

## FAQs

### HOW DOES FACIAL SPA WORK?

Nu Skin® Facial Spa uses microcurrent technology to stimulate and tone your skin.

### WHERE DOES FACIAL SPA FIT IN MY SKIN REGIMEN?

Use Facial Spa after you cleanse and tone, but before your ageLOC treatments, as the microcurrents can actually help your treatments work better. Here's a good example:

Step 1: ageLOC LumiSpa®

Step 2: Facial Spa with Conductive Gel

Step 3: ageLOC Me® Serum

Step 4: ageLOC Me Day or Night

### CAN I USE THE FACIAL SPA WITH ANY NU SKIN® PRODUCTS?

Facial Spa only works with Nu Skin products that are specifically designed and formulated to carry a charge. Other products are not compatible with the device.

### CAN PEOPLE WITH ACNE USE THE FACIAL SPA?

The Facial Spa is great for any skin type, but it's not designed to help treat acne. If you have broken skin or an inflamed or open wound, however, you shouldn't use the Facial Spa on that area.

### HOW OFTEN SHOULD I USE THE FACIAL SPA?

Please see your Owner's Manual for details on how often you should use the Facial Spa with each individual product.

### HOW SOON CAN I EXPECT TO SEE A DIFFERENCE IN MY SKIN USING THE FACIAL SPA?

Every product works in different ways, but as you regularly use the Facial Spa as recommended, you should see better and better results. Please see each individual product for more information.

### WHAT ARE THE BEST TECHNIQUES TO USE WITH THE FACIAL SPA?

Please see your Owner's Manual for illustrations about the best way to use the Facial Spa.

### I DON'T FEEL ANYTHING WHEN I USE MY DEVICE. AM I DOING SOMETHING WRONG?

Not at all. Most people won't feel anything when using the Facial Spa, which is why we've designed our beep system. While operating correctly, the device will beep every 10 seconds (and every 5 seconds when nearing the end of a treatment), so you know that the device is doing its job.

### WHY ARE THERE GROOVES ON THE FACE CONDUCTOR?

The grooves on the Face Conductor keep your Conductive Gel between the conductor and your skin. This means the Face Conductor keeps fresh product in this area, so you get a better treatment.

### WHAT METAL IS USED IN THE FACIAL SPA CONDUCTOR?

The conductor is made of chrome and copper—more specifically acrylonitrile butadiene styrene with electroplated chrome.

## DOES THE FACIAL SPA HAVE A WARRANTY?

Nu Skin guarantees the Facial Spa to be free from defects in materials and workmanship for a period of two years from the original date of consumer purchase. This warranty does not cover damage to the product as a result of misuse or accident. If the product becomes defective within the two-year warranty period, please call your local Nu Skin office to arrange for a replacement.

## CAN I USE THE FACIAL SPA IF I HAVE RECEIVED BOTOX® INJECTIONS, COLLAGEN INJECTIONS, SILICONE INJECTIONS, OR OTHER SIMILAR TREATMENTS?

This is a question best addressed to your trusted health care provider. Every individual's needs will be different and should be carefully discussed with a trained professional before combining treatments with the Facial Spa device.

## HOW OFTEN DO I NEED TO CHANGE THE BATTERIES IN MY DEVICE?

The device will typically run for several months without having to change batteries.

## WHY DOES MY FACIAL SPA BEEP?

When you begin a treatment, the device will beep once, twice, or three times to indicate that it has automatically adjusted to your skin. After these initial beeps, your facial treatment has begun, and the device will beep every 10 seconds to indicate the unit is on and working, and every 5 seconds when your treatment is almost complete.

## HOW DO I CHANGE A CONDUCTOR ATTACHMENT?

To remove a conductor, first turn the device around so the chrome panel faces you. With your free hand, grip the conductor on its sides, and then firmly press the release button. Gently pull the conductor off the device by its sides.

To attach a conductor, hold the device with the display facing toward you. Align the conductor positioning indicator with the front of the device, then press the conductor firmly down by its sides until it snaps into place. If the conductor doesn't connect, make sure it is facing the right direction and is positioned correctly. Don't force the conductor, as this may damage it. Your Facial Spa won't work if a conductor head isn't firmly attached.

## WHAT MAKES THE FACIAL SPA UNIQUE?

The Facial Spa is a versatile, Nu Skin-exclusive device that brings the spa experience home to you. We've worked hard to create a device that truly stands out, with features such as:

- Patented smart self-adjusting technology
- Interchangeable heads
- An affordable alternative to spa treatments
- Enhanced delivery of key ingredients