

# wish<sup>TM</sup>


Waterproof, home-use  
Multi-application aesthetic device

## Instruction Manual Model A



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**SYNOIA**  
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Ref: 071-02-008133 - I  
Wish model-A June 2011

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**SYNOIA**  
Technologies Ltd



Consult instructions for use

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Your **wish™** is warranted to be free from defect in material and workmanship for a period of one year under normal use after its original purchase date. This warranty extends only to the original retail purchaser and only when purchased from an authorized **wish™** retailer.

If the product should become defective within the warranty period, contact our local distributor for repair or replacement. Synoia Technologies Ltd. reserves the right to replace a defective product with the most comparable product currently available.

**This warranty does not cover products damaged by the following :**

- Accident, misuse, abuse or alteration
- Servicing by unauthorized persons
- Use with unauthorized accessories
- Connecting to incorrect current and voltage
- Any other conditions beyond our control

Synoia Technologies Ltd. shall not be responsible for any incidental, special or consequential damages resulting from the use of this product. All implied warranties including but not limited to implied warranties of fitness and merchantability are limited in duration to one year from date of original purchase.

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## How to use summary

1. Attach the selected **wish™** Technology Head to the Handset
2. Attach the matching Treatment Capsule to the Technology Head
3. Press the ON button and adjust the speed control.
4. Treat. Gently press the Handset with the Treatment Capsule onto the treatment area in circular movements.
5. Repeat. Repeat the treatments as suggested.

Recommended additional products  
When using **wish™** there are additional products that we recommend you use to get the best results.

- Fragrance-free moisturiser.
- Fragrance-free SPF30 sun lotion (if treated area is exposed to sun).
- Tissues and/or a towel.

This is a summary and memory aid and not a replacement for the complete instructions which you need to read fully.

### IMPORTANT!

Consult a doctor or medical professional any other aesthetic procedures that you have undergone might cause any uncertainty regarding potential side effects.

### IMPORTANT!

The **wish™** Handset is designed to be stored in the charger when not in use. It is recommended to charge the device for at least 24 hours before initial use.

### IMPORTANT!

Do not submerge or douse the charger in water!

## Appendix A - Incompatible medications

Do not use **wish™** if you are taking medication for the following conditions.

- Medicines for cancer
- Medicines for heart or blood pressure problems
- Medicines for anxiety, depression and schizophrenia, insomnia and other Mental health conditions
- Medicines for skin conditions such as acne or psoriasis
- Medicines to treat bacterial, fungal or viral infections
- Medicines for pain relief and swelling, including inflammatory and rheumatoid conditions
- Medicines to treat allergies
- Medicines to treat or prevent malaria
- Medicines for epilepsy
- Medicines for stomach problems

Some medicines or products for these conditions may cause photosensitivity. Photosensitivity is a skin reaction that happens when you are exposed to light.

For a full list of incompatible medications please refer to your retailer. This list is arranged by the active ingredient name of the medicine (check the label and leaflet of your medicine to find this).

If you are taking medicines that are not listed on this manual, check the leaflet that comes with them to see if photosensitivity is listed as a side effect (it may be described as a skin rash which worsens when exposed to the sun, or similar phrase).

If you are unsure about using **wish™** please seek medical attention

## 13. FCC Radio frequency interference statement

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 any radio or television reception, which can be determined by turning the equipment off and on, the user can try to correct the interference by one or more of the following measures:

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

Synoa is not responsible for any radio or communication interference caused by this device. Unauthorized changes or modification could void the warranty of this product.

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.

The Handset uses RFID technology to automatically identify the treatment capsule. For this purpose, an RFID module is part of the handset hardware. Tampering with this module will render the handset inoperable and may void Synoa warranties and service contracts.

## 1. Welcome to **wish™**

What can **wish™** do for you

**wish™** is a multi-treatment home-use beauty device. It combines multiple proven technologies in one to deliver the ultimate skin care for consumers.

Safe and easy to use, it only takes a few minutes to complete your treatment.

**wish™** also gives you flexibility; you can use it in the comfort and privacy of your own home, when it's convenient for you.

How does **wish™** work?

**wish™** is a handheld device with interchangeable Technology Heads and matching Treatment Capsules to provide the following treatments:

- Rejuvenation
- Anti-Aging
- Blemish Reduction
- Microdermabrasion

Your **wish™** set includes the following :

- 1 x Handset
- 2 x **wish™** Technology Heads
- 8 x **wish™** Treatment Capsules
- 1 x Handset battery charger
- 1 x Instruction manual

## 2. Get to know **wish™**



## Certification and Compliance

### Classification



Charger-Class II equipment

Handset-internally powered

BlueV light Technology (LT1): class1 LED product

Red light Technology (LT2): class1 LED product



Handset, Technology Heads and Treatment Capsules-Type BF applied part

Degree of protection against ingress of water:

- IPX0-Charger
- IPX7-Handset, Technology Heads and Treatment Capsules

**Safety**  

The CE mark on the Treatment Capsule Packaging refers only to the electronic components in the capsule and not to the cosmetic materials therein.

- IEC 60601-1:1988 A1:1991 + A2:1995
- IEC 60601-1-2:2004
- IEC 60825-1:2007
- IEC 529

CB Scheme

Australia/New Zealand  
AS/NZS 3200-1-0

CSA/Canada  
CAN/CSA C22.2 No. 601.1-M90  
CSA Master Contract number 2427769



### EMC

- |                                   |                  |
|-----------------------------------|------------------|
| • ETSI EN 301 489-3 V1.4.1 (2002) | • IEC 61000-4-4  |
| • ETSI EN 301 489-1 V1.8.1 (2008) | • IEC 61000-4-5  |
| • EN 55022-Class B                | • IEC 61000-4-6  |
| • IEC 61000-3-2                   | • IEC 61000-4-8  |
| • IEC 61000-3-3                   | • IEC 61000-4-11 |
| • IEC 61000-4-2                   |                  |
| • IEC 61000-4-3                   |                  |

**FCC** FCC Part 15-Class B

FCC ID:ZAI-SYN0IAWISHA01

**CAUTION:** In some locations **wish™** could interfere with wireless reception.

## 12. Troubleshooting

The following troubleshooting guide should be used initially to try to solve any problems you may experience with **wish™**. Please contact your local retailer or local customer service support if you are experiencing any other technical difficulties that are not covered in this section.

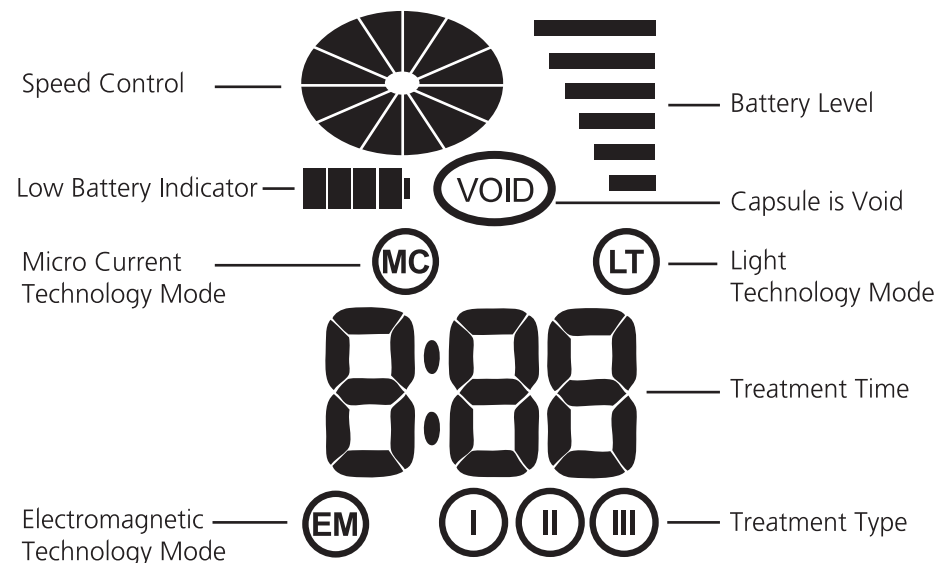
Problem	Possible Causes	Solution
wish™ system cannot be activated	Handset battery is empty	Place the Handset into the charge for 24 hrs
	Battery charger electric plug is not connected to electrical outlet and therefore the battery is not charged	Connect the electric plug to an electrical outlet and allow the battery to be recharged for 24 hrs
	Technology Head is not attached to matching Treatment Capsule	Attach the compatible Treatment Capsule to the matching Technology Head (please review page 9)
Treatment suddenly paused	Accidentally pressed the ON/OFF button	Press ON/OFF button again to resume treatment

## 13. Technical specifications

		Device	Capsule
Operating Conditions	Operating temperature	-20°C to +40°C	0°C to +40°C
	Charging temperature		
	Relative humidity	10 -100 %	10 - 100 %
Storage Conditions	Atmospheric pressure	700hPa to 1060hPa	700hPa to 1060hPa
	Storage temperature	-20°C to +30°C	0°C to +30°C
	Relative humidity	10 -100 %	10 - 100 %
Electrical	Atmospheric pressure	700hPa to 1060hPa	700hPa to 1060hPa
	220V - 240V, 50/60Hz, 8VA		
	100V - 127V, 50/60Hz, 8VA		
Device Shipping Conditions	Transportation temperature	-20°C to +30°C	0°C to +30°C
	Relative humidity	10 – 100%	10 – 100%
	Atmospheric pressure	700hPa to 1060hPa	700hPa to 1060hPa

## 3. LCD control display

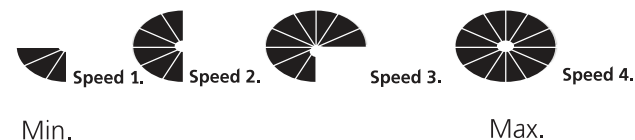
### LCD Display



### Controlling device speed

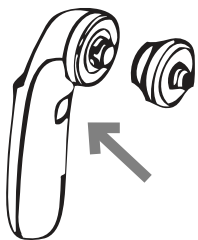
To increase speed level, press the right speed control button ►

To decrease speed level, press the left speed control button ◀



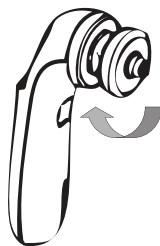
## 4. Operating instructions

1



Attach the technology head to the handset

2



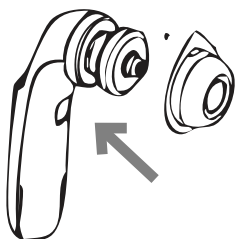
Twist the technology head clockwise until you hear a "click"

3



Open the appropriate Treatment Capsule

4



Attach the treatment capsule to the technology head, and remove the plastic cup from the capsule

5



Press the ON / OFF button once and adjust the speed using the control buttons

6



Gently press the treatment capsule onto the desired treatment area and start making clockwise circular movements

### Electrical warnings

#### Do not

- use if damage is found e.g. cracked case, handset, cracked or badly chipped Technology Heads, broken charger. Internal parts contain energy levels and voltages that are hazardous
- coil the power cable around the power supply charger during storage; this can lead to cable damage and early failure
- pull the power cable tight, bend it through very sharp angles or wrap it around the unit for storage, this may cause cable damage and early cable failure
- use if the power supply charger or the handset become too hot to touch
- apply excessive force to the buttons or display
- dismantle; **wush™** contains no user serviceable parts and internal energy levels and voltages are hazardous
- use a power supply or any other accessory unless they are specifically approved and supplied for use with **wush™**

#### Do

- Keep sharp objects away from the buttons
- Keep away from mouth and eyes
- Disposal of Treatment Capsules should be in accordance with any federal, state or local regulations
- Use of accessories, which are not approved, may be dangerous.
- Check that the voltage rating marked on the rating plate of the **wush™** corresponds to the actual supply voltage.

After completion of treatment, detach the used treatment capsule and dispose. The treatment capsules are designed for one-time use only.



## 11. Warnings and safety information

**wish™** is not suitable for everyone.

Read the following warnings carefully to check if it is suitable for you and always keep these instructions handy for future reference.

### Safety Instructions

**wish™** Handset can only be used with genuine **wish™** interchangeable Technology Heads and **wish™** disposable Treatment Capsules

### When not to use

#### **DO NOT USE:**

- on children or allow children to use this product, it is not a toy.
- if you are under the age of consent in your country
- if you are pregnant
- for at least 24 hours after heavy drinking

### Medical warnings

If you have a medical condition or are taking any of the medicines described below, **wish™** is not suitable for you.

**Do not use** if you have any of the listed conditions:

- heart disease
- pacemaker or internal defibrillator
- metal implants in the treatment area. Dental fillings or implants are not a concern
- skin cancer or a history of skin cancer – premalignant moles
- impaired immune system
- any active skin condition in the treatment area – e.g. cold sores, psoriasis, eczema or rash

- herpes Simplex – any condition stimulated by heat

- history of keloid scarring, abnormal healing of a wound or very fragile skin

- diabetes – diabetics are more prone to skin ulceration, poor skin healing and dry sensitive skin

- kidney disease – there is increased likelihood of skin bruising and medication is likely to be contraindicated

- any surgical procedures such as laser resurfacing or deep chemical peeling with the treatment area within the last 3 months or in the process of healing from such procedures

- any permanent dermal fillers within the treatment area. If you have temporary dermal fillers in the treatment area, please consult your doctor before starting treatment

- current use of medications, herbal preparations, vitamins or food supplements that cause your skin to become fragile or very dry

This is not an exhaustive list, if in doubt, please seek medical attention.

If you have a medical condition or you are taking medicines and are unsure about using **wish™**, seek medical attention.

Once the matching Technology Head and Treatment Capsules are attached to the fully charged Handset, you can begin your **wish™** treatment. Press on the ON / OFF button to activate the device and immediately, vibrations will be emitted and a humming sound will be heard. The clock on the LCD display will start to count down on the treatment time.

NOTE: Light will be emitted for the BlueV ( Blemish Reduction) and Red Light ( Rejuvenation) treatments.

NOTE: Wish is waterproof, and is designed to be used in the shower. However, using the device submerged in water or directly under running water may reduce the effect of the treatment.

Gently press the Treatment Capsule onto the skin and you will feel the vibrations. Start by making circular movements clockwise.

### PAUSE option

**1. Pause** - the Handset can be paused during treatment by pressing the ON/ OFF button, the remaining treatment sequence will be saved in device memory.

**2. Resume** - the Handset can be reactivated by pressing the ON/ OFF button and the device will automatically resume the treatment with the remaining sequence.

### Treatment Completion

**1. Alert** - a beep will be heard after half of the treatment session is completed.

**2. Completion** - a second and final beep will be heard when the treatment session is completed. The clock display will reset to 0.

### **IMPORTANT!**

Be sure to return the Handset to the charger after each use, The Wish System is specifically designed to be stored in the charger for extended periods of time without harming the battery

## 5. Frequency of use

### Rejuvenation Treatment

- Up to twice a week

### Anti Aging Treatment

- Up to twice a week

### Blemish Reduction (BlueV)

- For optimal results, use the BlueV in combination with the Rejuvenation technology
- Daily application of the BlueV and Rejuvenation treatment for 10 days: twice a day, morning and night
- Begin your treatment cycle with the Rejuvenation Technology Head & the Calmink Milk Capsule  
After 12 Hours use the BlueV Technology Head with the Calming Milk Capsule
- Once you have noticed an improvement in skin blemish, follow up treatments should be applied up to twice a week according to your skin condition and necessity.

### Microdermabrasion

- Up to twice a week

## 6. Getting ready for a treatment

The handset charger should be connected to a power outlet for at least 24 hours to fully charge the handset prior to initial use.

Be sure that the handset is fully charged and ready to use.

### Setting up **wish**<sup>™</sup>

**wish**<sup>™</sup> consists of four parts;  
handset charger, handset, technology head and treatment capsule.

Each time you use **wish**<sup>™</sup>, please inspect all parts for damage. If damage is found it should not be used.

Place the charger on a firm, flat surface.

### Preparations

1. Read - this instruction manual thoroughly
2. Prepare - the treatment area - remove all jewelry on or near the treatment area, for example - earrings, necklaces etc.
3. Clean - the treatment area - remove all make up and be certain that your skin is clean and dry.

## 10. Possible adverse reactions

Some people will experience slight discomfort ( heat or redness of the skin) when using **wish**<sup>™</sup> - this is normal. You may feel heat and a slight itch during the Rejuvenation (LED Red light) or Blemish Reduction (LED Blue light) treatments, possibly followed by localized redness in the skin. This feeling ceases at the end of the treatment. Cool the affected area with pure aloe vera gel. Or slight tingling during the Anti-aging treatment (micro-current). This type of reaction usually disappears within 24 hours and is not a side effect that needs any special action. Apply fragrance free moisturizer and wear SPF30 sun lotion as a daily regimen. Adverse reactions are usually immediate or appear within 24 hours. In rare cases they may take up to 72 hours to appear.

### Adverse reactions and what to do if you get them

Effect	What to do if you get them
Strong pain in the area being treated	Stop treatment immediately, cool the affected area with cooling gel packs and apply Biafine emulsion or other known over the counter emulsions used for skin calming. Seek medical attention.
Itching of the treated area	Cool the skin with cooling gel packs and apply Biafine emulsion or other known over the counter emulsions used for skin calming. If itching continues past the first 24 hours, seek medical attention.
Strong pain in the area being treated	Cool the affected area with cooling gel packs, apply Biafine emulsion or other known over the counter emulsions used for skin calming. If there is no improvement after a further 24 hours, seek medical attention.
Blistering or burning of the skin	Stop the treatment immediately, cool the area with cooling gel packs. Apply Biafine emulsion or other known over the counter emulsions used for skin calming. Seek immediate medical attention.
Swelling and/or bruising	Stop the treatment immediately, cool the area with cooling gel packs. Apply Biafine emulsion or other known over the counter emulsions used for skin calming. Protect from sunlight for two weeks. If swelling continues after 48 hours, seek medical attention.
Changes to the pigmentation (colour) of the skin in the area treated	Stop treatment immediately and seek medical attention. Moisturise with fragrance-free moisturiser and avoid exposure to sunlight. Wear SPF30 sun lotion. Your skin pigment should return to normal in time.

## 8. Aftercare

After treatment, your skin should feel different and refreshed. We recommend to leave the nourishing serums on the treated area for at least 20 minutes so that the skin can further absorb the serum essence. Afterwards, simply wash or wipe off the excess serum with warm water or moist cloth.

Avoid exposing the treated area to the sun for at least 24 hours after the treatment. Protect the treated areas exposed to the sun with SPF 30 sun lotion throughout the course of treatment and for two weeks after your last treatment.

### DO NOT:

\* Sunbathe, or use a Tanning Bed or fake tan during treatment and for at least two weeks after the last treatment.

\* Use bleaching creams or perfumed products for at least 24 hours after treatment. The above may cause irritation in the treated areas

## 9. Cleaning **wish™**

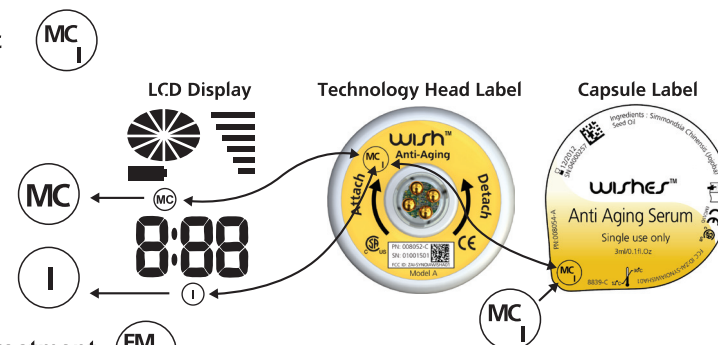
Detach the Technology Head from the Handset and clean both parts under running water. Pat dry the cleaned parts with a clean and dry cloth.

Place the Handset into the charger after use.

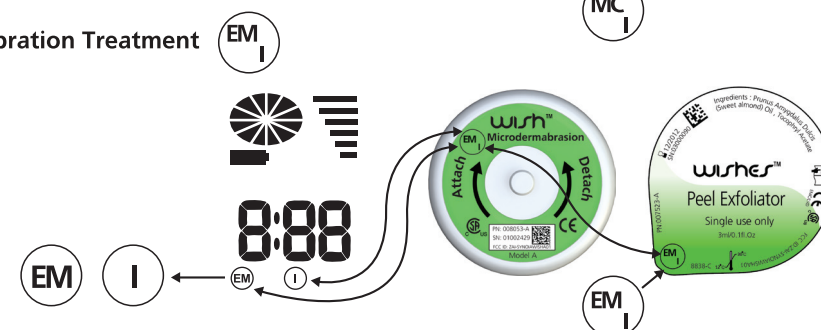
## 6. Getting ready for a treatment

Use the **wish™** Technology Head and matching **wish™** Treatment Capsule for the desired treatment.

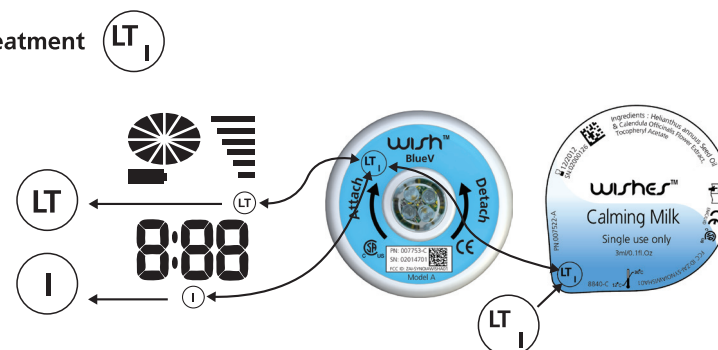
### Anti-Aging Treatment



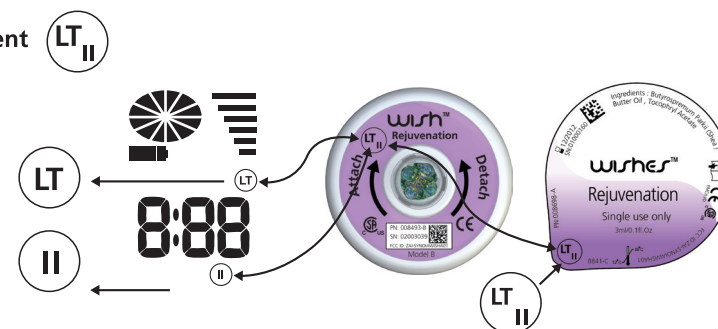
### Microdermabrasion Treatment



### Blemish Reduction Treatment



### Rejuvenation Treatment



## 7. **wish™** Treatments

### Rejuvenation Treatment

Collagen and Elastin breakdown are the main factors in aging skin. The body naturally reduces the production of collagen as we age from 30s onwards.

With the reduced levels of collagen, the skin becomes less supple and elastic. This results in enlarged pores, and an increase in fine lines, wrinkles.

To reverse the effects of aging skin, Red Light or LED technology is widely accepted to be the principle treatment methodology. Non-invasive and pain free, Red Light technology does not injure the skin or lead to any scarring and is therefore safe for home use purposes.

Red Light can stimulate fibroblast cells in skin to produce collagen and elastin. With increased production of collagen and elastin, the skin regains a more supple and youth appearance.

**wish™** Rejuvenation series: **LT<sub>II</sub>**



Technology Head



Treatment Capsule

### Anti Aging Treatment

Micro-Current technology is the application of gentle electrical stimulation to trigger the body's natural skin enhancement chemicals at a cellular level. Micro-current facelift can improve on the overall muscle tone and skin elasticity which is widely considered to be noninvasive, safe and effective.

**wish™** Anti Aging series: **MC<sub>I</sub>**



Technology Head



Treatment Capsule

### Blemish Reduction (BlueV)

LED Blue Light Technology (BlueV) can reduce the activity of P. acne bacteria in the skin. This noninvasive treatment is safe and effective for all ages and genders.

In combination with the natural ingredients of the Calming Milk capsule, it also reduces skin inflammation and therefore restores overall skin health.

**wish™** Blemish Reduction series: **LT<sub>I</sub>**



Technology Head



Treatment Capsule

### Microdermabrasion

Microdermabrasion is a cosmetic procedure to remove the dead outermost layers of the skin, enhancing cell turnover.

As the surface skin cell turnover is enhanced, the skin will have a visibly fresher and healthier outlook.

**wish™** Microdermabrasion treatment can be used prior to other **wish™** series treatments to

**wish™** Microdermabrasion series: **EM<sub>I</sub>**



Technology Head



Treatment Capsule