

FAQ™



FAQ™ 201

SILICONE LED MASK

ONLINE MANUAL

# FULL USER MANUAL

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## GETTING STARTED

Congratulations on taking the first step into a new era of anti-aging by acquiring FAQ™ 201. 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™ 201 is an over-the-counter device emitting energy in the red, green, and blue regions of the spectrum, intended to treat facial wrinkles and/or blemishes.

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

## FAQ™ 201 OVERVIEW

Featuring red, green & blue LED, this ultra-light and wireless mask helps revitalize the complexion in minutes. Made of flexi-fit silicone, it molds to your facial contours to ensure even light coverage. Move around freely while you enjoy an LED facial - anytime, anywhere.

## GETTING TO KNOW FAQ™ 201

### UNIVERSAL POWER BUTTON

Press once to turn on. Press again to switch LED colors. Press for 3 sec to turn off.

### 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

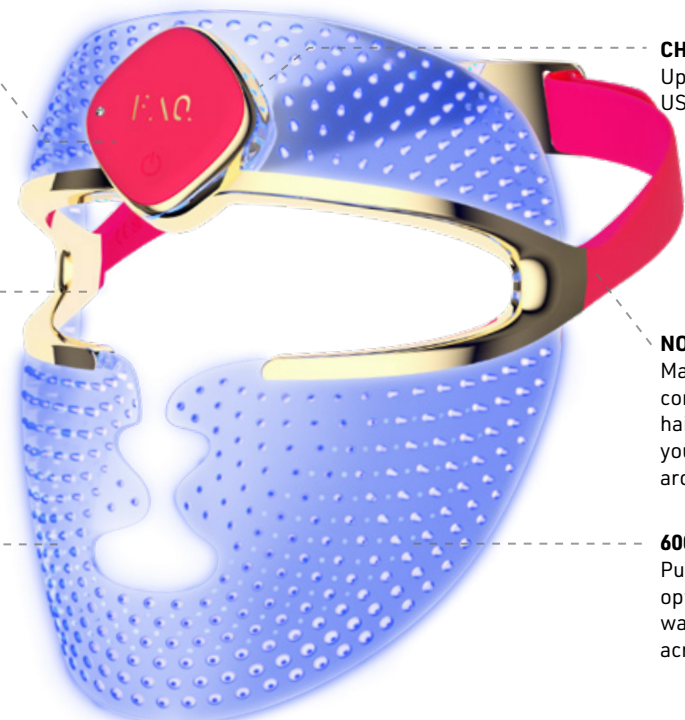
Up to 2 hours of use per USB charge.

### 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 1000x per second, and optimized to ensure the LED wavelengths penetrate evenly across all areas of the face.



### 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.



### USB Charging Cable

Charges anytime, anywhere. Comes in accessory pouch.

## 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™ 201 with anyone else.
- Avoid leaving your FAQ™ 201 in direct sunlight and never expose it to extreme heat or boiling water.
- Do not pull the silicone strap too tight, in order to avoid damage to the silicone mask.
- 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™ 201 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](https://faqswiss.com/support)**

# HOW TO USE FAQ™ 201

## REGISTER YOUR DEVICE

Before first use, download the FAQ™ Swiss mobile app to register your device and activate the warranty 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!

## HOW TO USE

1. Start with a clean and dry face, and apply your FAQ™ primer, if desired. Then place your FAQ™ 201 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.
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™ 201

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:** This product is not 100% waterproof, so do not wash it under running water. 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™ 201 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™ 201 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.



# WARRANTY TERMS & CONDITIONS

## REGISTER WARRANTY

To activate your 2-Year Limited Warranty, register through the FAQ™ Swiss app, or visit [faqswiss.com/product-registration](https://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](https://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

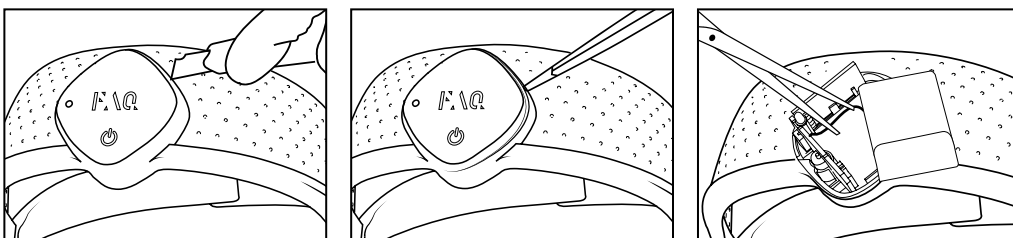
This device should not be treated as household waste, but rather be brought to the appropriate collection point for recycling of electrical and electronic equipment. By ensuring this device is disposed of correctly, you will help prevent the potential negative consequences for the environment and human 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

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

**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.

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. HOW DO I TURN MY FAQ™ 200 LED MASK ON?

Press the universal power button on your LED mask to turn it on.

#### 3. 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

#### 4. 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. 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

#### 5. 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. But you can use your own skincare instead, if desired. However, 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.

#### 6. 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.

## 7. 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.

## 8. 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.

## TROUBLESHOOTING & MAINTENANCE

### 9. 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.

### 10. 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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