

 ageLOC®

LumiSpa® iO

SYSTEM

Input smart skincare

Output radiant, healthy-looking skin



Frequently Asked Questions

1. WHO IS AGELOC LUMISPA IO SYSTEM SUITABLE FOR?

ageLOC LumiSpa iO System is suitable for any skin-conscious adult seeking ways to minimise the appearance of the visible signs of skin ageing or to maintain and promote healthy looking skin.

2. CAN WOMEN WHO ARE PREGNANT USE AGELOC LUMISPA IO SYSTEM?

While ageLOC LumiSpa iO System is safe to be used by the general population under normal and reasonable foreseeable conditions of use, the System doesn't target specifically pregnant women. In case pregnant women would like to use the ageLOC LumiSpa iO System or have questions, they should consult a doctor for advice.

3. CAN TEENAGERS USE THE AGELOC LUMISPA IO SYSTEM?

The ageLOC LumiSpa iO System is designed for any skin-conscious adult seeking ways to minimise the appearance of the visible signs of skin ageing or to maintain and promote healthy-looking skin. Teenagers above 16 years can use the device if they have been given supervision or instructions concerning the use of the device in a safe way and they understand the hazards involved.

4. CAN I USE AGELOC LUMISPA IO SYSTEM IF I HAVE MEDICAL CONDITIONS SUCH AS ECZEMA, PSORIASIS, ROSACEA, ETC.?

The ageLOC LumiSpa iO System is only for use on healthy, intact skin. If you have any medical skin condition or concerns or if you are uncertain or aware of a medical skin condition, check with your physician before using the ageLOC LumiSpa iO System.

5. CAN I USE THE AGELOC LUMISPA IO SYSTEM IF I HAVE SCARS ON MY FACE?

The ageLOC LumiSpa iO System should not be used over an inflamed or open wound. If you have any medical skin condition check with your physician before using the ageLOC LumiSpa iO System. Please note that the ageLOC LumiSpa iO System is not intended to improve the appearance of scars.

6. IS IT SAFE TO USE AGELOC LUMISPA IO SYSTEM ON BLEMISH-PRONE SKIN, BIRTHMARKS OR WARTS?

The ageLOC LumiSpa iO System can be used on blemish-prone skin and skin with birthmarks and warts, on the condition that the skin is healthy and intact. If you are uncertain or aware of a medical skin condition, please check with your physician before using the ageLOC LumiSpa iO System.

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7. IS AGELOC LUMISPA IO SYSTEM SAFE TO BE USED ON SKIN THAT HAS HAD BOTOX AND/OR FILLERS?

The studies performed on the ageLOC LumiSpa iO System have not investigated the use on skin that has had Botox and/or fillers. If you are uncertain or aware of any medical skin condition, we recommend checking with your physician before using the ageLOC LumiSpa iO System.

8. IS IT SAFE FOR PEOPLE WITH HISTAMINE INTOLERANCE TO USE AGELOC LUMISPA IO SYSTEM?

The ingredients lists reflect all the ingredients present in the ageLOC LumiSpa Activating Cleansers, including substances that are known for their allergic potential. This information should allow the customer to know if he/she can use the product. Before using the System as directed, the customer can perform a patch test on a small area of skin. If redness or irritation occurs, they should discontinue use immediately.

9. CAN AGELOC LUMISPA IO SYSTEM BE USED BY SOMEONE WITH A PACEMAKER?

We recommend that if you have a pacemaker that you check with your doctor before using the ageLOC LumiSpa iO System.

10. CAN AGELOC LUMISPA IO SYSTEM BE USED BY SOMEONE WITH EPILEPSY?

We recommend that if you suffer from epilepsy that you check with your doctor before using the ageLOC LumiSpa iO System.

11. CAN MEN WITH A BEARD USE AGELOC LUMISPA IO SYSTEM?

Yes, men can of course use ageLOC LumiSpa iO System. The proprietary Two-Sense Motion is designed in such a way as to ensure that the silicone head does not tug at beards.

12. HOW OFTEN SHOULD I USE AGELOC LUMISPA IO SYSTEM?

ageLOC LumiSpa iO System is a twice-daily skin care System and should be used in your in morning and evening skin care regimen.

13. HOW LONG DO I USE AGELOC LUMISPA IO SYSTEM?

As part of your daily regimen, use ageLOC LumiSpa iO System for 2 minutes (30 seconds on each of the four areas of your face - the 30 seconds counter is indicated by 4 curved lines at the back of the head of the device) morning and night. With Nu Skin Vera connectivity features, it is possible to adjust the zone and duration of your skin care routine. However to achieve the LumiSpa iO System skin benefits, Nu Skin always recommends to use LumiSpa iO System for 2 min, twice a day.

14. HOW LONG DOES AGELOC LUMISPA IO SYSTEM LAST AFTER FULL CHARGE?

ageLOC LumiSpa iO System was designed to last 7 to 10 days between charges when used as recommended.

15. IS AGELOC LUMISPA IO DEVICE SUFFICIENTLY ISOLATED TO PROTECT FROM EVENTUAL ELECTROCUTION WHEN USED UNDER SHOWER OR WITH WET HANDS?

The ageLOC LumiSpa iO device has been tested and is safe for use in the shower or wet environment and in contact with wet hands.

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16. WHAT IS THE LIFESPAN OF THE AGELOC LUMISPA IO DEVICE'S RUBBER HANDLE?

The grip of the handle has been built to stay intact throughout the life of the device when used as recommended. Essential oils and harsh cleansing agents may impact this area of the device.

17. IS IT BEST TO RECHARGE MY AGELOC LUMISPA IO DEVICE AFTER EVERY USE OR SHOULD I WAIT UNTIL THE BATTERY IS LOW?

For optimal battery life, we recommend charging your device whenever the battery is low. We also recommend avoiding leaving the device unused for months at a time.

18. DO I NEED TO PLUG AGELOC LUMISPA IO DEVICE OUT FROM THE MAGNETIC CHARGER AFTER RECHARGING?

It is recommended to unplug the ageLOC LumiSpa iO device when the battery is fully charged.

19. CAN I KEEP AGELOC LUMISPA IO DEVICE ATTACHED TO THE MAGNETIC CHARGER ON AN EVERYDAY BASIS?

For optimal battery life and to extend the battery life-cycle, we recommend only charging the device when the battery is low.

20. WHAT IS THE WARRANTY ON THE AGELOC LUMISPA IO DEVICE?

Minimum two-year warranty on the ageLOC LumiSpa iO device. Any commercial warranty does not affect your legal rights as a consumer for non-conformity of the product as provided by local law. Please contact your local market representative for warranty information for your area.

21. CAN THE CONNECTIVITY OF THE AGELOC LUMISPA IO BE HARMFUL TO MY BRAIN OR BODY?

Connectivity features included in ageLOC LumiSpa iO emit low-frequency waves that are not harmful to humans. Those do not pose any health risks to the brain or body.

22. CAN I USE LUMISPA SILICONE HEADS AND LUMISPA ACCENT HEADS WITH MY LUMISPA IO?

No, the LumiSpa Silicone Heads and the LumiSpa Accent Heads are not compatible with LumiSpa iO. Only the LumiSpa iO Silicone Heads and the LumiSpa iO Accent Heads are compatible with LumiSpa iO.

23. CAN I USE THE LUMISPA IO SILICONE HEADS AND LUMISPA IO ACCENT HEADS WITH MY OLD LUMISPA DEVICE (THAT DOESN'T WORK WITH THE VERA APP?)

No, the accessories designed to work with ageLOC LumiSpa iO are not compatible with your current LumiSpa device.

24. I BOUGHT AN AGELOC LUMISPA IN THE PAST. IF IT IS DAMAGED DURING THE WARRANTY PERIOD AND NEEDS TO BE REPLACED, WOULD I RECEIVE THE UPGRADED LUMISPA IO VERSION AS REPLACEMENT?

No, if you don't have a LumiSpa iO and you are eligible for a replacement of your current LumiSpa device, you will NOT get the LumiSpa iO as replacement for your old LumiSpa device. You will receive the same LumiSpa device you originally purchased as replacement.

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Clinical studies conducted on ageLOC LumiSpa System. The results and efficacy can be extrapolated to ageLOC LumiSpa iO System.