

F.A.Q.™


SWISS
DEVELOPED

F.A.Q.™ 102

PROFESSIONAL FACIAL
REJUVENATION

ONLINE MANUAL



FULL USER MANUAL

GETTING STARTED

Congratulations on taking the first step into a new era of anti-aging by acquiring FAQ™ 102. 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™ 102 is an over-the-counter home use device intended for non-invasive, cosmetic facial rejuvenation.

WARNING: NO MODIFICATION OF THIS EQUIPMENT IS ALLOWED.

FAQ™ 102 OVERVIEW

Transform aging skin by unlocking the power of a toned and radiant V-sculpted complexion with FAQ™ 102 - a rejuvenating EMS-Pro, Power-RF & LED-Pulse Swiss facial device featuring concentrated power, professional training, and personalized treatment. Delivering concentrated electrical impulses to strategic locations on the face and neck to tone muscles, heated radiofrequency waves that accelerate collagen production to reduce the appearance of fine lines, narrow beams of pulsing full-spectrum LED light that penetrate deep into the skin to promote its natural healing abilities, relaxing T-Sonic™ pulsations that gently massage the face to melt away stress and boost skin's radiance, and our patented Anti-Shock System™, FAQ™ 102 provides complete facial rejuvenation at the push of a button.

GETTING TO KNOW FAQ™ 102

EMS-PRO

Concentrated electrical impulses stimulate facial muscles to tone and tighten the complexion.

LED-PULSE LIGHT

Narrow beams of pulsed full spectrum LED light visibly rejuvenate skin for a refined complexion.

+/- CONTROLS

Increase / decrease the intensity of EMS-Pro & Power-RF.

UNIVERSAL BUTTON

Powers device on/off with a 3-second press.

INDICATOR LIGHTS

Light up to indicate the intensity setting of EMS-Pro & Power-RF, Bluetooth pairing mode & when device needs to be charged.

POWER-RF

Powerful heated wavelengths boost collagen & smooth the appearance of fine lines.

ANTI-SHOCK SYSTEM™

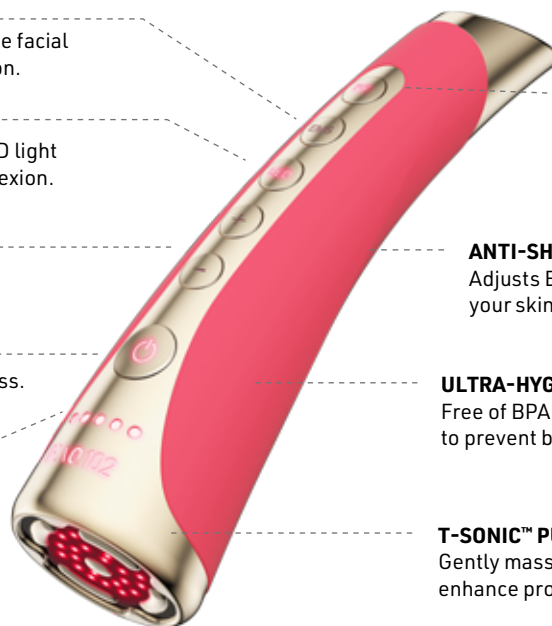
Adjusts EMS-Pro & Power-RF to your skin, for maximum comfort.

ULTRA-HYGIENIC SILICONE

Free of BPA and phthalates, and nonporous to prevent bacteria build-up.

T-SONIC™ PULSATIONS

Gently massage to boost skin's radiance and enhance product absorption.



2ml SAMPLE FAQ™ P1

Use with FAQ™ 100 Range devices for safe and effective results.



USB CABLE

Charge anytime, anywhere.



STAND

Protects and displays your FAQ™ device.



TRAVEL POUCH

Conveniently stores device for skincare on-the-go.



INTERACTIVE APP

Controls device settings and syncs your preferences.

WARNINGS

FOR OPTIMUM SAFETY:

- Rejuvenating treatments with FAQ™ 102 should be comfortable – if you experience any discomfort or irritation, discontinue use immediately and consult a physician.
- Do not use on the chest / breast area, eye area (circular muscle within the orbital rim), mid-line (bone) of neck, or the genitals / groin area.
- Do not use over red skin, raised moles, major arteries (eg. 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 if you have any existing medical conditions such as epilepsy, a hemorrhagic disease, cancer, tumors, or perceptual disturbance.
- Do not use if you have had a laser treatment, chemical peel, or have any other form of injured or damaged skin.
- Do not use if you have had cosmetic surgery on your face.
- Do not use if you have any implanted medical device or any other electronic instrument or body aids.
- Electronic monitoring equipment, such as ECG monitors and ECG alarms, may not operate properly when the device is in use.
- FAQ™ 102 should not be used on, near, or by children or those with reduced physical and mental abilities. Close supervision is necessary when this device is used, cleaned or stored near children or those with reduced physical or mental abilities.
- The long-term effects of electrical muscle stimulation are unknown.
- The safety of the device for use during pregnancy has not been established. If you are pregnant, consult your physician before using this device.
- If you have a skin condition or any medical concerns, please consult a physician before use.
- If you have suspected or diagnosed heart disease, follow precautions recommended by your physician.
- Exercise particular care when treating the under-eye regions and do not bring the device into contact with the eyelids or eyes themselves.
- 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.
- A slight tingling sensation may occur while using the device, which is normal and not cause for any concern. Lowering the intensity may reduce or eliminate this sensation.
- Given the efficiency of the FAQ™ 102 technologies, we recommend that you do not use FAQ™ 102 for more than 10 minutes at a time.
- For reasons of hygiene, we do not recommend sharing your FAQ™ 102 with anyone else.
- Do not use 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 FAQ™ 102 in direct sunlight and never expose it to extreme heat or boiling water.
- FAQ™ 102 should be completely dry before activating. Do not use the device if it has been submerged in water, and do not use with wet hands.
- This device should only be used with a 5V SELV power adapter.
- It is recommended that IEC60335-2-29 or IEC61558-2-16 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. Use the power cord supplied with your device only.
- This appliance contains batteries that are non-replaceable.
- 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, dirty conductive solution or spheres, or any other improper applications are not the responsibility of FAQ™ 102.
- 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

HOW TO USE FAQ™ 102

CAUTION: FAQ™ 100 RANGE DEVICES MUST BE COMPLETELY DRY BEFORE STARTING YOUR TREATMENT. THESE DEVICES MUST NEVER BE USED ON THE THYROID AREA, THE EYEBALL OR THE AREAS DIRECTLY ABOVE OR BELOW THE EYE WITHIN THE ORBITAL BONE. DO NOT STOP MOVING THE DEVICE ON YOUR SKIN AT ANY TIME.

To unlock and register your device for first time use, download the FAQ™ app. Connect to the app via Bluetooth on your smartphone, and press the universal button on your FAQ™ device to sync the device to the app and set up your preferences.

1. Clean and dry your face and neck carefully so there is no remaining residue of any kind. Then apply a thin layer of FAQ™ P1 Primer to your skin, distributing it evenly across all the areas you wish to treat.
 - a) Press and hold the universal button for 3 seconds to turn on your device. The indicator lights underneath the universal button indicate the EMS-Pro / Power-RF intensity setting of your device.
 - b) To turn EMS-Pro on/off, press the EMS button. To turn Power-RF on/off, press the RF button. Each time you press the LED button, the LED-Pulse light will change to a different color. Pressing the LED button once more will turn the LED light off.
 - c) You can adjust the intensity of EMS-Pro / Power-RF as desired by using the + and - buttons. This intensity level will then be set for both technologies. *(Please note that when you receive your device it will be set in 'Basic' mode - meaning you will only be able to access the lowest 5 intensity levels of EMS-Pro / Power-RF. In order to unlock 'Pro' mode and access the higher clinical-level intensities of your device, you will first need to go through the professional training via the app.)*
2. Lightly press the base of your device to your face, so that all five metal plates are in contact with your skin at all times. Slowly glide the device in tight circular motions from the centerline of your face toward your hairline, across your cheeks, over your forehead, and around the mouth area and eye contour; and glide in straight lines along your jawline and neck, as shown on the app. Repeat the motion on each area of your face for at least 4 repetitions.
3. Press and hold the universal button for 3 seconds to turn off your device. Then gently massage any remaining primer into your skin or rinse off, as you prefer.

CLEANING YOUR FAQ™

Always clean your FAQ™ device thoroughly after use. Wash the entire device with warm water and soap, then rinse with warm water. Pat dry with a lint-free, non-abrasive cloth or towel. After use, we recommend spraying the device with FAQ™'s 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.

TROUBLESHOOTING

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

If FAQ™ 102 is not activated when pressing the universal button:

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

If FAQ™ 102 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™ 102 won't sync to the FAQ™ app:

- Switch your Bluetooth off and then on again to try reconnecting.
- Close the FAQ™ 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.

WARRANTY TERMS & CONDITIONS

REGISTER WARRANTY

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

2-YEAR LIMITED WARRANTY

FAQ™ 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™ during the warranty period, FAQ™ 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



RESTRICTION OF HAZARDOUS SUBSTANCES COMPLIANT

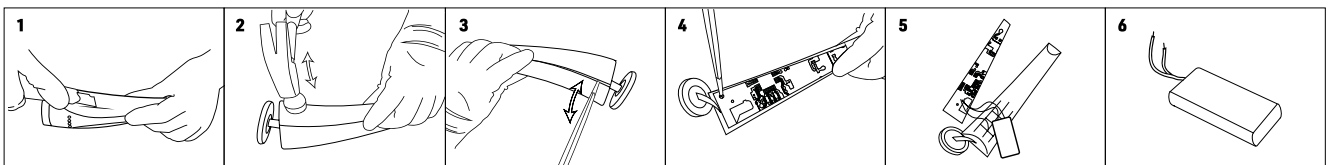
This device should not be treated as household waste, but rather be brought to the appropriate collection point for recycling of electrical and electronic equipment. By ensuring this device is disposed of correctly, you will help prevent the potential negative consequences for the environment and human 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, and cut the plastic shell along the crack. Next, pry the shell open, and separate the battery using a dispergator. 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

MATERIALS:	Body-Safe Silicone, ABS, PC, Zinc Alloy
COLOR:	Pink Ruby / Topaz
SIZE:	157 x 41 x 55 mm
WEIGHT:	132 g
BATTERY:	Li-ion 1000 mAh 3.7 V
USAGE:	Up to 30 mins of use per charge
STANDBY:	90 days
MAX NOISE LEVEL:	<50 dB
INTERFACE:	RF Button, EMS Button, LED Button, Plus Button, Minus Button & Universal Button.

DISCLAIMER

Users of this device do so at their own risk. Neither FAQ™ 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™ 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.

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.

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 equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio / TV technician for help.

Model may be changed for improvements without notice.

FREQUENTLY ASKED QUESTIONS

THE BASICS

1. WHAT COMES WITH MY FAQ™ DEVICE?

1x FAQ™ 102 Device, 1x 2ml FAQ™ P1 Primer Sample, 1x USB Charging Cable, 1x Stand, 1x Travel Pouch, 1x Cleaning Cloth, 1x Quick Start Guide & 1x Basic Manual.

2. WHAT SHOULD I DO AFTER I RECEIVE MY FAQ™ DEVICE?

Congratulations on discovering a new era of anti-aging. Before you begin, download the FAQ™ app for free to unlock and register your device for first time use. (For more information, please refer to the section below titled 'THE APP').

3. HOW DO I TURN MY FAQ™ DEVICE ON?

To turn your FAQ™ device on, press and hold the universal button for 3 seconds. The indicator lights under the universal button will flash to let you know when your device is in Bluetooth pairing mode.

4. HOW DO I TURN MY FAQ™ DEVICE OFF?

To turn your FAQ™ device off, press and hold the universal button for 3 seconds. Please note that after being on for 10 minutes, the device will turn off automatically to save battery.

5. HOW DO I START MY FIRST TREATMENT?

First, clean and dry your face and neck carefully so there is no remaining residue of any kind. Next, apply a thin layer of FAQ™ P1 Manuka Honey Primer to your skin, distributing it evenly across all the areas you wish to treat. Then turn your device on by pressing the universal button for 3 seconds, and lightly press the base of the device to your face, so that all five metal plates are in contact with your skin at all times. Slowly glide the device in tight circular motions from the centerline of your face toward your hairline, across your cheeks, over your forehead, and around the mouth area and eye contour; and glide in straight lines along your jawline and neck. Repeat the motion on each area of your face for at least 4 repetitions. Watch the professional training video in the app for more detailed instructions, and to unlock 'Pro' mode on your device.

THE FAQ™ DEVICE

6. HOW OFTEN CAN I USE MY FAQ™ DEVICE?

If you choose to keep your FAQ™ 100 Range device set on 'Basic' mode, we recommend using the device 2-3 times per week for the first 8 weeks, and then 2-4 times per month as needed to maintain your facial rejuvenation results. However, if your device is set on 'Pro' mode, we do not recommend using the device more than once a week for the first 8 weeks. To maintain your clinical rejuvenation results after that, use 1-2 times per month as needed. (Learn more about 'Basic' vs. 'Pro' mode in the section below titled 'THE APP').

7. HOW LONG SHOULD EACH TREATMENT LAST?

Ultimately it depends on which areas / how many areas you are treating. We do not recommend treating any individual area of your face / neck for longer than 1 minute. In total, it should not take more than 10 minutes to treat your entire face and neck.

8. WHAT IS EMS-PRO & IS IT SAFE?

Yes, FAQ™'s EMS-Pro (professional electrical muscle stimulation) is a painless, non-invasive toning technology that mirrors your body's own electrical currents on a cellular level, and is safe solely when used with the required primer (FAQ™ P1) for optimal conductivity. FAQ™ 100 Range devices must NEVER be activated near water or wet surfaces of any kind, and must be completely dry before starting your treatment. These devices must never be used on the thyroid area, the eyeball, or the areas directly above or below the eye within the orbital bone.

9. WHAT IS POWER-RF & IS IT SAFE?

Yes, FAQ™'s Power-RF (powerful radiofrequency) is a painless, non-invasive tightening technology that heats your skin to accelerate collagen and elastin production, and is safe solely when used with the required primer (FAQ™ P1) for optimal protection. FAQ™ 100 Range devices must NEVER be activated near water or wet surfaces of any kind, and must be completely dry before starting your treatment. These devices must never be used on the thyroid area, the eyeball, or the areas directly above or below the eye within the orbital bone. When using Power-RF on your FAQ™ device, you must never stop moving the device on your skin.

11. CAN I ADJUST THE INTENSITY LEVEL OF EMS-PRO / POWER-RF?

Yes, you can manually adjust the EMS-Pro / Power-RF intensity level via your device by pressing the plus / minus buttons according to your preference. Please note that when you receive your device it will be set in 'Basic' mode - meaning you will only be able to access the lowest 5 intensity levels of EMS-Pro and Power-RF. In order to unlock 'Pro' mode and access the higher clinical-level intensities of your device, you will first need to go through the professional training via the app.

12. CAN I SET ADJUST THE T-SONIC™ PULSATIONS FEATURE?

Yes, you can set your preferences for T-Sonic™ pulsations via the app, under 'Settings'.

13. WHY ARE FAQ™ DEVICES SO EXPENSIVE?

FAQ™ devices are a one time investment for a lifetime of beauty. You may spend a little more on our devices, but you get a much higher-quality in return. Our products are designed to form the foundation of your skin health - which will keep you looking young and feeling confident. We don't require any replacement parts, ever. You invest one time for all the same professional treatments that you would otherwise have to spend a lot of money on at a spa / clinic. And most importantly, FAQ™ devices are made to last a lifetime.

14. WHAT IS THE DIFFERENCE BETWEEN THE THREE FAQ™ 100 RANGE DEVICES?

All FAQ™ 100 Range devices feature Power-RF, LED-Pulse light, T-Sonic™ pulsations, and Anti-Shock System™. However, FAQ™ 102 and FAQ™ 103 Diamond also feature an additional technology - EMS-Pro. In addition, where FAQ™ 101 only features red, green and blue LED-Pulse, both FAQ™ 102 and FAQ™ 103 Diamond feature full-spectrum LED-Pulse (8 colors). Lastly, FAQ™ 103 Diamond is embellished with 0.25 carat diamonds, and comes in a set with FAQ™ P1 Manuka Honey Primer and FAQ™ Silicone Cleaning Spray.

THE APP

15. WHY DO I NEED TO DOWNLOAD THE FAQ™ APP BEFORE USING MY DEVICE?

All FAQ™ 100 Range devices need to be activated and unlocked via the FAQ™ app the first time they are turned on. This helps protect against fake/copied FAQ™ products, and makes it easier to register the warranty and protect your investment.

16. HOW DO I PAIR MY FAQ™ DEVICE WITH THE FAQ™ APP?

Download the FAQ™ app to your smartphone or tablet and turn on Bluetooth. Press the universal button on your device for 3 seconds to turn it on. The indicator lights under the universal button will blink to indicate your device is in pairing mode. Follow the instructions in the app to register and pair your FAQ™ device.

17. DOES MY FAQ™ DEVICE WORK WITHOUT THE APP?

Yes, you can manually use all FAQ™ 100 Range devices, and they do not require use of the FAQ™ app. However, to unlock your device for your first use, you must register the device through the FAQ™ app. Please note that you will only be able to use the lowest 5 intensity levels of EMS-Pro and Power-RF in 'Basic' mode, until you have gone through the professional training via the app. Once the professional training is complete, 'Pro' mode will be unlocked, and the remaining higher clinical-level intensities of your device will be available for use.

18. WHAT IS THE DIFFERENCE BETWEEN 'BASIC' AND 'PRO' MODE?

'Basic' mode sets your device to the lowest 5 intensity levels of EMS-Pro / Power-RF. This mode may be more suitable for users who have sensitive skin, or who are unfamiliar with using EMS / RF technologies. Your device will come set in 'Basic' mode. Since FAQ™ devices use such powerful clinical-level technologies, we recommend that all users start on 'Basic' mode level 1, and work their way up to their comfort level. 'Pro' mode sets your device to the higher clinical-level intensities of EMS-Pro / Power-RF. Each mode has 5 levels - indicated by the 5 indicator lights on the device. Please note that 'Pro' mode will remain locked until you complete the professional training via the app.

19. HOW CAN I CHANGE THE SETTING OF MY DEVICE TO 'BASIC' / 'PRO' MODE?

Simply go to 'Settings' in the app, and select your preferred mode. Once selected click 'Save', and your preferred settings will be synced to your device for all future uses. If you ever change your mind, you can always go back to 'Settings' in the app and update your preferences.

TROUBLESHOOTING & MAINTENANCE

20. WHAT DOES IT MEAN WHEN MY DEVICE IS CONTINUOUSLY BLINKING?

If the indicator lights on your device are continuously blinking it could mean that your FAQ™ device is in Bluetooth pairing mode, or that the device needs to be charged. Follow the instructions in the app to sync your device.

21. HOW DO I CHARGE MY FAQ™ DEVICE?

FAQ™ devices are USB-rechargeable, with a 2 hour charge delivering up to 30 minutes of use. The intensity indicator lights under the universal power button flash while the device is charging, to indicate how much battery your device has. When all of the indicator lights are lit, it means your device is fully charged.

22. HOW DO I CLEAN MY FAQ™ DEVICE?

Make sure the device is powered off, then wash the device with soap and water, rinse with warm water and pat dry with a lint-free, non-abrasive cloth or towel. We recommend spraying the device with FAQ™ Silicone Cleaning Spray, and rinsing with warm water afterwards for optimal results. Never use cleaning products containing alcohol, petrol or acetone, as they may irritate the skin and damage the silicone.

THE PRIMER

23. DO I HAVE TO USE FAQ™ P1 WITH MY FAQ™ DEVICE?

Yes, it is essential to use FAQ™ P1 with your FAQ™ 100 Range device, as the primer creates a conductive barrier to safely and effectively transfer EMS-Pro and Power-RF from the device to your skin - allowing the device to work seamlessly, while gliding with ease across the skin. FAQ™ P1 was designed specifically for use with FAQ™ 100 Range devices, and we do not recommend that you use any cosmetics other than FAQ™ P1 with FAQ™ 100 Range devices.

24. IS FAQ™ P1 CRUELTY-FREE?

Yes, FAQ™ P1 is cruelty-free, meaning it was not tested on animals.

25. HOW OFTEN CAN I USE FAQ™ P1?

We recommend applying FAQ™ P1 before any FAQ™ 100 Range facial rejuvenation treatment, or any time your skin needs an extra boost of radiance.

26. DOES FAQ™ P1 CONTAIN ANY HORMONE DISRUPTORS?

No, our clean formula has been developed without hormone disruptors.

27. IS IT POSSIBLE TO RECYCLE THE FAQ™ P1 BOTTLE AFTER USE?

Yes, the FAQ™ P1 bottle is recyclable.

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