

FOREO  
SWEDEN



# LUNA™ 4

2-IN-1 SMART FACIAL CLEANSING  
& FIRING DEVICE



ONLINE MANUAL

# FULL USER MANUAL

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## GETTING STARTED

Congratulations on acquiring your new LUNA™ 4 & joining millions worldwide who believe in smarter selfcare. Before you start enjoying your new life with sophisticated skincare technology & professional results in the comfort of your home, please take a few moments to carefully read this manual. Welcome to the future of skincare.

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.

## LUNA™ 4 OVERVIEW

Meet LUNA™ 4, the most advanced 2-in-1 deep facial cleansing & firming brush. Its plush, ultra-hygienic soft silicone combines with manually adjustable T-Sonic™ pulsations allowing you to jump modes as you please. Gentle mode offers a soothing cleanse, Deep Mode plunges into deeper skin layers for an in-pore cleanse, while the medium Regular Mode delivers the best of both worlds. Lift away dirt, oil & excess sebum in just 1 minute and follow with sophisticated firming massage routines for fresh, smooth, and younger-looking skin.

LUNA™ 4's Cleansing Mode channels T-Sonic™ pulsations into the skin, providing a cleanse far superior to hand-washing while also enhancing the absorption of your favorite skincare products. In Firming Massage Mode, LUNA™ 4 offers 4 app-guided massage routines and 5 manual massages that use lower-frequency T-Sonic™ pulsations ideal for combating visible signs of aging. These dual benefits make LUNA™ 4 the iconic & essential start of every proper daily cleansing routine.

With staggering customization abilities and brush heads tailored to balanced, sensitive & combination skin, LUNA™ 4 offers a customized professional treatment at home for glowing, flawless results - every time.

**LUNA™ 4 Sensitive skin** - for skin prone to inflammation, redness, itching, or dryness

**LUNA™ 4 Balanced skin** - for healthy skin with perfect oil and water balance, feeling neither too dry nor too oily

**LUNA™ 4 Combination skin** - for skin that is dry in some areas and oily in others, such as the T-zone



LUNA™ 4 Sensitive skin

LUNA™ 4 Combination skin

LUNA™ 4 Balanced skin

## GETTING TO KNOW LUNA™ 4

### T-SONIC™ PULSATIONS

Remove dirt, oil, & makeup residue in 1 minute & enhance absorption of active ingredients

### EXTRA SOFT & ULTRA-HYGIENIC SILICONE

35x more hygienic than nylon bristles and suitable for all skin types. BPA & phthalate free

### SMART SWEDISH DESIGN

Tailor-made for each skin type with no replacement brush heads required

### INDICATOR LIGHT

Flashes to indicate when device is in Remote control mode and when it needs to be charged



### FIRMING FACIAL MASSAGE

Targeted massage routines give skin a firmer, more youthful appearance

### POWER BUTTON

Short press to turn device on and off, and double-press to access Firming Massage mode

### MODE BUTTONS

Easily change between Gentle, Regular and Deep Cleansing while in cleansing mode, and massage routines while in massage mode

### CHARGING PORT

Up to 600 uses per charge. 100% waterproof closure



### INTERACTIVE FOREO APP

Control device settings and select your cleansing and firming massage preferences



### USB CABLE

Charge anytime, anywhere



### TRAVEL POUCH

Conveniently store device for skincare on the go

## UNLOCK YOUR DEVICE

Before first use, download the FOREO For You mobile app to unlock and register your device by following these simple steps;

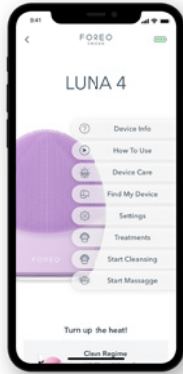
1. Download the FOREO For You app on your mobile phone
2. Log in to your account or sign up for a new one
3. Add device (on the top of your screen)
4. Choose device series
5. Press and hold the Power button to connect your device to the mobile app
6. Fill in the purchase information

And your device is ready to use!

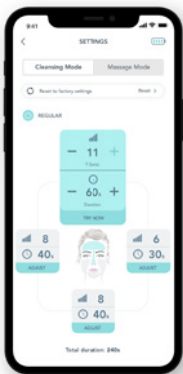
[www.foreo.com/app](http://www.foreo.com/app)



# FOREO FOR YOU MOBILE APP



FOREO For You mobile app offers instructions on how to use and take care of your LUNA™ 4. Use it to control settings, access video-guided routines, and find your device in case you've misplaced it.



## SETTINGS

Set your preferences for Cleansing and Massage modes, and device will remember them for offline use;

### CLEANSING MODE SETTINGS

Adjust the cleansing duration up to 240s and T-Sonic™ pulsations for each of the cleansing modes:

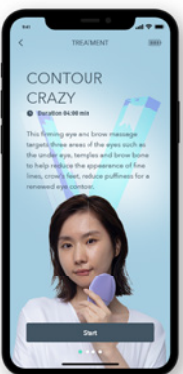
- **Gentle Cleansing:** low-level, 1-5 T-Sonic™ pulsation intensities
- **Regular Cleansing:** mid-level, 6-10 T-Sonic™ pulsation intensities
- **Deep Cleansing:** high-level, 11-16 T-Sonic™ pulsation intensities



### MESSAGE MODE SETTINGS

Choose between 5 message routines spanning various beneficial effects and save 3 directly onto your device for manual use. Your messages can last up to 15 minutes, and you're free to adjust the T-Sonic™ intensity levels for each mode;

- **Gentle Message:** low-level, 1-5 T-Sonic™ pulsation intensities
- **Regular Message:** mid-level, 6-10 T-Sonic™ pulsation intensities
- **Deep Message:** high-level, 11-16 T-Sonic™ pulsation intensities



## TREATMENTS



Choose between 4 pre-programmed massage routines and simply follow video instructions.

1. **Eyes on the Prize:** targets temples, undereye, and brow bone (2 min)
2. **Nothing but Neck:** lifts and firms neck and decollete (2 min)
3. **Magic Mouth:** targets corners of mouth, jawline, and neck (2 min)
4. **Contour Crazy:** sculpts cheeks, jaw, and neck (4 min)

Start Cleansing and Start Massage feature the Mirror mode, which allows you to use your mobile device as a mirror while performing the cleansing or massage treatments.



## HOW TO USE LUNA™ 4

### CLEANSING MODE

1. Remove all makeup, dampen skin and then apply FOREO cleanser to your face.
2. Press power button to activate Cleansing mode and easily change between Gentle and Deep Cleansing modes by pressing the  or  buttons.
3. Glide LUNA™ 4's touchpoints in circular motions over your face until the built-in timer turns the device off..
4. Rinse and pat your face dry.





### FIRMING MASSAGE MODE

1. Apply FOREO serum to clean, dry skin.
2. Press power button to turn on device, and quickly double press it to activate Firming Massage mode. Easily change between your saved massage modes by pressing the  and  buttons.
3. Relax your face and glide LUNA™ 4's firming massage surface in outward motions following the shape of your face until the built-in timer turns the device off.
4. Continue with your usual skincare routine.



**NOTE:** To keep your device in optimal condition, avoid using clay-based, silicone-based or grainy cleansers, exfoliators, or scrubs, as they may damage LUNA™ 4's soft silicone touchpoints. If the long silicone bristles become tangled, gently brush them in any direction to reset them to their normal position.

## TRAVEL LOCK

Should you wish to lock your device for travel convenience, simply hold down the  and  buttons together for 3 seconds. To unlock it, follow the same procedure.

## CLEANING YOUR LUNA™ 4

Always clean LUNA™ 4 thoroughly after use. Wash the brush surface with water and soap, then rinse with warm water. Pat dry with a lint-free cloth or towel. After use, we recommend spraying the device with FOREO Silicone Cleaning Spray and rinsing with warm water for optimal results.

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

## COMPLEMENTARY PRODUCTS



### Micro-Foam Cleanser

This creamy cleanser transforms into delicate micro-bubbles that lift impurities from deep within pores, gently purify skin, and remove excess oil. Its special formula, containing skin-replenishing amino acids and vitamin E, helps moisturize and protect your skin so it's left feeling soft and looking vibrant.

DERMATOLOGIST TESTED - FRAGRANCE-FREE - VEGAN - CRUELTY-FREE



### SERUM SÉRUM SERUM

The ultra-soothing formula glides effortlessly over your skin and works seamlessly with LUNA's firming massage mode which improves the serum's efficiency. The antioxidant power of squalane gives your skin a healthy, youthful look, while Hyaluronic acid locks in moisture to give you softer, smoother, and super-hydrated skin.

DERMATOLOGIST TESTED - FRAGRANCE-FREE - CRUELTY-FREE

## IMPORTANT FOR OPTIMUM SAFETY:

- If you have a skin condition or any medical concerns, please consult a dermatologist before use.
- Cleansing with LUNA™ 4 should be comfortable – if you experience discomfort, discontinue use immediately and consult a physician.
- Exercise particular care when cleansing the under-eye regions and do not bring the device into contact with the eyelids or eyes themselves.
- For reasons of hygiene, we do not recommend sharing your LUNA™ 4 with anyone else.
- Avoid leaving your LUNA™ 4 in direct sunlight and never expose it to extreme heat or boiling water.
- Close supervision is necessary when this device is used by, on, or near children and those with reduced physical and mental abilities.
- Discontinue use if this product appears damaged in any way. This product contains no serviceable parts.
- Given the efficiency of the FOREO cleansing routine, we recommend that you do not use LUNA™ 4 for more than 3 minutes at a time.
- 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 [www.foreo.com](http://www.foreo.com)

## TROUBLESHOOTING

### PRECAUTIONS TO BE TAKEN IN THE EVENT OF CHANGES IN THE PERFORMANCE OF LUNA™ 4.

If LUNA™ 4 is not activated when pressing the center button:

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

If LUNA™ 4 cannot be switched off and/or interface buttons do not respond:

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

If LUNA™ 4 won't sync to the FOREO app:

- Ensure that your device is fully charged and that your Bluetooth is turned on.
- Switch your Bluetooth off and then on again to try reconnecting.
- Close the FOREO app and then reopen it to start the process over.
- Delete and reinstall the application - perhaps the application simply needs to be updated.
- After deleting and reinstalling the application, make sure to restart your phone.
- Delete your phone's cookies and cache memory
- Ensure that your mobile's operating system has been updated to the latest version.

# WARRANTY TERMS & CONDITIONS

## REGISTER WARRANTY

To activate your 2-Year Limited Warranty register through the FOREO app, or visit [foreo.com/product-registration](https://foreo.com/product-registration) for more information.

## 2-YEAR LIMITED WARRANTY

FOREO warrants this device for a period of TWO (2) YEARS (except in countries where national law requires longer minimum guarantee) 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 FOREO during the warranty period, FOREO 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.foreo.com](https://www.foreo.com) and 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).



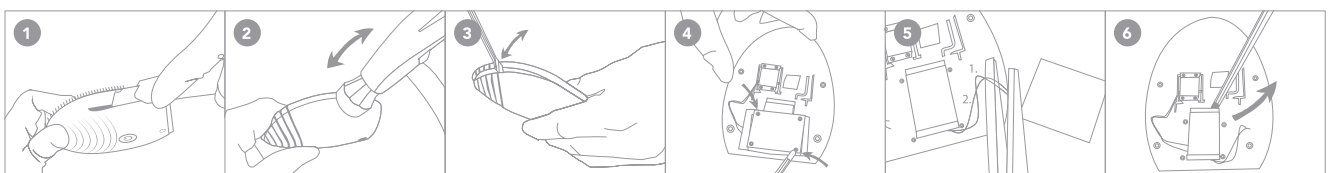
The crossed-out dustbin symbol indicates that this device should not be treated as household waste, but rather be brought to the appropriate collection point for recycling of electrical and electronic equipment. By ensuring this device is disposed of correctly, you will help prevent the potential negative consequences for the environment and human health which could be caused by inappropriate waste handling of the product. 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, open the inner plastic shell after removing silicone outer layer and remove the battery to be disposed of 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 & ABS plastic

**COLOR:** Lavender, Apricot, Pistachio

**SIZE:** 82.5\*38\*102mm

**WEIGHT:** 122g

**BATTERY:** Li-ion 520mAh 3.7V

**USAGE:** Up to 600

**STANDBY:** 90 days

**FREQUENCY:** 100 Hz

**MAX NOISE LEVEL:** <50dB

**INTERFACE:** 3- button

**DISCLAIMER:** Users of this device do so at their own risk. Neither FOREO 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. Further, FOREO 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.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. 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.

**RF EXPOSURE STATEMENT:** This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

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.

## FREQUENTLY ASKED QUESTIONS

### BASICS

#### 1. WHAT SHOULD I DO AFTER I RECEIVE MY LUNA™ 4 DEVICE?

Congratulations on discovering smarter skincare! First things first - download the FOREO For You app for free to unlock and register your device.

#### 2. WHAT COMES WITH MY LUNA™ 4 DEVICE?

1 LUNA™ 4 Device, 1 USB Charging Cable, 1 User Manual, 1 Quick Start Guide, & 1 Travel Pouch.

#### 3. HOW DO I TURN MY LUNA™ 4 DEVICE ON AND OFF?

Press the power button on your LUNA™ 4 device to turn it on, and press it again to turn off the device. After completing a pre-set routine, the device will turn off automatically.

#### 4. MY DEVICE IS NOT ACTIVATED WHEN PRESSING THE POWER BUTTON?

The battery is dead. Recharge using a USB charging cable until fully charged and then restart your device by holding down the power button.

#### 5. HOW DO I CHARGE MY LUNA™ 4?

LUNA™ 4 is USB-rechargeable, with a 2-hour charge delivering up to 600 uses (based on a 1-minute treatment time per use). The USB charging cable is provided with the device.



## **6. WHY DOESN'T MY CHARGER GO ALL THE WAY IN?**

The charging cable for your LUNA™ 4 is not supposed to go all the way into the device. It is completely normal for it to stick out a bit from the device.

## **7. MY CHARGE DIDN'T LAST 600 USES.**

600 uses refer to 600 minutes, so the duration of the charge depends on how often and for how long the device is used.

## **8. IS THE CHARGING POINT ON LUNA™ 4 WATERPROOF?**

Yes, the charging point is waterproof which means you can safely use the device in the shower. Make sure the device is completely dry before charging and do not use it while charging. Once you are done using your device, store it in a dry area. Do not leave the device submerged in water.

## **THE APP**

### **1. WHY DO I HAVE TO DOWNLOAD THE APP BEFORE USING LUNA™ 4?**

All app-enabled FOREO products need to be activated and unlocked via the FOREO For You App the first time they turn them on. This helps us protect against fake/copied FOREO products, and it makes it easier to register the warranty and protect your investment.

### **2. HOW DO I PAIR MY LUNA™ 4 DEVICE WITH THE FOREO APP?**

Download the FOREO For You app to your smartphone or tablet and turn on Bluetooth. Press the universal button on your device once to turn it on. A blinking white light indicates your device is in pairing mode. Follow the instructions in the app to register and pair your LUNA™ 4 device.

### **3. DOES LUNA™ 4 WORK WITHOUT THE APP?**

Yes! The App helps you manage your device settings and access video-guided massages, but you can use LUNA™ 4 manually. Buttons on the back of the device allow you to change between cleansing and massage modes without using the App.

### **4. I CAN'T REGISTER MY DEVICE OR MY DEVICE KEEPS DISCONNECTING. WHAT SHOULD I DO?**

Follow the steps to troubleshoot the FOREO For You application:

- 1) Delete and reinstall the application - perhaps the application simply needs to be updated
- 2) Ensure that your mobile's operating system has been updated to the latest version (ensure that your mobile phone is running the latest software update)
- 3) After deleting and reinstalling the application, make sure to restart your phone
- 3) Delete your phone's cookies and cache memory
- 5) Ensure that your device is fully charged and that your Bluetooth is turned on

## **USING LUNA™ 4**

### **1. HOW OFTEN CAN I USE MY LUNA™ 4 DEVICE?**

LUNA™ 4 devices are safe and gentle enough to use every day, either morning or night. We recommend using your LUNA™ 4 any time your skin needs a deeper cleanse.

### **2. HOW LONG CAN I USE IT PER DAY?**

Given the efficiency of cleansing, we recommend that you do not use LUNA™ 4 for more than 3 minutes per day.

### **3. CAN I SHARE MY LUNA™ 4 WITH OTHER PEOPLE, SUCH AS FAMILY MEMBERS?**

For hygiene reasons, we do not recommend sharing your LUNA™ 4 with anyone else.

### **4. CAN LUNA™ 4 BE USED FOR REMOVING MAKEUP?**

All make-up should be removed before doing the cleansing routine with any of our devices.

## 5. HOW HARD SHOULD I PRESS WHEN I MOVE MY LUNA™ 4?

There is no need to use any pressure when using LUNA™ 4. Gently cleanse your face using circular movements on the cheeks and forehead, gliding up and down the nose.

## 6. CAN I USE FOREO LUNA™ 4 AROUND THE EYE AREA?

Yes, you can use your LUNA™ 4 around the eye area. When doing so, please exercise particular care in the under-eye regions and do not bring the device into contact with the eyelids or eyes themselves.

## 7. WHAT KIND OF FACIAL CLEANSER CAN I USE?

You can use the cleanser of your preference as long as it does not contain ingredients that can damage the silicone of your device. Please avoid using clay-based, silicone-based or grainy cleansers, exfoliators, or scrubs, as they may damage the device's soft silicone touchpoints. For best results, we recommend using FOREO Micro-Foam Cleanser.

## 8. CAN I USE LUNA™ 4 IF I HAVE SKIN CONDITIONS SUCH AS ECZEMA OR IF I HAVE HAD A COSMETIC PROCEDURE SUCH AS BOTOX?

We suggest that anyone who suffers from a serious skin condition or has undergone a cosmetic procedure consults their physician or skincare professional before using the device.

## 9. CAN I USE MY LUNA™ 4 DURING PREGNANCY?

Yes, LUNA™ 4 is safe to use while pregnant or breastfeeding.

## THE LUNA™ 4 DEVICE

### 1. WHAT IS THE DIFFERENCE BETWEEN THE CLEANSING MODES?

Cleansing modes on LUNA™ 4 allow you to adjust the cleanse to your skin's more specific requirements - season to season, day to day, or even skin area to skin area. Gentle cleansing offers a range of T-Sonic™ pulsations from 1-5, Regular 6-10, and Deep Cleansing from 11-16.

### 2. WHAT IS THE DIFFERENCE BETWEEN THE MASSAGE MODES?

LUNA™ 4 comes with 5 brand-new massage patterns for you to choose from — each with its own unique benefit.

#### 1. LYMPHATIC DRAINAGE MASSAGE

Encourages the circulation of facial lymph. Ideal for fluid accumulations around the eyes and under the jawline.

#### 2. DEEP TISSUE MASSAGE

Uses deep pressure at slower intervals to relieve facial muscle tension. Perfect for cheeks and above the jawline.

#### 3. TRIGGER POINT MASSAGE

Uses alternating pressure levels, to successfully release tightness in muscle tissue. Good for the neck.

#### 4. SHIATSU MASSAGE

Uses pulsing pressure to promote emotional & physical calm, and reduce fatigue. Fantastic for forehead & temples.

#### 5. REFLEXOLOGY MASSAGE

Uses gentle to firm pressure to relax or restore natural energy levels. Recommended for in between the eyebrows & in front of the ears.



### 3. WHAT IS THE DIFFERENCE BETWEEN THE MASSAGE MODES AND TREATMENTS?



Treatments available in the FOREO For You App are video-guided routines targeting specific parts of the face. Massage modes are manual massage routines that you can use on any part of your face, without the App.

### 4. HOW DO I ADJUST THE INTENSITY OF THE T-SONIC™ PULSATIONS?

LUNA™ 4 is designed with 16 different cleansing intensities for your selection, you need to connect your device to the FOREO app via Bluetooth to adjust and select your preferred user setting.

## 5. HOW DO I CHANGE THE MODES?

By pressing the power button your device will automatically activate the Regular cleansing mode. To change between Gentle and Deep cleansing mode, simply press the  or  buttons.

While in Cleansing mode, quickly double press the power button to activate Firming Massage mode and easily change between your preferred massage modes also by pressing the  or  buttons.

## 6. WHAT ARE THE DIFFERENCES BETWEEN SENSITIVE, BALANCED, AND COMBINATION LUNA™ 4?

LUNA™ 4 offers 3 brushes specially designed for your skin;

- LUNA™ 4 Sensitive skin features thin bristles for skin prone to inflammation, redness, itching, or dryness.
- LUNA™ 4 Balanced skin has thicker on top for healthy skin with perfect oil and water balance, feeling neither too dry nor too oily.
- LUNA™ 4 Combination skin features thicker bristles for skin that is dry in some areas and oily in others, such as the T-zone.

## 7. WHAT ARE THE DIFFERENCES BETWEEN THE LUNA™ 4 AND LUNA™ 3?

LUNA™ 4 features softer silicone, and customizable cleansing and massage modes that can be accessed for offline use. In addition to the app-guided massage routines from LUNA™ 3, LUNA™ 4 you can now choose from 5 different massage patterns. LUNA™ 4 also features a travel-lock function, so you can take it on vacation without a second thought.

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