitiligo, eczema, acne, 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.
- Do not use the device on areas where you have tattoos or permanent make up.
- If you have recently had a laser treatment or chemical peel, wait at least 30 days, and consult your physician before use.
- If you have fillers or botox, or if you have recently had cosmetic surgery on your face, consult your physician before use.
- Treating tanned skin with this device, may result in permanent hyperpigmentation (darkening) or hypopigmentation (lightening) of the treated skin.
- If you have a skin condition or any medical concerns, consult your physician before use.
- The safety of the device for use during pregnancy has not been established. If you are pregnant, consult your physician before using this device.
- Do not look directly into the treatment window of the device when it is switched on.
- Do not attempt to activate (flash) the device towards the eye, or on any surface other than skin.
- Do not use the device over the eyelids or close to the eye, including over the eyebrows or eyelashes. Misuse can lead to eye damage. ONLY attempt to activate (flash) the device when the treatment window is in full contact with the area you wish to treat.
- Do not stare directly at the LED light.
- 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. Avoid over-usage which includes excessive passes, stacking of flashes and/or increased frequency of use.
- The device should be kept out of the reach of children under 18 years of age. Children or persons with reduced physical, sensory or mental capabilities should not use, play with, maintain or clean the device. There are a number of potential risks – exposure to the light output causing burns or eye damage.
- For reasons of hygiene, we do not recommend sharing your device with anyone else.
- Do not use the device while driving or operating heavy machinery.
- Do not use the device when it is plugged in.
- 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.
- Avoid leaving your device in direct sunlight and never expose it to extreme heat or boiling water.
- This device should only be used with a SELV power adapter, and it is recommended that IEC60950 standard power suppliers are used to charge the device.
- This device should be completely dry before use. Do not use the device if it has been submerged in water, and do not use with wet hands.
- Ensure that the treatment window is clean and free from debris. Any debris on or around the treatment window during operation may result in temporary skin changes such as redness or swelling.
- Do not use near bathtubs, showers, basins or other vessels containing water. If the device becomes wet, it should not be used.
- Do not use the device if it becomes uncomfortably hot to touch. This may indicate that the unit is damaged.
- The device's treatment window is a critical component that will get hot during use. Do not touch the treatment window during or directly after use. Regularly inspect the treatment window for damage.
- 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. Use the USB charging cable supplied with your device only.

- 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.
- This product contains no serviceable parts.
- This device is intended for cosmetic use on the face and neck. Any harmful consequences resulting from misuse, application to other body areas, connection to improper voltage sources, improper cleaning, or any other improper applications are not the responsibility of FAQ™.
- Use this device 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

CLEANING YOUR FAQ™ 501

Always clean FAQ™ 501 thoroughly after use. The treatment window should be thoroughly wiped with a slightly damp, lint free cloth. It is particularly important to keep the front of the device and reflector free from dirt and other debris, to ensure maximum performance. For optimal hygiene, we recommend spraying the silicone surface of the device with FAQ™ Silicone Cleaning Spray once a week, and rinsing with warm water.

CAUTION: The treatment window can get hot during use. DO NOT touch or clean the treatment window for at least 5 minutes after use to allow it to cool down.

NOTE:

- Never use cleaning products containing alcohol, petrol or acetone, as they may irritate the skin and damage the silicone.
- This device is NOT 100% waterproof. Be careful to avoid getting water in any openings in the device, including the cooling ducts.

TROUBLESHOOTING

Precautions to be taken in the event of changes in the performance of FAQ™ 501 :

If FAQ™ 501 is not activated when pressing the universal button:

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

If FAQ™ 501 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™ 501 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.

If you do not find the answer to your specific question in the troubleshooting section, or if you have any other questions regarding the operation of this device, please visit the Customer Care section of www.foreo.com.

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 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

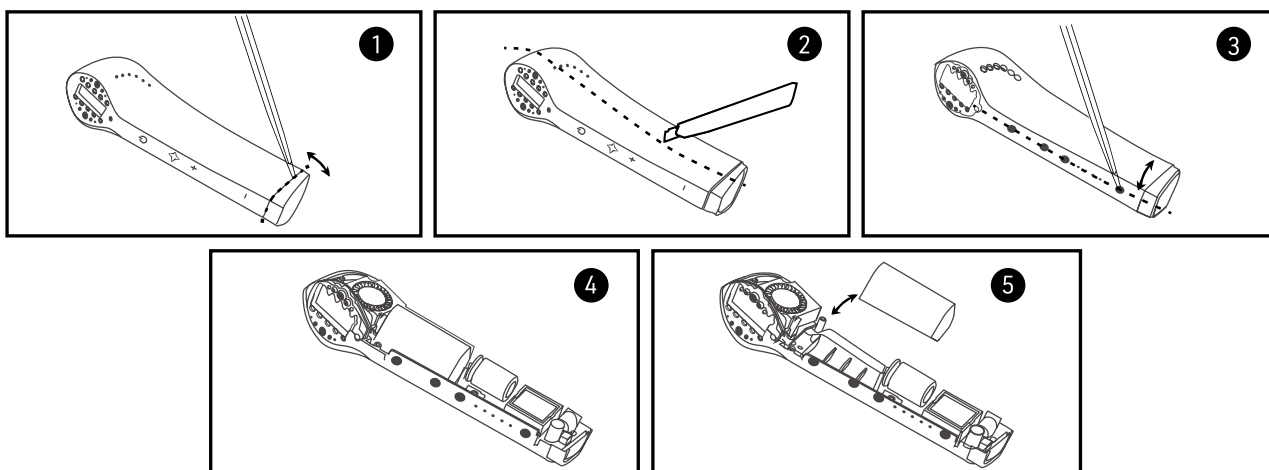
This device should not be treated as household waste, but rather be brought to the appropriate collection point for recycling of electrical and electronic equipment. By ensuring this device is disposed of correctly, you will help prevent the potential negative consequences for the environment and human 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. In order to do this, remove the silicone outer layer, open the inner plastic shell, 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:	Body-safe silicone, PC + ABS plastic, Glass
SIZE:	H189 x W46 x D61 mm
WEIGHT:	245 g
BATTERY:	Li-ion 750mAh 11.1V
USES PER CHARGE:	Up to 35 uses per 2 hour charge
STANDBY:	90 days
MAX NOISE LEVEL:	<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.

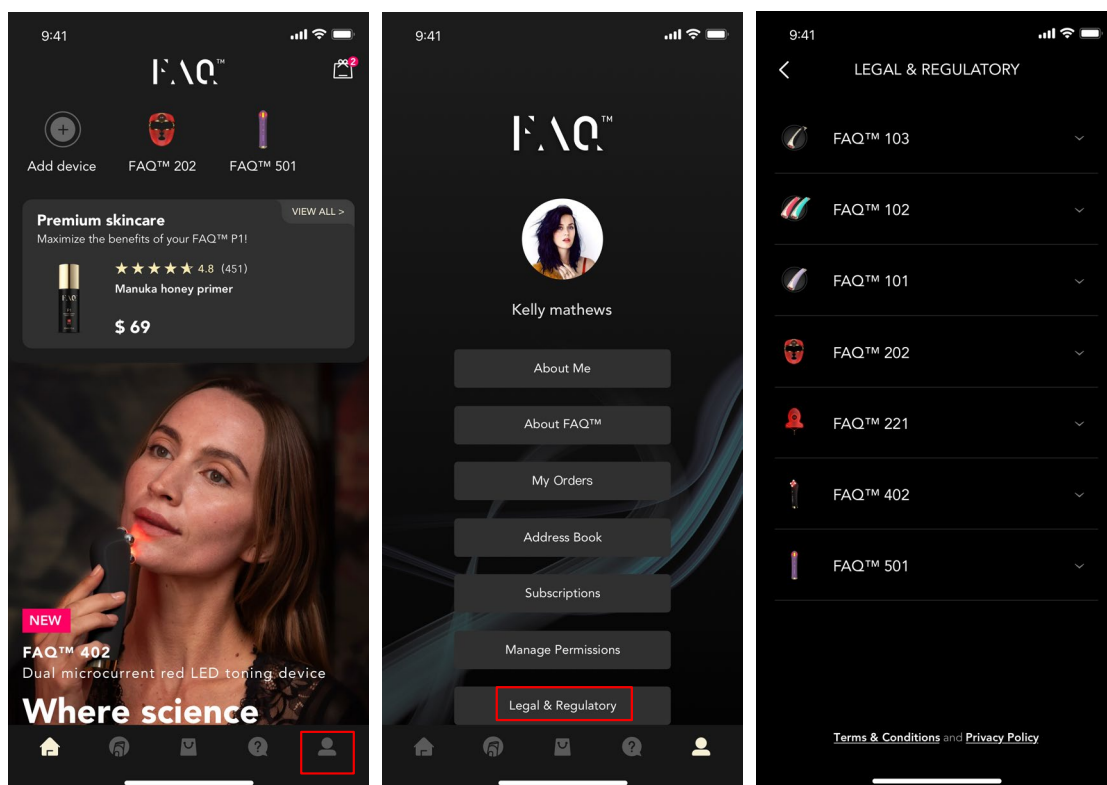
Model may be changed for improvements without notice.

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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