

ageLOC Galvanic Spa Frequently Asked Questions

How does the ageLOC Galvanic Spa work?

The ageLOC Galvanic Spa uses self-adjusting galvanic currents and interchangeable conductors that work synergistically with Nu Skin's specially formulated treatment products to facilitate the transport of key ingredients to the skin.

What is the functional difference between the Pre-Treatment and Treatment Facial Gels?

During the pre-treat cycle, the ageLOC Galvanic Spa and the Pre-Treat Gel are negatively charged. These negative charges repel each other, delivering the Pre-Treat Gel to the skin. The Pre-Treat Gel binds to impurities in the skin.

During the treatment cycle, the ageLOC Galvanic Spa and the Treatment Gel are positively charged. These positive charges repel each other helping to deliver beneficial ingredients to the skin, including the exclusive ageLOC ingredient blend. The positively charged instrument attracts the remaining negatively charged impurities from the pre-treat cycle, drawing them out of the skin.

What are the ingredient differences between the Pre-Treatment and Treatment Facial Gels?

Pre-Treat Gel contains marigold, sea kelp, and vanilla extracts to soothe and condition the skin, and cocoyl glutamate to cleanse and purify the skin.

Treatment Gel contains the proprietary ageLOC blend to target the sources of aging, arginine to help the skin recover from stress, and magnesium to promote cellular energy, leaving the skin invigorated and revitalized.

Do you see better results with the ageLOC Galvanic Spa if you use it more often or for longer than recommended?

No. You should use the Galvanic Spa as recommended. Nu Skin has not studied the efficacy of using the ageLOC Galvanic Spa longer than recommended. Adhering to the proper use recommendations as suggested in the instructions will provide the benefits listed for each ageLOC Galvanic Spa product. In fact clinical research reveals that treatments at the recommended duration with a galvanic instrument may enhance the delivery of key ingredients for up to 24 hours.

What is the usage order for someone using the ageLOC Galvanic Spa, ageLOC Transformation (or other Nu Skin system), and treatment products?

Step 1: Cleanse

- ageLOC Gentle Cleanse & Tone

Step 2: Tone

Step 3: Spa

- ageLOC Galvanic Spa with Facial Gels

Step 4: Treat

- ageLOC Galvanic Spa with Tru Face Line Corrector
- ageLOC Future Serum
- Any other treatment products
- Tru Face Essence Ultra

Step 5: Moisturize

- ageLOC Radiant Day – AM
- ageLOC Transforming Night – PM

Can I use part of one gel for one application and then use the rest a few days later?

The facial gels are packaged in individually metered dosages. Using a full vial as directed will ensure that each application provides the most beneficial amount of key ingredients and allows for optimal conductivity for the galvanic current. We recommend that the facial gels be used in one sitting and not be saved for later use.

While using the Spa, can I use other Nu Skin products before or after?

Yes, the ageLOC Galvanic Spa is designed for use in addition to your usual skin care regimen. Simply use any Nu Skin cleanser and toner before the Spa, and then proceed with your usual Nu Skin, skin care regimen.

How is the ageLOC Galvanic Spa different from competitors?

The ageLOC Galvanic Spa has several differentiating features, including:

- Patented self-adjusting currents
- Patented interchangeable heads
- Patented ageLOC head design
- An affordable alternate to spa treatments
- Enhanced deliver of key ingredients
- Smart Programming

Can I use the ageLOC Galvanic Spa with other Nu Skin products?

Only the Nu Skin products that are specifically formulated to carry a charge can be used with the ageLOC Galvanic Spa. Those products are: Pre-Treat and Treatment Facial Gels, Tru Face Line Corrector, Glavanic Spa Body Shaping Gel, and Nutriol Hair Fitness Treatment.

What metal is used in the ageLOC Galvanic Spa?

The conductors are made of chrome and copper. The materials for the conductor are ABS with electroplated chrome. (ABS stands for Acrylonitrile Butadiene Styrene).

Why is there a warning saying, “Check with your physician before using the ageLOC Galvanic Spa if you are pregnant, have a pacemaker or similar device, are epileptic, wear metal braces on your teeth, or have a metal implant”?

While the ageLOC Galvanic Spa is very safe and gentle, clinical studies have not been performed to prove safety of use for the individuals mentioned. Nu skin provides this warning to be in compliance with regulations for electronic devices.

How do I change the conductor attachments?

Hold the instrument with the chrome activation panel facing you. Place your thumb on the release button and press firmly. With your free hand, grasp the conductor on the sides and gently pull the conductor off the instrument. Do not pinch or hold the middle of the conductor as this could permanently damage the instrument release mechanism.

Hold the instrument with the display side up, and the conductor with the positioning indicator (small etch) facing you. Press firmly to snap the conductor into place. If the conductor fails to attach, make certain the conductor is positioned correctly. Do not force the conductor—this could damage both the instrument and the conductor. The instrument will not work unless the conductor is attached correctly.

What are the differences between all four Spa treatments?

Pre-Treat and Treatment Facial Gels work with the ageLOC Face Conductor and instrument to draw out dulling debris and allow pores to breathe. They also deliver other beneficial nutrients to the skin, including the exclusive ageLOC ingredient blend.

Tru Face Line Corrector works with the Spot Treatment Conductor helping to enhance the delivery of pro-collagen peptides that send age reversing signals to collagen producing cells.

Body Shaping Gel works together with the Body Conductor by targeting pockets of fat and toxins; minimizing and smoothing the appearance of cellulite for a firmer, more toned body.

Nutriol Hair Fitness Treatment works with the Scalp Conductor to facilitate the transport of key ingredients into the scalp, promoting healthy and abundant looking hair.

How soon can I expect to see a difference in my skin using the ageLOC Galvanic Spa?

Most individuals see and feel a difference immediately after using the ageLOC Galvanic Spa and Facial Gels, however, best results will start to be seen after one month of consistent use. Based on clinical studies, participants were able to see results with the Spa and Tru Face Line Corrector and Body Shaping Gel within two and four weeks respectively. Many people notice healthier, shinier hair within one week of using Nutriol Hair Fitness Treatment and the Spa. Results with each of the Galvanic Spa products become more visible as you continue using the products as directed.

Can people with acne use the ageLOC Galvanic Spa and Facial Gels?

The ageLOC Galvanic Spa and Facial Gels are great for any skin type. They should not cause additional problems for individuals with acne, but are not designed to help treat this condition. Additionally, the Spa should not be used over an area with many broken capillaries or over an inflamed or open wound.

How often should I use the ageLOC Galvanic Spa and Facial Gels?

The recommended usage for the ageLOC Galvanic Spa and Facial Gels is two to three times a week.

What are the best techniques to use with the ageLOC Galvanic Spa?

Please refer to the ageLOC Galvanic Spa Instructional DVD. This DVD was created to provide you with detailed instructions on techniques and usage of the Spa.

I don't feel anything when I use the Spa. Am I doing something wrong?

During the galvanic treatment, most people will not feel anything. The specially formulated gels help conduct the galvanic current and ensure that it is delivered to the skin without discomfort. The instrument will beep every 10 seconds to indicate the unit is on and working. The backlight will remain lit while the instrument is on, both during treatment selection and during treatment. If you lose contact with your skin during treatment, the backlight will blink on and off until you resume contact.

Why does the Spa instrument beep?

When you begin a treatment, you will hear one, two or three beeps as the instrument automatically sets the current level for your skin type. You will also hear beeps at the 10-second intervals during your treatment letting the user know it is still on. In addition, you will hear one long beep followed by two shorter beeps indicating your treatment is complete.

What's the difference between the one, two or three beeps as the instrument automatically adjusts to your skin?

When the ageLOC Galvanic Spa is touched to your skin it sends a controlled level of current out, and times how long it takes for the current to return to the instrument. It then sets to the optimal current level for your skin ensuring you get a customized galvanic experience. **How long will the batteries last?**

In house testing showed that batteries in the ageLOC Galvanic Spa lasted several months with normal usage.

What is the benefit of having a grooved Facial Conductor?

The grooves on the patented ageLOC Facial Conductor create an area that captures more ageLOC product between the conductor and the skin. With additional product in this critical location, the delivery of key ageLOC ingredients to the skin is enhanced. As the ageLOC Facial Conductor is moved around the skin, fresh product is captured and moved in the critical area directly between the skin and conductor. This helps maintain a more consistent concentration of ageLOC actives on the skin.

I'm not sure my Spa is working properly?

- Are the batteries charged and sitting in the Spa properly?
 - Be sure that fresh batteries are in the unit, and that the ends of the batteries are facing in the right direction.
- Is all plastic film removed from the chrome on the Spa?
 - The Galvanic is shipped with a protective plastic coating that must be peeled from the chrome section and LCD screen. Make sure it is removed for the unit to work properly.
- Has the gray selection button below the LCD panel been pressed?
 - Press the selection button once to turn on the Spa. The treatment number appears in the middle of the display and treatment time appears below the treatment number. The selection button acts as a scroll button: each subsequent push will proceed to the next treatment option. In order for a treatment to be "locked in" or selected, simply press the conductor against your face, scalp or body for the current level to self adjust. The Spa will beep once, twice, or three times, indicating that it has self-adjusted to your skin.
- Is the Spa being held correctly?
 - Your fingers must be touching the chrome activation panel on the back of the Spa while the top of the conductor makes contact with the area to be treated. Use all four fingers to cover the chrome panel, with the tips of your fingers pointing towards the top of the conductor. All contact points should be adequately moistened to facilitate establishing and maintaining a circuit.
- Is the Spa being held with adequately moistened hands?
 - Some individuals try to use the Galvanic with very dry hands, and have difficulty getting it to analyze their skin. Dry hands do not sufficiently conduct the galvanic current, which can prevent the instrument from analyzing. The hand that holds the spa must be adequately moistened with NaPCA Moisture Mist, to allow the current to flow properly.

- I have moistened my hand with NaPCA Moisture Mist and I am still having difficulty getting the Spa to analyze the skin?
 - The ageLOC Galvanic Facial Gels help facilitate the current flow from the Spa, and the transport of ingredients to the skin. After applying the facial gels to your skin, leave any excess gels on the hands, and then analyze the skin with the Spa. Because the facial gels are designed to help conduct galvanic current, they may also help the Spa analyze the skin.

- Is the Spa unit being held in place for a moment to allow it to analyze the skin?
 - After pressing the gray selection button, press the instrument to the skin. Allow it to analyze. You will know that it has analyzed the skin when one, two, or three beeps are heard. This may take 5-10 seconds, and should not take more than 30 seconds unless handled incorrectly.

- Do you think it is not working because you do not feel anything?
 - During the Galvanic Treatment, many people will not feel anything. The specially formulated gels ensure that the current goes into the skin without any discomfort. The Spa will beep every 10 seconds to indicate it is on and working.

- What can distributors do to help increase conductivity or ensure the circuit is closed?
 - The Nu Skin Galvanic Spa provides a direct current which requires a closed circuit in order for the instrument to work. Ample moisture facilitates the establishment of this circuit. Nu Skin recommends the contact points be saturated with moisture (preferably NaPCA Moisture Mist) to optimize the current flow. Additionally, the smaller the circuit the less electrical resistance and, therefore, increased conductivity. Making small modifications to keep the circuit tight will also help with conductivity, such as using the right hand to treat the right leg with Body Shaping Gel, etc.

Does the ageLOC Galvanic Spa have a warranty?

Nu Skin guarantees the ageLOC Galvanic 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.

What is the strength of the currents in the ageLOC Galvanic Spa?

The ageLOC Galvanic Spa provides extremely low levels of direct current. Low level currents in conjunction with the specially formulated ageLOC Galvanic Facial gels are shown to provide great visual results while not requiring licensed estheticians or large machinery. The maximum direct current

provided by the Galvanic Spa II instrument is two and a half times lower than a current needed to produce only a slight sensation.

Do I need to use Dermatic Effects in addition to Galvanic Body Shaping Gel?

Use Dermatic Effects Body Contouring Lotion daily to extend results between your ageLOC Galvanic Spa Body Shaping Gel Treatments.

Do I need to use Nutriol Shampoo in addition to Nutriol Hair Fitness Treatment?

Nutriol Shampoo contains the active ingredient Tricalgoxyl and works to help hair look and feel more abundant between galvanic treatments. Clinical studies have shown optimal nutrition to the hair and scalp is beneficial—thus promoting the appearance and feel of thicker, fuller hair.

Is it safe to use the ageLOC Galvanic Spa if I have received Botox injections, collagen injections, silicon injections or other similar treatments?

Nu Skin has not studied the effects of the ageLOC Galvanic Spa with Botox injections, collagen injections, silicon injections, etc. These are all medical procedures and therefore fall outside of the cosmetic realm in which we conduct our business. Individuals with concerns should contact their Health Care Provider to discuss their concerns of combining their treatment with galvanic currents.

Does a Galvanic Treatment help heal or reduce bruising?

A bruise manifests itself when capillaries are damaged and allow blood to seep into the surrounding tissue. It is not recommended to use the Galvanic Spa over broken capillaries. For this reason we would not recommend using the Spa on a bruise.