



## Frequently Asked Questions

 ageLOC®  
GALVANIC SPA



# Table of Contents

A. General Questions .....	5
1. How does the ageLOC Galvanic Spa work? .....	5
2. Can I use the ageLOC Galvanic Spa with other Nu Skin products?.....	5
3. What is the difference between the previous device and the new ageLOC Galvanic Spa? .....	5
4. What does the ageLOC Galvanic Spa box contain? Does it include the Galvanic Spa gels?.....	6
5. Do all Nu Skin products carry a positive or negative charge?.....	6
6. What is the difference between ageLOC Galvanic Spa and ageLOC LumiSpa?.....	6
7. Are there any clinical studies made on ageLOC Galvanic Spa Facial Gels?.....	6
8. Are there any clinical studies made for the Tru Face Line Corrector?.....	8
9. Are there any clinical studies made for the ageLOC Body Shaping Gel? .....	8
10. Are there any clinical studies made for the ageLOC Nutriol Intensive Scalp & Hair Serum?.....	9
11. How long will the ageLOC Galvanic Spa device last? .....	10
B. Application.....	11
1. What are the differences between all four ageLOC Galvanic Spa applications? .....	11
2. What is the difference between the Galvanic Spa Pre-Treat Gel and Treatment Gel? .....	12
3. How does the ageLOC Galvanic Spa work with the ageLOC Galvanic Spa Facial Gels? .....	12
4. How often should I use the ageLOC Galvanic Spa Facial Gels? .....	13
5. Why are there grooves on the ageLOC Face Conductor?.....	13
6. What does Dermatic Effects do? .....	13
7. How often should you use the Tru Face Line Corrector?.....	13
C. Usage.....	14
1. When should I use the different ageLOC Galvanic Spa applications in my skincare routine? .....	14
2. Do you achieve better results with the ageLOC Galvanic Spa if you spend more time with each application? .....	14
3. I don't feel anything when I use the ageLOC Galvanic Spa, am I doing something wrong?.....	14
4. Is it normal to feel a tingling sensation?.....	14
5. Why do I need to place a hand on the body of the person who gets the galvanic application? .....	15
6. What is the best technique when using the ageLOC Galvanic Spa? .....	15
7. How firmly should I press with ageLOC Galvanic Spa?.....	15
9. Do I need to remove the remaining ageLOC Galvanic Spa Facial Gels after the application? .....	16
10. Can the ageLOC Galvanic Spa be used without ageLOC Galvanic Spa Facial Gels?.....	16
11. Does the ageLOC Galvanic Spa Facial Gels help with breakouts?.....	16

12.	Where can I find Official Tutorial videos?.....	16
D.	Results.....	17
1.	What are the benefits of the ageLOC Galvanic Spa?.....	17
2.	How soon can I expect to see a difference in my skin with the ageLOC Galvanic Spa?.....	17
E.	Instrument Logistics.....	17
1.	What metal is used in the ageLOC Galvanic Spa?.....	17
3.	Why does the device beep every 10 seconds?.....	18
4.	What is the warranty on the ageLOC Galvanic Spa instrument?.....	18
5.	Does the ageLOC Galvanic Spa device or conductors contain any Nickel?.....	18
F.	Technical Questions.....	19
1.	What should I do if I think my ageLOC Galvanic Spa is not working properly?.....	19
2.	How does the ageLOC Galvanic Spa pull dirt and debris from the skin?.....	20
3.	How do I clean the ageLOC Galvanic Spa device?.....	20
4.	Is the ageLOC Galvanic Spa waterproof?.....	20
G.	Safety Questions.....	21
1.	Why is there a warning saying, “Check with your physician before using the ageLOC Galvanic Spa if you are pregnant, have a pacemaker, are epileptic, wear metal braces on your teeth or have a metal implant”?.....	21
2.	Can the device be used in the case of non-metallic implants?.....	21
3.	Is it safe to use the ageLOC Galvanic Spa if I have received Botox injections, collagen injections, silicone injections or other similar treatments?.....	21
4.	Can a person who has cancer and is undergoing chemotherapy use the ageLOC Galvanic Spa?.....	21
5.	Is it safe to apply a little Pre-Treat or Treatment Gel on a daily basis over the area where I have acne, for just one minute as a mini-local application?.....	22
6.	Can I use the ageLOC Galvanic Spa if I have inlays, amalgam, screws or bolts on my teeth or if I have had dermal filling treatments?.....	22
7.	Can I use ageLOC Galvanic Spa on my stomach?.....	22
8.	Can I use the ageLOC Galvanic Spa if I suffer from skin diseases such as rosacea?.....	22
9.	Can sun exposure cause a negative effect when using the ageLOC Galvanic Spa daily?.....	22
10.	I like to go to the solarium. Will this cause any problems when using the ageLOC Galvanic Spa?.....	22
11.	Can people who suffer from a chrome allergy use the ageLOC Galvanic Spa?.....	22
12.	Can people who suffer from nickel allergy use the ageLOC Galvanic Spa?.....	23
13.	Can the device be used/Will the product be effective in the case of condition called varicose veins?.....	23
14.	Can the customers use the device for longer than the advised application time?.....	23
15.	Can I use the ageLOC Galvanic Spa on multiple areas of my body in one day?.....	23
16.	Can pregnant/breastfeeding customers use ageLOC Galvanic Spa?.....	23

17. Can the ageLOC Galvanic Spa be used on stretchmarks?..... 23

18. Can the ageLOC Galvanic Spa be used by children? ..... 23

## A. General Questions

### 1. How does the ageLOC Galvanic Spa work?

The ageLOC Galvanic Spa system uses the basic principle that like charges repel each other and opposite charges attract, similar to magnetic poles. Products are formulated to contain key ingredients which carry a positive or negative charge. The various application settings of the device are also set to have the same charge as the accompanying products. The repelling of like charges “pushes” the product into the skin, facilitating the delivery of key ingredients.

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

ageLOC Galvanic Spa must be used with products that are formulated to carry a charge, such as:

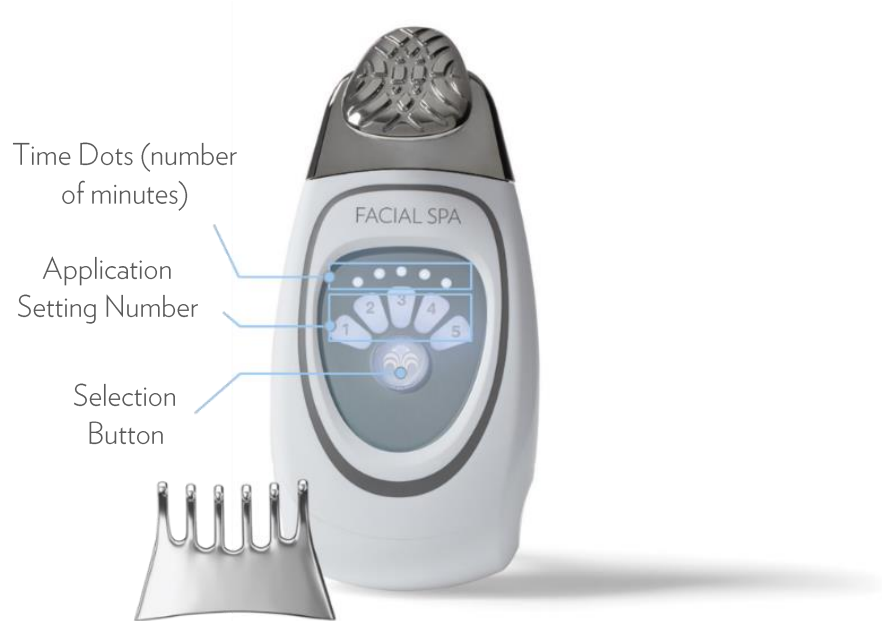
- ageLOC Galvanic Spa Facial Gels
- Tru Face Line Corrector
- ageLOC Body Shaping Gel
- ageLOC Nutriol Intensive Scalp & Hair Serum

These products have been specifically formulated for use with the ageLOC Galvanic Spa.

### 3. What is the difference between the previous device and the new ageLOC Galvanic Spa?

The new and improved Galvanic Spa features a crystal clear, user-friendly display that makes using the Galvanic device practically effortless. The bright, dazzling LED display is modern, easy to read and intuitive.

ageLOC Galvanic Spa is also sold together with four conductors. One of those, the Scalp Conductor, has been upgraded. It features an optimised design that is ergonomically angled to make the Galvanic Spa easy to hold and glide over the scalp, and tines with a larger surface area that are contoured to the shape of the scalp, creating up to 50% more scalp contact.



#### 4. What does the ageLOC Galvanic Spa box contain? Does it include the Galvanic Spa gels?

The ageLOC Galvanic Spa system includes:

- 1 ageLOC Galvanic Spa device
- 1 ageLOC Face Conductor,
- 1 Focus Area Conductor,
- 1 Body Conductor,
- 1 Scalp Conductor,
- 1 Owner's Manual,
- 2 AAA batteries.

The only cosmetic products compatible with ageLOC Galvanic Spa are:

- ageLOC Galvanic Spa Facial Gels
- Tru Face Line Corrector
- ageLOC Body Shaping Gel
- Nutriol Intensive Scalp & Hair Serum.

These products are sold separately.



#### 5. Do all Nu Skin products carry a positive or negative charge?

Not all products developed by Nu Skin carry a charge. Only those products recommended for use with the ageLOC Galvanic Spa have specially formulated charged ingredients. These products include the ageLOC Galvanic Spa Facial Gels, Tru Face Line Corrector, ageLOC Body Shaping Gel and ageLOC Nutriol Intensive Scalp & Hair Serum.

#### 6. What is the difference between ageLOC Galvanic Spa and ageLOC LumiSpa?

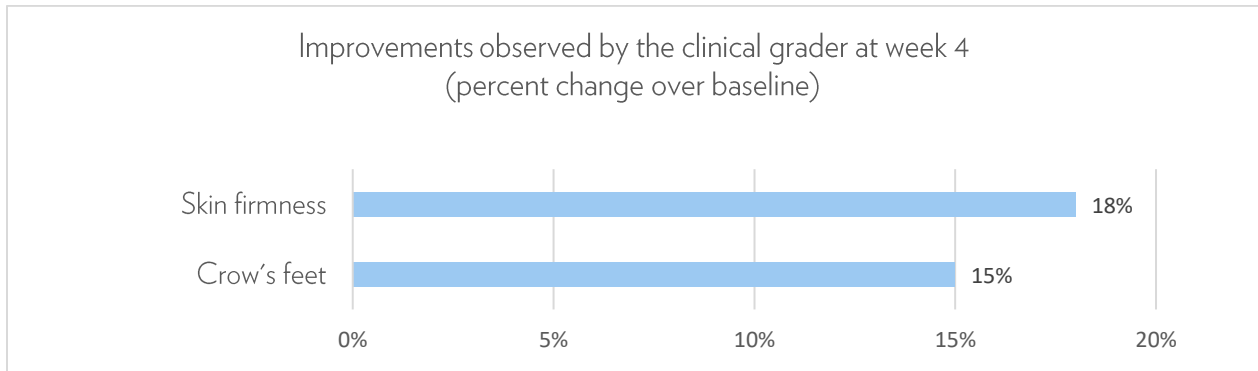
While both are high-quality skincare devices, they serve different purposes. The ageLOC LumiSpa uses its unique cleansers and the dual-motion technology of its Silicone Heads to offer a thorough daily cleansing experience, with 7 fantastic skincare benefits, as well as gentle eye care when combined with the ageLOC LumiSpa Accent & IdealEyes. The ageLOC Galvanic Spa has a greater focus on anti-ageing: it makes use of galvanic current to send the unique ingredients of its accompanying products into the skin and targets a variety of areas through these combinations – the skin of the face, fine lines around the mouth, nose, eyes and forehead, the scalp, and the body.

#### 7. Are there any clinical studies made on ageLOC Galvanic Spa Facial Gels?

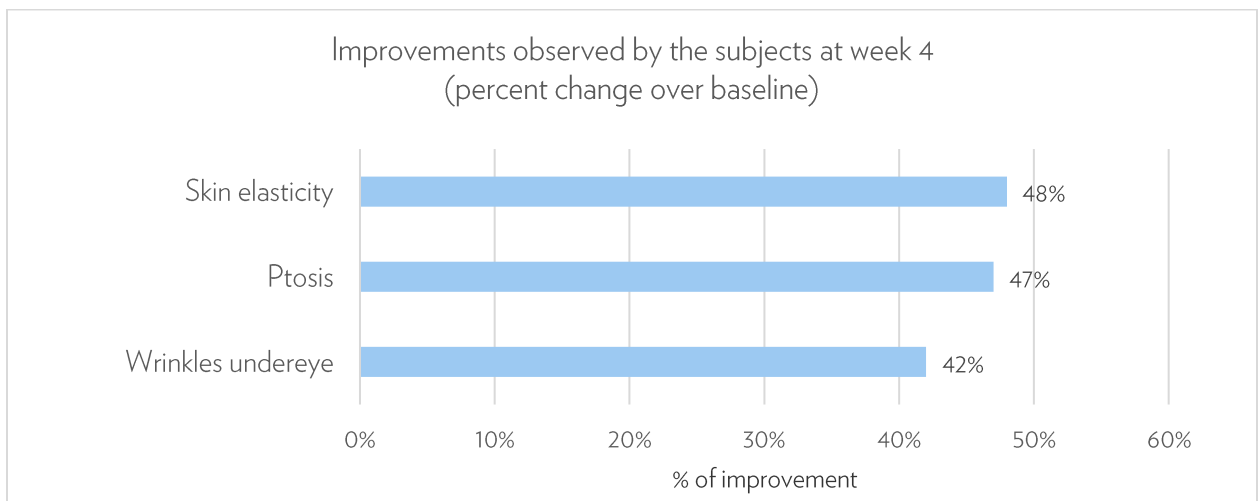
Yes! To test our ageLOC Galvanic Spa Facial Gels, we turned to a third-party professional assessment featuring 30 women between the ages of 40 and 66\*.

Each of them had skin with one or more of crow's feet, undereye wrinkles, ptosis (sagging skin) of the lower part of the face, a dull complexion, a non-homogenous complexion, skin texture problems, and visible pores.

We asked them to use the Galvanic Spa Facial Gels together with the Galvanic Spa Device, 3 times a week for 4 weeks (12 applications in total). Take a look at what we found.



Our clinical grader found that after using the system 3 times a week for 4 weeks, skin appeared 18% firmer than at the start, while the appearance of crow's feet was reduced by 15%\*.



When asked for their own opinions at the end of the study, our respondents felt that the elasticity of their skin had improved by an average of 48%, while they also noticed an average improvement of 47% in the firmness of the skin (ptosis) on the lower half of their face. The appearance of undereye wrinkles was also reduced by an average of 42%\*.

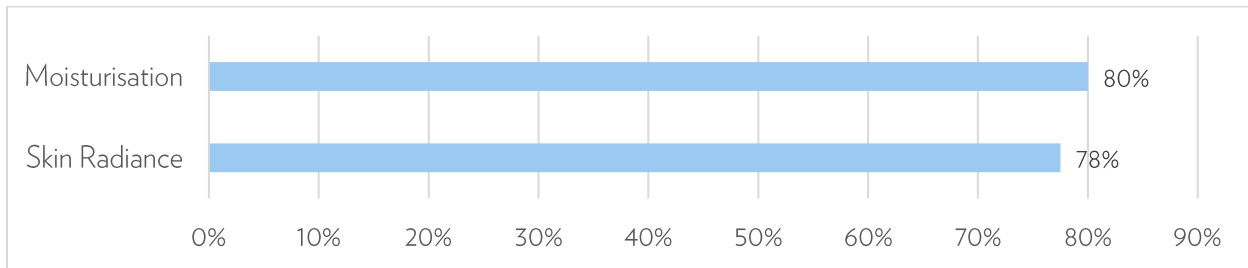
\* Results obtained from a third-party professional assessment based on a 4-week in vivo, single-blind, randomised consumer use study with 30 female subjects who used the system three times a week.

### 8. Are there any clinical studies made for the Tru Face Line Corrector?

In a controlled clinical usage study conducted by an independent clinical research organisation, the benefits of using Tru Face Line Corrector with the Galvanic Spa II instrument were investigated over an eight-week period. A total of 40 female subjects, aged 35+, representing all Fitzpatrick skin types, participated in the study. Subjects were evaluated at baseline and weeks 2, 4, and 8. Dermatological evaluations and subject self-assessment questionnaires included evaluation parameters for fine lines/wrinkles around the eye area.

Subjects were instructed to apply a thin layer of Tru Face Line Corrector twice daily on the entire face. The Galvanic Spa instrument was used, in the evening, in the eye area, on only one randomized side of their face. Self-perception and clinical grader assessments of both sides were done at baseline and weeks 2, 4 and 8.

Percentage of individuals seeing improvements after 8 weeks when Tru Face Line Corrector is used together with ageLOC Galvanic Spa compared to the usage of Tru Face Line Corrector alone:



After 8 weeks, clinical grading showed greater benefits on the appearance of fine lines, skin firmness and smoothness when using ageLOC Galvanic Spa in conjunction with Tru Face Line Corrector over using Tru Face Line Corrector alone.

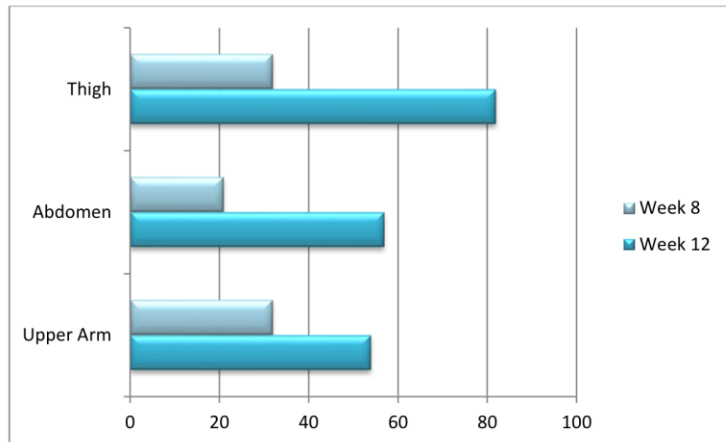
When using the combination of the product and ageLOC Galvanic Spa, the results on the appearance of fine lines after 4 weeks are better than the results of Tru Face Line Corrector alone on the appearance of fine lines after 8 weeks.

### 9. Are there any clinical studies made for the ageLOC Body Shaping Gel?

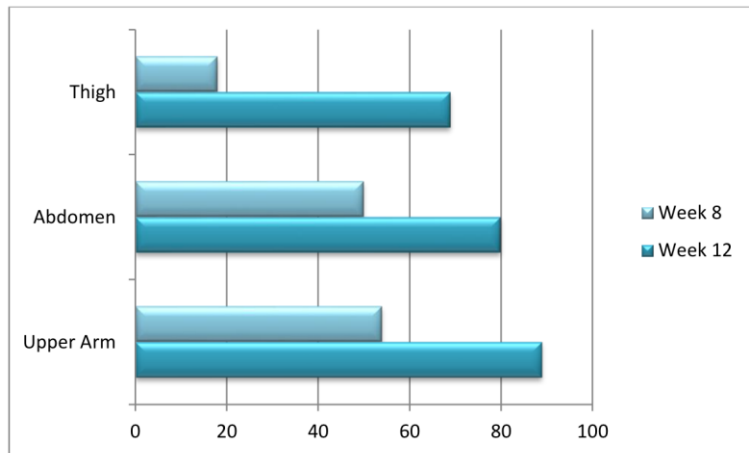
Nu Skin contracted a clinical study with an independent clinical research organisation to study the ageLOC Body products—ageLOC Galvanic Body Spa, ageLOC Body Shaping Gel, and ageLOC Dermatic Effects—on the upper arm, upper thigh, buttocks, and lower abdominal regions as recommended. ageLOC Dermatic Effects was used twice daily while the ageLOC Galvanic Body Spa and ageLOC Body Shaping Gel were used three times per week for five minutes per assigned area. The 12-week research included clinical grading, subject self-assessment, instrumentation (where applicable), and digital photography with assessments being taken at baseline and weeks one, four, eight, and twelve.



Percentage of Subjects with Graded Improvements in Firmness:



Percentage of Subjects with Graded Improvements in Overall Appearance:

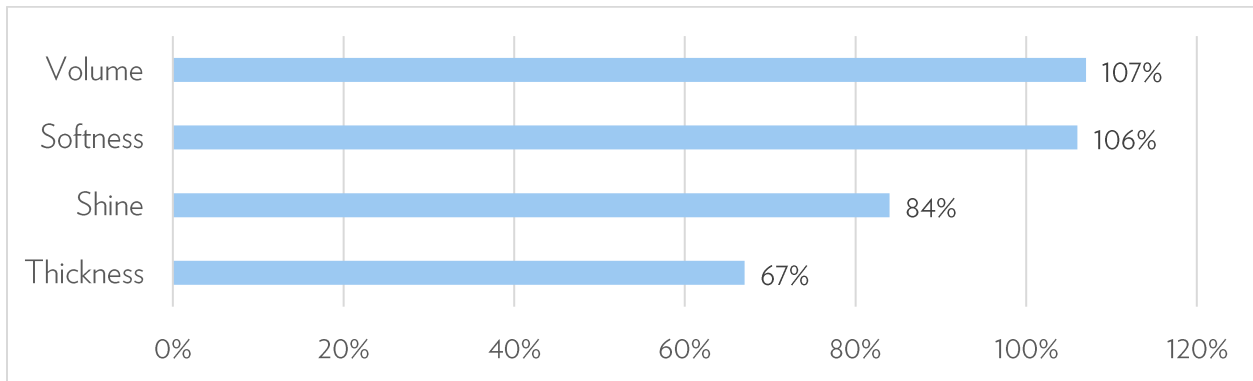


**10. Are there any clinical studies made for the ageLOC Nutriol Intensive Scalp & Hair Serum?**

Nu Skin Research and Development commissioned a third-party testing house to clinically evaluate the use of the ageLOC Nutriol Scalp & Hair System and Galvanic Spa. The six-month study included males and females with self-described thin and/or damaged hair.

Subjects were instructed to apply the ageLOC Nutriol Intensive Scalp & Hair Serum to their scalp twice daily and follow each application with a two-minute ageLOC Galvanic Spa application. Subjects used the ageLOC Nutriol Scalp & Hair Shampoo and ageLOC Nutriol Hair & Scalp Conditioner in place of their regular shampoo and conditioner according to their regular hair wash routine.

A clinical grader reported the following improvements in subjects' hair after 6 months:



### Self-Perception

More than 90% of subjects felt their hair improved in volume, thickness, softness, shine, and healthy appearance at the end of the study.

### Brush-Friction Hair Count

After six months, there was a 72% reduction in the number of broken hairs. This illustrates the strengthening of hair throughout the study.

#### 11. How long will the ageLOC Galvanic Spa device last?

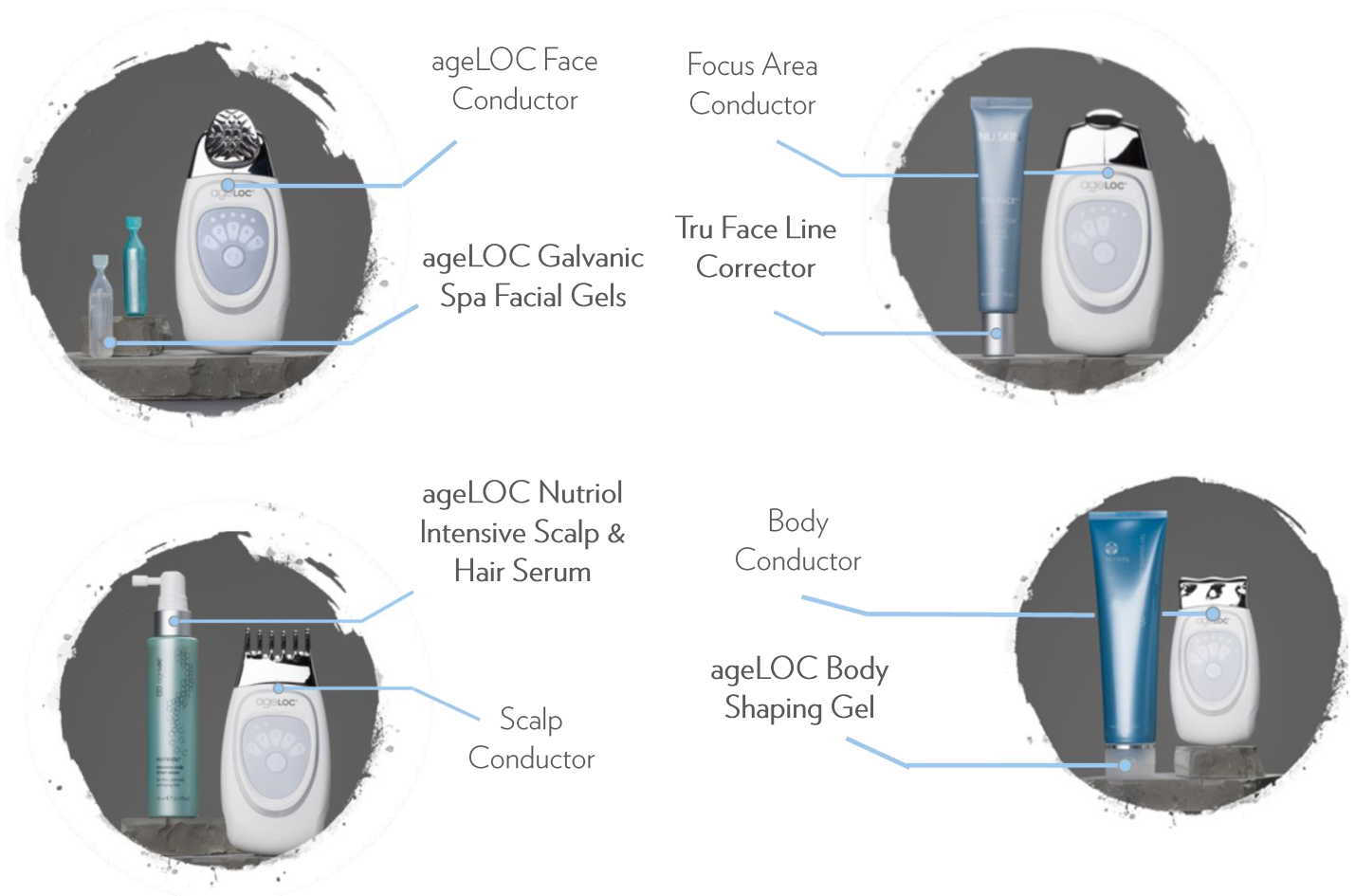
Nu Skin guarantees to the original owner of the ageLOC Galvanic Spa that it is free from defects in materials and workmanship for a period of two years from the original date of consumer purchase. This warranty does not cover damage to the product as a result of misuse or accident. If the product becomes defective within the two-year warranty period, please call your local Nu Skin office to arrange for a replacement. Outside of this warranty, it is difficult to predict an accurate lifetime of the device, as it will depend on the conditions in which it is kept, its frequency of use, and general care, among other factors.

## B. Application

### 1. What are the differences between all four ageLOC Galvanic Spa applications?

ageLOC Galvanic Spa works with the following products and conductors:

- **ageLOC Galvanic Spa Facial Gels** work with the ageLOC Face Conductor to firm and lifting your skin while removing impurities and helping to visibly reduce lines and wrinkles\*.
- **Tru Face Line Corrector** works together with the Focus Area Conductor, helping to more effectively absorb and enhance the delivery of pro-collagen peptides that send age-reversing signals to collagen-producing cells.
- **ageLOC Body Shaping Gel** works together with the Body Conductor by targeting pockets of fat and toxins; minimising and smoothing the appearance of cellulite for a firmer, more toned body.
- **ageLOC Nutriol Intensive Scalp & Hair Serum** works with the Scalp Conductor to facilitate the transport of key ingredients into the scalp, strengthening and fortifying the scalp and hair day after day, helping thin, stressed, and ageing hair become stronger, smoother and shine.



\*Results obtained from a 2020 third-party professional assessment based on a 4-week in vivo, single-blind, randomised consumer use study with 30 female subjects who used the system three times a week.

## 2. What is the difference between the Galvanic Spa Pre-Treat Gel and Treatment Gel?

The Pre-Treat and Treatment Gels help to target the visible signs of skin ageing at the source when partnered with the ageLOC Galvanic Spa, helping to reduce the appearance of lines and wrinkles while firming and lifting the skin to reveal your youthful look.

The Pre-Treat Gel contains marigold and sea kelp to soothe and condition the skin. These key ingredients help to remove impurities, allowing your pores to breathe. Its ingredients are negatively charged, meaning they are pushed into the skin by the device's negative current, where they bind to impurities. This helps to clear pores when they are later withdrawn by the device's positive current.

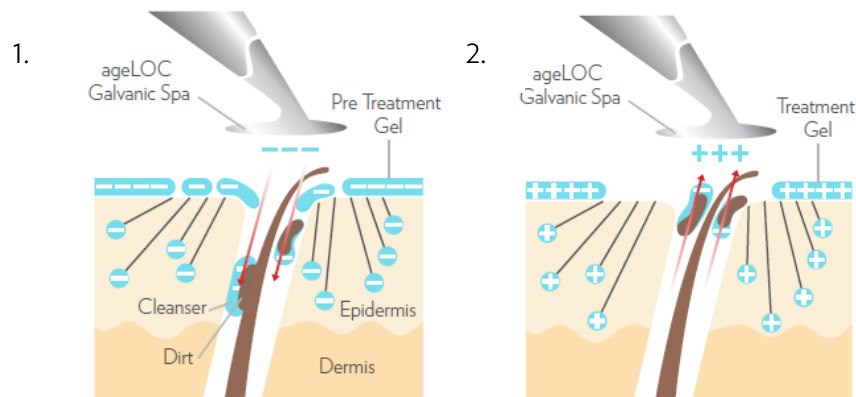
The Treatment Gel includes our ageLOC blend, which targets the ultimate sources of ageing. Arginine and other skin conditioning agents revive and invigorate tired, stressed skin, while a green tea extract helps combat the negative effects of oxidative stress caused by environmental stressors. It also contains Jania rubens extract, a marine herb grown through controlled environment agriculture (CEA), which helps diminish the appearance of lines and wrinkles and improves skin smoothness. Unlike the Pre-Treat Gel, its ingredients are positively charged, meaning they are pushed into the skin when using a positive current, while the negatively charged ingredients bound to impurities are removed.

Both products work synergistically with ageLOC Galvanic Spa and the ageLOC Face Conductor.

## 3. How does the ageLOC Galvanic Spa work with the ageLOC Galvanic Spa Facial Gels?

The ageLOC Galvanic Spa works with the ageLOC Galvanic Spa Facial Gels in the following way:

1. Pre-Treat Gel & the Galvanic Spa (with application setting n°1) are both negatively charged, so they repel each other, sending the gel into the epidermis.
2. During the 2nd phase, the Treatment Gel & the device (with application setting n°2) are both positively charged, meaning they repel each other, sending the Treatment Gel into the superficial layer of the skin. Meanwhile, the positive charge of the device will attract the negative charges of the Pre-Treat Gel remaining in that layer, withdrawing it from the skin, along with the impurities it binds.



The system works in the same way with Tru Face Line Corrector, ageLOC Body Shaping Gel & ageLOC Nutriol Intensive Scalp & Hair Serum as in stage 1 above, but do not remove anything from the skin as seen in stage 2.

#### 4. How often should I use the ageLOC Galvanic Spa Facial Gels?

An application with ageLOC Galvanic Spa Facial Gels is recommended to be done up to three times a week. It is important to use the entire content of each vial for each galvanic application session.

#### 5. Why are there grooves on the ageLOC Face Conductor?

The grooves on the ageLOC Face Conductor keep the ageLOC Galvanic Spa Facial Gels between the conductor and your skin. This means the conductor keeps fresh product in this area, optimising the effects of your application.

#### 6. What does Dermatic Effects do?

Dermatic Effects contains ingredients that help stimulate the breakdown of fat and keep your body from producing fat. We recommend using this product after using Galvanic Spa together with ageLOC Body Shaping Gel and on a daily basis to maintain and enhance the benefits of your application.

#### 7. How often should you use the Tru Face Line Corrector?

We recommend using Tru Face Line Corrector together with your ageLOC Galvanic Spa device and Galvanic Spa Focus Area Conductor both morning and evening each day.

## C. Usage

### 1. When should I use the different ageLOC Galvanic Spa applications in my skincare routine?



### 2. Do you achieve better results with the ageLOC Galvanic Spa if you spend more time with each application?

We have not studied the efficacy of using the ageLOC Galvanic Spa longer than suggested. Using the ageLOC Galvanic Spa as suggested in the instructions will provide the desired benefits.

### 3. I don't feel anything when I use the ageLOC Galvanic Spa, am I doing something wrong?

During a galvanic application, most people will not feel anything. The specially formulated gels help conduct the galvanic current and ensure that it goes into the skin without any discomfort.

The galvanic instrument will beep every 10 seconds, and although you may not feel it, the device is working to deliver beneficial ingredients along with the galvanic current to revive, rejuvenate and enhance the beauty of your skin.

### 4. Is it normal to feel a tingling sensation?

Yes, and it's nothing to worry about. As the ageLOC Galvanic Spa makes use of electric currents to send anti-ageing ingredients into the skin, it's normal that you may feel a tingling sensation.

**5. Why do I need to place a hand on the body of the person who gets the galvanic application?**

Galvanic currents are a direct electrical current. They need a closed circuit in order to function properly, which is why an individual must touch the volunteer when doing a half-face application on him/her. If the circuit is not closed (the volunteer is not being touched during the application), the current will not be able to flow through them. Think of it like a string of lights on a Christmas tree, where if one light goes out, the entire string is unable to work. Please note that we highly recommend that each individual performs their own galvanic application.

**6. What is the best technique when using the ageLOC Galvanic Spa?**

As a company, we have never studied different patterns of movement to ascertain what works best. Our Brand Affiliates have found that slowly and gently moving the device over your face in an upward, outward motion that follows the muscle contour of your face is the best technique. You want to apply some pressure, but never enough to tug at the skin.

When you are working around the eye area, start under the eye and then follow the shape of the muscle as you move up and around the eye, pausing just under the eyebrow for a few seconds. Gently massage above the eye and then back down under it. Repeat this movement several times and then spend time on your face and neck. Avoid getting too close to the eye itself. We recommend simply following the bone structure around the eye.

There are different ways to use the device, however. Some like to massage in a circular motion, moving from the nose area out to the ears, while others like to move the instrument upward and outward. Experiment with the device to find what is comfortable for you. Just make sure to gently massage all your skin that is covered by gel.

**7. How firmly should I press with ageLOC Galvanic Spa?**

To ensure feeling comfortable during the application, you should apply enough pressure to maintain constant contact with the skin, but never tug on it.

**8. Can I use half a vial of Galvanic Spa Pre-Treat and/or Treatment Gel for half-face demonstrations and save the rest for another day?**

The Galvanic Spa Pre-Treat and Treatment Gels were specifically packaged to provide the optimal amount for one galvanic session.

We do not recommend saving any unused portions of gels for use at a later time. Storing open vials of gels allows the possibility for serious problems regarding product safety and efficiency. Additionally, the active ingredient in the gels can become neutralised or oxidised in an open vial, rendering the gels less effective for their intended galvanic applications.

9. Do I need to remove the remaining ageLOC Galvanic Spa Facial Gels after the application?

Yes, rinse off and remove any remaining gel with a towel or water, then follow up with the Nu Skin toner of your choice.

10. Can the ageLOC Galvanic Spa be used without ageLOC Galvanic Spa Facial Gels?

The ageLOC Galvanic Spa is a device that was designed to help deliver active ingredients to the skin. It should be used in conjunction with specifically formulated products. We have not done any testing on the use of the device without charged skincare formulations, so we cannot comment on the safety of doing so.

11. Does the ageLOC Galvanic Spa Facial Gels help with breakouts?

The ageLOC Galvanic Spa Facial Gels should not cause any additional problems for individuals with breakouts. However, to help breakout and prevent future blemishes, we recommend the Nu Skin Clear Action® System.

12. Where can I find Official Tutorial videos?

You can find several of our helpful videos on our YouTube channels, including a **tutorial on** how to use ageLOC Galvanic Spa with ageLOC Galvanic Spa Facial Gels and a video explaining the science behind ageLOC Galvanic Spa.



## D. Results

### 1. What are the benefits of the ageLOC Galvanic Spa?

- Laboratory research demonstrates that applications with galvanic currents can help the delivery of anti-ageing ingredients to the skin.
- One device, multiple uses: Works on face, body & scalp with four interchangeable conductors
  - Target the visible signs of skin ageing on your face & pay extra attention to specific areas.
  - Visibly contour, firm, and smooth skin on arms, thighs, abdomen, and buttocks.
  - Strengthen and fortify thin, lifeless hair while nourishing and invigorating the scalp.
- Automatically adjusts to your skin - delivers the correct amount of current for an effective application.
- So smart and compact it fits into your routine as easily as it fits in your hand.
- Intuitive usability - no more guesswork. The timing and polarity are automatically pre-programmed to adjust according to your application selection so you can start your application with the touch of a button.
- Quick & easy to demonstrate the results of the Galvanic Spa with the other complementary cosmetic products.
- Use ageLOC Galvanic Spa & its complementary cosmetic products for anti-ageing benefits all in the comfort of your own home.

### 2. How soon can I expect to see a difference in my skin with the ageLOC Galvanic Spa?

Most individuals can see and feel a difference immediately after using the ageLOC Galvanic Spa with the ageLOC Galvanic Spa Facial Gels.

Based on our clinical studies, participants were able to see results with ageLOC Galvanic Spa used with Tru Face Line Corrector and ageLOC Body Shaping Gel within two and four weeks, respectively.

A 6 month-study showed significant increases in volume, thickness, shine and softness while using ageLOC Nutriol Intensive Scalp & Hair Serum and the ageLOC Galvanic Spa, together with ageLOC Nutriol Scalp & Hair Shampoo and Conditioner as a regular hair wash routine.

Results with each of the ageLOC Galvanic Spa complementary products become more visible as you continue to use the ageLOC Galvanic Spa as directed.

## E. Instrument Logistics

### 1. What metal is used in the ageLOC Galvanic Spa?

The conductors are made of ABS – Acrylonitrile Butadiene Styrene – with electroplated chrome.

### 2. How do I change the conductor attachments?

To release a conductor, grip the conductor with your free hand while holding the device with the chrome activation panel facing you and press firmly on the grey release button with your thumb until the conductor is released from the instrument.

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

**3. Why does the device beep every 10 seconds?**

The ageLOC Galvanic Spa instrument is designed to be silent when in use. The beeps every 10 seconds have been added to let the user know the application is in progress.

**4. What is the warranty on the ageLOC Galvanic Spa instrument?**

Nu Skin guarantees to the original owner of the ageLOC Galvanic Spa that it is 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.

**5. Does the ageLOC Galvanic Spa device or conductors contain any Nickel?**

The conductors are made of ABS – Acrylonitrile Butadiene Styrene – with electroplated chrome.

## F. Technical Questions

### 1. What should I do if I think my ageLOC Galvanic Spa is not working properly?

Here are some troubleshooting tips if you think your ageLOC Galvanic Spa is not working properly:

*1. Are fresh batteries sitting in the ageLOC Galvanic Spa unit properly?*

*2. Is all plastic film removed from the chrome on the ageLOC Galvanic Spa?*

The galvanic device is shipped with a protective plastic coating that must be peeled away from the chrome section and LCD screen. It must be removed for the unit to work properly.

*3. Has the grey ageLOC logo button below the led display panel been pressed?*

Press the selection button once to turn on the instrument. After pressing the button, a number should appear on the LCD panel. As soon as the number 1 appears, press the button again to toggle over to the desired application option: 1 for the Pre-Treat gel, 2 for the Treatment Gel, 3 for an application with Tru Face® Line Corrector, 4 for the Body Shaping Gel or 5 for an application with the ageLOC Nutriol Intensive Scalp & Hair Serum. To start your application, simply press the conductor head against your face, scalp or body so the level of current can self-adjust. The device will beep once, twice or three times, indicating that it has self-adjusted to your skin. At the end of your application, you will hear two beeps and the clock and number of minutes will disappear from the LCD panel.

*4. Is the ageLOC Galvanic Spa device being held correctly?*

Galvanic is a current, so it is necessary to hold the chrome section with slightly damp hands while pressing the instrument to the skin. This completes the circuit and allows the current to flow.

Any lifting in either place will break the current and interrupt the application. In this case, the backlight will flash on and off, and the instrument will stop beeping until the circuit is re-established.

*5. Is the ageLOC Galvanic Spa device being held with slightly damp hands?*

Some individuals try to use the ageLOC Galvanic Spa with very dry hands and have difficulty getting it to analyse their skin and generate the optimal level of current. Dry hands do not properly conduct the galvanic current, which can prevent the instrument from analysing. Simply moistening the hand that holds the chrome base of the galvanic device will allow the current to flow properly.

*6. Is the ageLOC Galvanic Spa unit being held in place for a moment to allow it to analyse your skin?*

After choosing your desired application by pressing the grey selection button, hold the chrome base with a slightly damp hand and press the instrument to the skin. Allow it to analyse. You will know that it has analysed the skin when one, two or three beeps are heard.

*7. Do you think it is not working because you do not feel anything?*

During the galvanic application, most people will not feel anything. The specially formulated gels help conduct the galvanic current and ensure that it enters the skin without any discomfort. Although you may

not feel it, the instrument will beep every 10 seconds to indicate the unit is on and working to deliver beneficial ingredients along with the galvanic current to revive, rejuvenate and enhance the beauty of your skin.

## 2. How does the ageLOC Galvanic Spa pull dirt and debris from the skin?

ageLOC Galvanic Spa is a cosmetic instrument, and it works on the epidermis of the skin. During an application, the polarity of the direct current (positive or negative) pushes or repels charged molecules out of or into the epidermis as the instrument is gently moved across the skin. After applying the Treatment Gels, dead skin cells and sebum will have a negative charge, so the use of positive current draws “dirt and oil” from the skin. This allows for a thorough, deep pore cleansing.

## 3. How do I clean the ageLOC Galvanic Spa device?

We recommend cleaning your device and heads with a damp cloth.

## 4. Is the ageLOC Galvanic Spa waterproof?

The device is certified for water spray from any direction. However, it is not certified, nor intended, to be immersed in water. To reduce the risk of shock, burn, fire or injury, do not immerse your device in water. Do not place or store where it may fall or be pulled into a bathtub, shower, sink or toilet.

## G. Safety Questions

1. Why is there a warning saying, “Check with your physician before using the ageLOC Galvanic Spa if you are pregnant, have a pacemaker, 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 also provides this warning to be in compliance with regulations for electronic devices.

The effect on individuals with pacemakers, metal braces or metal implants will vary based on the condition that the individual has.

The warning that accompanies the ageLOC Galvanic Spa is similar to other electrical devices like an electric toothbrush or MP3 player. For most people, it will not pose any risk, but there is the potential for some individuals. The currents could interfere with the functioning of devices such as pacemakers or cause irritation to those wearing metal braces on their teeth or with implants in their mouths.

If an individual has concerns, we would recommend that they speak with his/her health care provider. The levels of the currents are 0.125 mA, 0.250 mA and 0.350 mA (milliamperes). These are considered very small currents.

2. Can the device be used in the case of non-metallic implants?

This may depend on the material the implant is made of. Normally, non-metallic implants should not conduct electricity, but this is not the case for certain newer polymers. It is best to consult your medical advisor before using the device.

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

Nu Skin has not studied the effects of the ageLOC Galvanic Spa with Botox injections, collagen injections, silicone injections, etc. These are all medical procedures and therefore fall outside of the cosmetic realm in which we conduct our business.

We have, however, contacted facilities that perform these types of treatments and galvanic applications. Their policy was not to provide galvanic applications on individuals who had previously received injections for up to two weeks, to ensure there was no perceived contraindication between the two.

4. Can a person who has cancer and is undergoing chemotherapy use the ageLOC Galvanic Spa?

Anytime someone is undergoing chemotherapy, they should follow their doctor’s advice regarding which products to use. Chemotherapy varies from person to person, as does their reaction to the drugs. Only a doctor can determine what their skin needs are based on the chemotherapy they receive and how their skin reacts.

5. **Is it safe to apply a little Pre-Treat or Treatment Gel on a daily basis over the area where I have acne, for just one minute as a mini-local application?**

Daily spot applications with the ageLOC Galvanic Spa are safe in conjunction with the recommended use of the Treatment Gels. For example, we recommend that individuals using the Tru Face Line Corrector with the Focus Area Conductor do so twice a day (morning and evening) and they can still use the Treatment Gels as directed.

However, we've made no recommendations regarding the use of a small quantity of the Treatment Gels or to target acne with this system. The Treatment Gels were packaged in a metered dose for the entire face. Using them as directed ensures the optimal number of actives are applied to the skin. Additionally, we do not recommend using the ageLOC Galvanic Spa over broken capillaries or open wounds. If the individual's acne is severe, it will fall under this category.

6. **Can I use the ageLOC Galvanic Spa if I have inlays, amalgam, screws or bolts on my teeth or if I have had dermal filling treatments?**

Any metal in the mouth such as fillings or retainers can conduct the galvanic current, which may cause an uncomfortable sensation in the teeth or taste in the mouth. This is not harmful but may be uncomfortable.

7. **Can I use ageLOC Galvanic Spa on my stomach?**

Yes, the ageLOC Galvanic Spa and ageLOC Body Shaping Gel can be used on the stomach or abdominal areas.

8. **Can I use the ageLOC Galvanic Spa if I suffer from skin diseases such as rosacea?**

Individuals with skin conditions, or indeed any medical condition, should consult their physician or dermatologist before using the ageLOC Galvanic Spa.

9. **Can sun exposure cause a negative effect when using the ageLOC Galvanic Spa daily?**

We have not tested the product for daily use, so we do not have any indication. The ingredients in the ageLOC Galvanic Spa Facial Gels and other Galvanic Spa products have not been shown to increase sensitivity to sun exposure.

10. **I like to go to the solarium. Will this cause any problems when using the ageLOC Galvanic Spa?**

Using the ageLOC Galvanic Spa should not be a problem, as long as you follow the usage instructions.

11. **Can people who suffer from a chrome allergy use the ageLOC Galvanic Spa?**

Anyone who has a skin allergy or sensitivity should perform a standard skin test prior to product use. The ageLOC Galvanic Spa conductors are ABS with electroplated chrome. Therefore, if an individual reacts when chrome comes in contact with his/her skin, s/he should be wary of using the instrument.

**12. Can people who suffer from nickel allergy use the ageLOC Galvanic Spa?**

Anyone who has a skin allergy or sensitivity should perform a standard skin test prior to product use. The ageLOC Galvanic Spa conductors are ABS with electroplated chrome, so those with a nickel allergy should not have any problems.

**13. Can the device be used/Will the product be effective in the case of condition called varicose veins?**

Individuals with skin conditions, or indeed any medical condition, should consult their physician or dermatologist before using the ageLOC Galvanic Spa.

**14. Can the customers use the device for longer than the advised application time?**

We always recommend that users follow the usage instructions. Our products have proven results when used for the recommended period of time. Using the device for longer is not necessary.

**15. Can I use the ageLOC Galvanic Spa on multiple areas of my body in one day?**

Absolutely! You can use the device on the various parts of your body when combining the correct Conductor and accompanying products and following the usage instructions. For example, a 5-minute application with Tru Face Line Corrector can be combined with an application of the Galvanic Facial Gels and the Nutriol Serum, for instance.

**16. Can pregnant/breastfeeding customers use ageLOC Galvanic Spa?**

While the ageLOC Galvanic Spa is very safe and gentle, clinical studies have not been performed to prove safety of use for pregnant or breastfeeding users. Nu Skin also provides this warning to be in compliance with regulations for electronic devices.

If an individual has concerns, we would recommend that they speak with their health care provider. The levels of the currents are 0.125 mA, 0.250 mA and 0.350 mA (milliamperes). These are considered very small currents.

**17. Can the ageLOC Galvanic Spa be used on stretchmarks?**

The ageLOC Galvanic Spa is suitable for use on abdominal areas, thighs, arms and buttocks when following the directions for use, so there is no issue with using the device on stretchmarks.

**18. Can the ageLOC Galvanic Spa be used by children?**

No – the ageLOC Galvanic Spa is an anti-ageing device for the face, body and scalp, and is not suitable for use by those under the age of 16.