

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 Activating 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, ageLOC LumiSpa gently—yet deeply—cleanses away dirt, oil, makeup, and toxins through its proprietary oscillation, 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?

You can select your ageLOC LumiSpa treatment head based on your skin type and treatment needs. The Normal treatment head removes impurities and purifies skin, delivering a gentle experience ideal for sensitive, dry, and normal to combination skin. The Firm treatment head exfoliates skin for a deeper cleanse, ideal for oily skin.

6. 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.

7. ARE THERE ANY PATENTS ON ageLOC LUMISPA?

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

8. 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.

9. CAN I USE ageLOC LUMISPA IF I USE ageLOC GALVANIC SPA?

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

10. HOW IS ageLOC LUMISPA DIFFERENT FROM ageLOC GALVANIC SPA?

ageLOC LumiSpa provides twice daily treatment and cleansing benefits and should be used as part of your regular skin care routine, whereas ageLOC Galvanic Spa is a specialized treatment that can be used up to three times per week. ageLOC LumiSpa and ageLOC Galvanic Spa delivers complementary anti-aging benefits: ageLOC LumiSpa treats and cleanses skin for a smoother, softer, more radiant appearance while ageLOC Galvanic Spa conditions, revives, and hydrates the skin.

11. CAN I USE ageLOC LUMISPA ON MY BODY?

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

12. WHAT ARE THE MAIN DIFFERENTIATORS OF ageLOC LUMISPA?

There are three key differentiators of ageLOC LumiSpa:

1. Unlike cleansing devices currently in 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 patented 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, time-saving device that delivers a superior skin-perfecting treatment and deep cleansing benefits simultaneously.

13. 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 evening.

14. CAN PREGNANT WOMEN 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.

15. 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. Please note that the charging base is not waterproof and it should not come into contact with water.

16. 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.

17. HOW LONG DOES ageLOC LUMISPA LAST AFTER A FULL CHARGE?

ageLOC LumiSpa is developed to last for appropriately a week between charges with regular use.

18. WHAT IS THE WARRANTY ON THE ageLOC LUMISPA DEVICE?

Nu Skin guarantees the ageLOC LumiSpa device to be free from defects in materials and workmanship for a period of one year from the original date of consumer purchase. This warranty does not cover damage to the product as a result of intentional misuse or accident. If the product becomes defective within the one-year warranty period, please bring your device to Nu Skin Singapore walk-in centre for trouble-shooting or replacement.

CLEANSERS

19. HOW DO I KNOW WHICH ageLOC LUMISPA ACTIVATING CLEANSER IS RIGHT FOR ME?

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

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

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

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

21. HOW LONG SHOULD THE ageLOC LUMISPA ACTIVATING CLEANSER LAST?

Each Activating Cleanser should last 30 days, based on twice daily usage.

22. DO I NEED TO USE THE ageLOC LUMISPA ACTIVATING CLEANSERS WITH ageLOC LUMISPA, OR CAN I USE OTHER TREATMENT FORMULAS OR CLEANSERS WITH IT?

ageLOC LumiSpa Activating 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 ageLOC LumiSpa's proprietary 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.

23. CAN ageLOC LUMISPA TREAT ACNE?

ageLOC LumiSpa is not designed to treat acne. The system is 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.

24. HOW DOES ageLOC LUMISPA WORK WITH THE ACTIVATING CLEANSERS?

The Activating Cleansers are developed specifically for use with ageLOC LumiSpa. They are 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 purifying to promote healthy, youthful looking skin.

25. CAN I USE THE ACTIVATING CLEANSERS WITHOUT ageLOC LUMISPA?

The Activating 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 Activating Cleansers with ageLOC LumiSpa.

26. 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.

27. DO I NEED TO REMOVE MY MAKEUP BEFORE USING AGELOC LUMISPA?

ageLOC LumiSpa conveniently and effectively cleanses away makeup, so you do not need to remove makeup before using LumiSpa. However, to remove heavy makeup, you might want to consider using a makeup remover in addition to your LumiSpa. LumiSpa should not be used on the eyes, so you should use a separate eye makeup remover to remove makeup on and around the eyes.