

FAQs

1. WHAT IS AGELOC LUMISPA?

ageLOC LumiSpa is a first-of-its-kind, dual-action device that delivers dramatic skin renewal and deep cleansing in a single treatment.

2. WHO IS AGELOC LUMISPA SUITABLE FOR?

ageLOC LumiSpa is suitable for any skin-conscious adult seeking ways to minimize the visible signs of aging or to maintain and promote healthy, youthful looking skin.

3. IS AGELOC LUMISPA A CLEANSING DEVICE?

ageLOC LumiSpa is a treatment-cleansing device. It is superior to cleansing-only devices on the market because it combines a skin-perfecting treatment to visibly transform your skin with advanced cleansing performance. Each treatment head is made of gentle silicone and is much less abrasive and more hygienic than bristle/brush devices. ageLOC LumiSpa treatment cleansers contain a powerful, all-natural ageLOC ingredient blend to target the sources of aging and preserve the look of youth and are formulated to promote a healthy, youthful looking appearance.

4. HOW DOES AGELOC LUMISPA WORK?

With its soft silicone treatment head, ageLOC LumiSpa's proprietary Micropulse Oscillation technology enables the device to move at the precise frequency to promote skin renewal, revealing smoother, softer skin after just one use. At the same time, LumiSpa gently—yet deeply—cleanses away dirt, oil, makeup, and toxins through its patent-pending counter-rotating, pore-tightening action, leaving skin smoother and purer while reducing the appearance of pores.

5. HOW DO I KNOW WHICH AGELOC LUMISPA TREATMENT HEAD IS RIGHT FOR ME?

Select your ageLOC LumiSpa treatment head based on your skin type and treatment needs. Both treatment heads remove impurities and purify skin, delivering a gentle experience ideal for sensitive, dry, oily, and normal to combination skin. The Firm treatment head offers a more aggressive cleansing option.

6. WHAT IS THE RATIONALE BEHIND THE NAME?

“Lumi” stands for luminous and emphasizes the initial benefits that using the device and products will have on your skin. “Spa” reinforces the fact that the device, treatment heads, and treatment cleansers will deliver spa-quality results every time you use them.

7. HOW MANY STUDIES HAS NU SKIN CONDUCTED FOR AGELOC LUMISPA?

Nu Skin conducted 11 studies during ageLOC LumiSpa development and will be conducting additional clinical studies to substantiate benefits in the near future.

8. ARE THERE ANY PATENTS ON AGELOC LUMISPA?

Yes, there are multiple patents issued and pending for ageLOC LumiSpa and the proprietary Micropulse Oscillation technology.

9. HOW OFTEN SHOULD I USE AGELOC LUMISPA?

ageLOC LumiSpa is a twice-daily skin care system and should be used in your morning and evening skin care regimens.

10. CAN I USE AGELOC LUMISPA IF I USE AGELOC® GALVANIC SPA® OR NU SKIN® FACIAL SPA?

Yes, you should use ageLOC LumiSpa twice daily and may use ageLOC Galvanic Spa or Nu Skin Facial Spa for complementary benefits up to three times per week as directed. We recommend using ageLOC LumiSpa before your ageLOC Galvanic Spa or Nu Skin Facial Spa session.

11. HOW IS AGELOC LUMISPA DIFFERENT FROM AGELOC GALVANIC SPA OR NU SKIN FACIAL SPA?

ageLOC LumiSpa provides twice daily treatment and cleansing and should be used as part of your regular skin care routine, whereas ageLOC Galvanic Spa and Nu Skin Facial Spa are specialized treatments that can be used three times per week. ageLOC LumiSpa and ageLOC Galvanic Spa/Nu Skin Facial Spa deliver complementary anti-aging benefits: ageLOC LumiSpa treats and cleanses skin for brighter, softer, smoother skin while ageLOC Galvanic Spa conditions, revives, and hydrates the skin, and Nu Skin Facial Spa uses microcurrents to tone and contour the skin.

12. CAN I USE AGELOC LUMISPA ON MY BODY?

ageLOC LumiSpa was designed to target facial skin and deliver anti-aging and deep cleansing benefits in this area. We do not recommend it be used elsewhere on the body.

13. WHAT ARE THE MAIN DIFFERENTIATORS OF AGELOC LUMISPA?

There are three key differentiators of ageLOC LumiSpa:

1. Unlike cleansing devices currently on the market, which feature abrasive brush or bristle heads, ageLOC LumiSpa features a gentle, more hygienic silicone treatment head that won't damage the skin or lift skin cells.
2. ageLOC LumiSpa features patent-pending Micropulse Oscillation technology to stimulate the skin to more effectively treat and cleanse the skin and deliver superior skin renewal benefits.
3. ageLOC LumiSpa is a dual-action, timesaving device that delivers a superior skin-perfecting treatment and deep cleansing benefits simultaneously.

14. HOW LONG DO I USE AGELOC LUMISPA?

As part of your daily regimen, use ageLOC LumiSpa for two minutes (30 seconds on each of the four areas of your face), morning and night.

15. CAN WOMEN WHO ARE PREGNANT USE AGELOC LUMISPA?

Yes, ageLOC LumiSpa is safe for pregnant women to use. Hormone changes associated with pregnancy can affect the skin, however, so it is recommended to approach any new skin care regimen during this period cautiously.

16. CAN I USE AGELOC LUMISPA IN THE SHOWER?

Yes, ageLOC LumiSpa is waterproof, and you can use it in the shower or other wet environments.

17. HOW LONG WILL MY TREATMENT HEAD LAST?

We recommend replacing your treatment head every three months to ensure your skin will receive optimal benefits on a consistent basis.

18. HOW LONG DOES AGELOC LUMISPA LAST AFTER A FULL CHARGE?

ageLOC LumiSpa was developed to last at least a week between charges with regular use.

19. WHAT IS THE WARRANTY ON THE AGELOC LUMISPA DEVICE?

Warranties on the ageLOC LumiSpa device vary by market. Please contact your market representative for warranty information for your area.

CLEANSERS

20. HOW DO I KNOW WHICH AGELOC LUMISPA TREATMENT CLEANSER IS RIGHT FOR ME?

You can select your ageLOC LumiSpa treatment formula based on your skin type and skin needs.

- ageLOC LumiSpa Treatment Cleanser—Dry is for dry skin.
- ageLOC ageLOC LumiSpa Treatment Cleanser—Normal/Combo is for normal to combination skin.
- ageLOC LumiSpa Treatment Cleanser—Oily is for oily skin.
- ageLOC LumiSpa Treatment Cleanser—Sensitive is for sensitive skin.

21. CAN I CHOOSE A DIFFERENT TREATMENT CLEANSER AND/OR TREATMENT HEAD THAN THE ONE INCLUDED IN MY INITIAL KIT?

Yes, you can order a different treatment cleanser or treatment head to use with your ageLOC LumiSpa after using those included in the initial kit.

22. HOW LONG WILL THE TREATMENT CLEANSER LAST?

One treatment cleanser should last 30 days.

23. DO I NEED TO USE THE AGELOC LUMISPA TREATMENT CLEANSERS WITH AGELOC LUMISPA, OR CAN I USE OTHER TREATMENT FORMULAS OR CLEANSERS WITH IT?

ageLOC LumiSpa treatment cleansers are specifically formulated for use with the ageLOC LumiSpa device. They enable the precise cushioning, cleansing, and interaction with the skin, optimizing the effectiveness of LumiSpa's patent-pending treatment head action. They are the only formulations tested and approved for use with ageLOC LumiSpa to deliver the full system benefits and promote healthy, youthful looking skin.

24. DOES AGELOC LUMISPA TREAT ACNE?

ageLOC LumiSpa was not designed to treat acne. The system was developed to promote healthy, youthful looking skin and to deliver general skin renewal and purification benefits. Those treating acne should continue with their regular skin care regimen and consult a dermatologist before using ageLOC LumiSpa.

25. HOW DOES AGELOC LUMISPA WORK WITH THE TREATMENT CLEANSERS?

The treatment cleansers were developed specifically for use with ageLOC LumiSpa. They're designed to work synergistically with the counter-rotating motion of the heads to optimize distribution of anti-aging ingredients onto the skin while cleansing and exfoliating to promote healthy, youthful looking skin.

26. CAN I USE THE TREATMENT CLEANSERS WITHOUT AGELOC LUMISPA?

The treatment cleansers have been specifically formulated to optimize the Micropulse Oscillation technology performance of the device to bring superior skin renewal benefits to the skin. To ensure the best results, you should use the treatment cleansers with ageLOC LumiSpa.

27. CAN I USE AGELOC LUMISPA IF I USE AGELOC ME®?

Yes, ageLOC LumiSpa is designed to treat the skin during cleansing, while ageLOC Me delivers additional anti-aging benefits through ageLOC Me serums and moisturizers. The two systems can be integrated together to provide optimized, custom morning and evening skin care regimens.

28. SHOULD I STILL USE A SEPARATE CLEANSER IN ADDITION TO AGELOC LUMISPA?

No. ageLOC LumiSpa should replace your current twice-daily cleansing routine.

LAUNCH

29. WHEN WILL AGELOC LUMISPA LAUNCH?

ageLOC LumiSpa will be introduced on a global stage at Nu Skin LIVE! (Nu Skin's global convention) in October 2017. Following LIVE!, markets offering ageLOC LumiSpa will launch the product according to their specific rollout schedules.

30. HOW WILL AGELOC LUMISPA BE SOLD?

The initial ageLOC LumiSpa kit contains the ageLOC LumiSpa device with an attached treatment head and an ageLOC LumiSpa treatment cleanser.

31. CAN I HAVE MY TREATMENT CLEANSERS AUTOMATICALLY REFILLED EVERY MONTH?

Yes, ageLOC LumiSpa treatment cleansers are available for automatic delivery through our ADR program.

32. DOES THE INITIAL AGELOC LUMISPA KIT INCLUDE A TREATMENT HEAD?

The content included in the initial kit varies by market. Please contact your market representative for more information.

33. WHICH AGELOC LUMISPA TREATMENT CLEANSER COMES WITH THE INITIAL AGELOC LUMISPA KIT?

The treatment cleanser included in the initial kit varies by market. Please contact your market representative for more information.