

# DermaWand<sup>®</sup> Pro

## BEAUTY GUIDE



English



**ATTENTION:** Read this manual before using this product.  
Failure to follow the instructions and safety precautions in this manual can result in serious injury. Keep this manual in a safe location for future reference.

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# Introduction

This manual is designed to familiarize you with the DermaWand® Pro, its functions, specifications, operation, and routine care and maintenance.

We recommend that you read this entire manual, especially the sections on Important Safeguards and Contraindications, before operating or performing any maintenance on the device.

Do not attempt to perform any procedure before carefully reading all instructions. Always follow product labeling and the recommendations in this manual.



# Important Safeguards

This manual uses signal words and symbols to draw your attention to unsafe or hazardous situations:

**DANGER** indicates an imminently hazardous situation that, if not avoided, will result in serious harm.

**WARNING** indicates a potentially hazardous situation that, if not avoided, could result in serious harm.

**CAUTION** indicates a potentially hazardous situation that, if not avoided, may result in minor or moderate injury. The word may also be used to alert against unsafe practices.

**NOTICE** is used to call attention to notable information that should be followed during installation, use, or servicing of this device.

When using electrical products, especially when children are present, basic safety precautions should always be followed, including the following:



## **DANGER - To reduce the risk of electric shock:**

- Always unplug the DermaWand® Pro immediately after using the device.
- Do not place the DermaWand® Pro near water, or drop into water or other liquid.
- This equipment must only be connected to a supply mains with a protective earth.
- Do not place or store the DermaWand® Pro where it can fall or be pulled into a tub or sink.
- Do not use the DermaWand® Pro while bathing.
- Do not reach for a DermaWand® Pro that has fallen into water. Unplug immediately.
- The DermaWand® Pro is a sealed unit. Do not attempt to open the case.



## **WARNING - To reduce the risk of burns, electric shock, fire, or injury to persons:**

- DermaWand® Pro should never be left unattended when plugged into an outlet.
- Close supervision is necessary when the DermaWand® Pro is used near children or invalids.
- Use the DermaWand® Pro only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- No modification of this device is allowed.
- Do not use the DermaWand® Pro near flammable liquids or substances.
- Do not use the DermaWand® Pro if you are pregnant, plan to become pregnant, if you have broken capillaries, burns or any other skin condition or disease.
- To avoid risk of strangulation with the power cord, or to avoid inhaling, swallowing or choking on small parts that could break off of a damaged device, keep out of the reach of children.
- Never attempt to service or maintain the DermaWand® Pro while it is in use.
- Keep the power cord away from heated surfaces.
- Never use the DermaWand® Pro while sleeping or drowsy.
- Never drop or insert any object into any opening of the DermaWand® Pro.
- Do not use the DermaWand® Pro outdoors or operate where aerosol (spray) products are being used or where oxygen is being administered. Indoor use only.
- Do not use the DermaWand® Pro in or near the mucous membranes (eyes, ears, nose, mouth). Do not use DermaWand® Pro internally or insert the device into any body cavity or opening.
- Take care to store the DermaWand® Pro in a safe place. Keep the bulb covered with the protective cap when not in use.

- Never operate DermaWand® Pro if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Arrange to return DermaWand® Pro to a service center for examination and repair by calling Customer care.
- Dry your hands completely before using the DermaWand® Pro.
- Do not hold DermaWand® Pro at the tip or by the bulb. Keep your hand behind the flange (collar).
- If you notice a change in the performance of the device, immediately unplug the device and discontinue use.
- Connect the DermaWand® Pro to a properly grounded outlet only. The Type A plug is a polarized plug where one blade is wider than the other. As a safety feature, the plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not attempt to defeat this safety feature.

## SAVE THESE INSTRUCTIONS

### Contraindications



**WARNING - Do not use this device if you have any of the following conditions:**

- Positive history for atopy or hypersensitive skin.
- Past history of allergy or sensitivity to cosmetics, toiletries, to solar and/or topical medications.
- Do not use on skin that is infected, burned, or cut. Only use DermaWand® Pro on healthy, normal, intact skin.
- Do not use if you are under the age of 18. The DermaWand® Pro is intended for adult use only.

# DermaWand<sup>®</sup> Pro

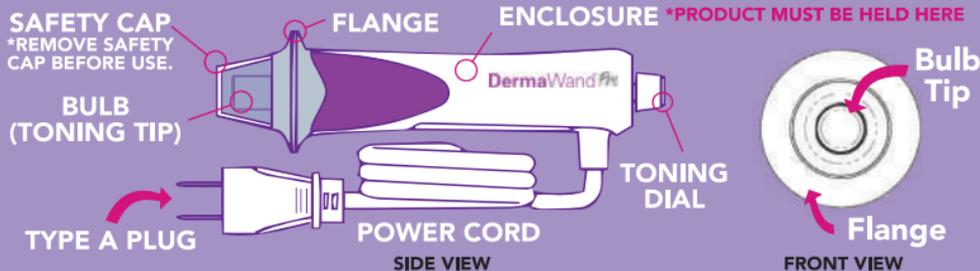
The DermaWand<sup>®</sup> Pro is a handheld, electrostatic emitting cosmetic device. The device is intended for over-the-counter, household (at-home) use.

During operation, the DermaWand<sup>®</sup> Pro applies continuous electrostatic pulses to the skin as long as the bulb touches the skin surface. A toning dial (knob) at the rear of the device controls the energy that is applied to the skin surface.

Certain exercises may be performed with the device, where the bulb is placed against the skin, swept over the skin surface in a particular area, and then held for a brief period of time before lifting the bulb away.

## Understanding Your

# DermaWand<sup>®</sup> Pro



## The Toning Dial (Control Knob)



- The amount of energy emitted at the bulb is controlled by a toning dial at the rear of the device. The pointer on the knob, combined with the scale on the dial, provides an indication of the power level at the bulb.
- The lowest power level is indicated by the number one (1) on the dial. The highest power level is indicated by the number twelve (12). Energy levels will increase or decrease smoothly between the lowest and highest settings.
- To increase the energy level at the bulb, rotate the toning dial from left to right, towards the number 12 on the dial.
- To reduce the energy level at the bulb, rotate the toning dial from right to left, towards the number 1 on the dial.

## Preparing Your Skin For Treatment

- Before beginning, cleanse your face with a facial cleanser and rinse with warm water.
- Completely pat your face dry after cleansing and rinsing.
- After cleaning your skin, apply a hydrating moisturizer onto clean fingertips and gently layer over your entire face.
- Give special attention to the delicate eye area by using a quality eye cream before DermaWand® Pro is used in this area.
- Be sure to dry your hands before using the device.

## Get Ready to Engage Your Senses!

When you use your DermaWand® Pro the experience will surround you.

**TOUCH/FEEL** - As you use your DermaWand® Pro, you will experience a tingling sensation that will increase as you turn up the toning dial. Follow the instructions in this guide closely to ensure you increase the intensity safely.

**SOUND** - While using your DermaWand® Pro, you will hear a low humming sound, like white noise.

**SIGHT** - When using your DermaWand® Pro, the tip will glow as the technology gets to work!

**RESULTS** will vary from person to person, depending on age, how long you use it and how often; however, if you are patient, you can see results in as little as a week! And with continued use, you will be amazed.

You may also experience some very mild skin redness which is normal. It is very IMPORTANT that you apply a good topical cream BEFORE you use your DermaWand® Pro. If you experience moderate redness, stop using your DermaWand® Pro for a couple days until the redness goes away. Begin again on a lower setting, making sure you apply a good moisturizer before and after the treatment. We also caution against the use of high concentrations of AHA, glycolic acid or other abrasive products. **Note: If you experience excessive redness or swelling, cease use.**

## Before Using Your DermaWand® Pro

- **BEFORE** you plug in your DermaWand® Pro, **REMOVE** the protective cap from the tip and inspect the glass bulb for any cracks or damage.
- Turn the toning dial to the lowest power control setting. We recommend that you start on the lowest setting for the first few days until you get used to the feeling. If it is your first time using the device, try it on the back of your hand to get used to the sensation.
- Plug the DermaWand® Pro into an appropriate power outlet and let the device warm up for one minute before use. You may notice an orange glow in the bulb.
- Make sure you hold your device by placing your fingers on the grips, ensuring your fingertips **do not grip or touch in front of the flange.**
- **After your DermaWand® Pro treatment, UNPLUG the device BEFORE placing the cap back on for storage.**



## Getting Started

It is recommended that you use your DermaWand® Pro in two phases.

**PHASE 1** is the 3 Minute Sweep. This phase involves general sweeps across your entire face and is recommended to be completed twice daily as a minimum.

**PHASE 2** are the Facial Exercise Routines. These exercise routines are targeted to specific areas of your face. We recommend these exercises to all users of DermaWand® Pro.

Visit [www.HowToDermaWand.com](http://www.HowToDermaWand.com) for instructional videos.

## PHASE 1: 3 Minute Sweep Treatments

Follow these steps twice daily (morning and evening).

- STEP 1:** When using DermaWand® Pro for the first time, turn dial to setting 1. **Make sure to remove bulb cap first.** Try it on the back of your hand first to experience the tingle sensation at the chosen intensity level. If your DermaWand® Pro has not been used before, or if the DermaWand® Pro has not been used for several days, it may take up to 1 minute for the bulb to glow.
- STEP 2: THAT UNIQUE SENSATION!** Place bulb directly on your facial skin (*remember to remove the cap*) to experience the DermaWand® Pro sensation. Always work on the lowest setting for the first few days until you get used to the sensation. When you no longer feel the same intensity (*a gentle tingling feeling*) of the stimuli, this is the signal that your skin is ready for the next level. Continue increasing the intensity on the dial a little bit at a time until you have reached your maximum comfort zone. The DermaWand® Pro is effective even at the lowest setting, and your comfort setting depends on your skin's sensitivity.
- STEP 3:** Now begin sweeping the DermaWand® Pro over your entire face and neck with light pressure in either a linear or circular motion for three minutes. Be sure to move the DermaWand® Pro continually around your face.
- STEP 4:** After finishing your general sweeps, now begin some or all of the facial exercises shown in this guide. The more exercises you perform each day, the quicker you will see the new you.



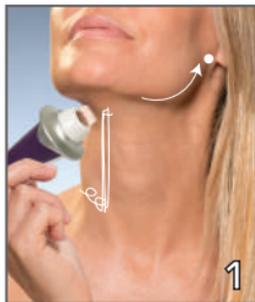
**If you do experience any redness on your skin, stop using your DermaWand® Pro for a couple days until the redness has gone away. Begin again on a lower setting and make sure you apply a moisturizer before you use your device. Apply a moisturizer or face creams after you have finished using the DermaWand® Pro.**



**CAUTION - If you experience excessive redness or swelling, cease use immediately.**

## PHASE 2: Facial Exercise Routines

Perform the following exercises twice a day in order to achieve maximum results.



**CHIN & JAWLINE:** (FIGURE 1) Apply a hydrating moisturizer to the chin area. Now start in the middle, right under the chin, and move the wand outwards along the jawline up to the earlobe in small, close circular movements about the size of a quarter. Do this for 30-45 seconds on each side. Additionally, you can treat this area with a second exercise that starts in the middle of the chin and glides up to the bottom of the ear holding for 3 seconds, then repeating 2-3 times on each side.



### **AREA AROUND THE MOUTH:** (FIGURE 2)

Apply a hydrating moisturizer and then on one side begin at the bottom center of the chin and move the wand up to right above the corner of your lip in a zig-zag motion. Repeat this exercise for 30 seconds and then do the other side for 30 seconds.

**NASOLABIAL FOLDS:** (FIGURE 2) Apply a hydrating moisturizer, and then perform a zig-zag motion with the wand, beginning at the bottom and following the profile of the fold to the top. Do this exercise for 30-40 seconds on one side of the face, and then repeat on the other side.

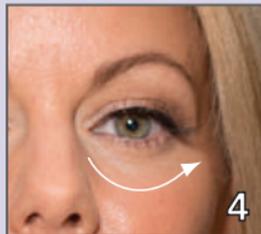
## IMPORTANT

Always apply a good cream or lotion to your skin before using your DermaWand® Pro. For general facial and forehead area use a hydrating moisturizer, and for the eye area, including "crow's feet", use an eye cream.

**CHEEKS:** (FIGURE 3) Apply a hydrating moisturizer and in a circular motion, move the wand from the corner of the nose all the way across to the corner of the front of the ear. Perform this exercise for 30 seconds, and then repeat on the other side of the face.

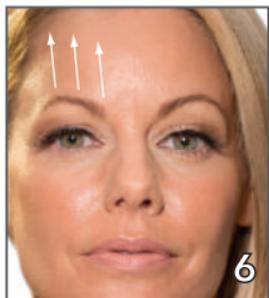


**UNDER EYE AREA:** (FIGURE 4) Apply a good eye cream before this exercise. Move the wand from the inner corner of the eye and with a single motion glide to the outer corner of the eye while keeping the wand on the bone area. Do this exercise for 30-40 seconds, and then repeat on the other eye. DO NOT USE THE TONING DIAL ANY HIGHER THAN LEVEL 3 FOR THIS EXERCISE.



**OUTER EYE CORNER:** (FIGURE 5) Apply a good eye cream before this exercise. Perform circular motions over this area. Do this for 30-45 seconds on each side.





**EYEBROW AREA:** (FIGURE 6) Apply a hydrating moisturizer then go from the inner edge of the eyebrow and slowly glide the wand up to the hairline and hold for three seconds. Repeat this motion from the center edge of the eyebrow to the hairline, and then from the outer edge of the eyebrow to the hairline. Repeat this triple exercise 5-6 times on each eye. You may notice a slight redness the first few times performing this exercise.

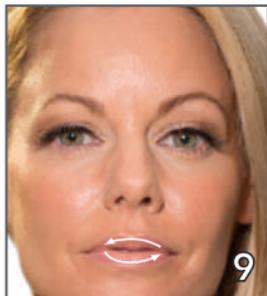


**FOREHEAD:** (FIGURE 7) Apply a hydrating moisturizer and apply moderate pressure with the DermaWand® Pro, pulling the skin of the forehead toward the hairline with a slight zig-zag movement. Once you arrive at the hairline, hold the wand on the skin keeping the skin taut for 15 seconds. Do this exercise three times on each side of the face beginning at the inner edge of the eyebrow, then the center of the eyebrow, and lastly from the outer edge of the eyebrow.

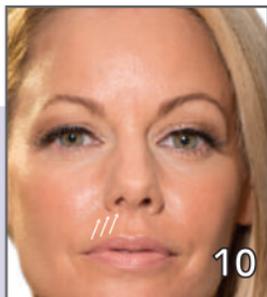


**BETWEEN THE EYEBROWS:** (FIGURE 8) Apply a hydrating moisturizer and use the wand to perform zig-zag movement from the bottom to top. Repeat this exercise for 45 seconds.

**LIPS:** (FIGURE 9) Apply a lip moisturizer. At a lower setting due to the lips being a more sensitive area, gently apply the DermaWand® Pro directly on the lips and glide over the area in a lipstick application type motion. Continue for 60 seconds.



**AROUND THE LIPS:** (FIGURE 10) Apply a hydrating moisturizer to the area and starting at the top edge of the lip, in an upward motion, glide the DermaWand® Pro up to the bottom of your nostril, repeating 2-3 times on each vertical line.



**EYE LIDS:** (FIGURE 11) Apply a hydrating moisturizer or eye cream, on a low setting, using your orbital bone as a guide, apply light pressure lifting up as you glide towards your brow then hold for five seconds. Repeat across the entire brow and repeat on the other eye.



**THE SECOND PASS:** (FIGURE 1) Once you have completed the targeted exercises, do a second pass lasting no more than 4 minutes, concentrating on your problem areas.

**After using your DermaWand® Pro be sure to replace the cap over the bulb and store your device in a safe, dry location.**

## After Using The DermaWand® Pro

- Unplug the device and turn the power control knob to the lowest setting.
- Place the protective cap over the bulb and store the DermaWand® Pro in the storage bag.
- Coil the power cord into a loose bundle when not in use. To avoid damaging or fraying the power cord, do not tightly coil the power cord or wrap the power cord around the DermaWand® Pro.
- Keep the glass bulb of the DermaWand® Pro covered with the protective cap when not in use. The bulb can be damaged or broken if the DermaWand® Pro tip hits a hard surface with force, for example if dropped on a tile floor. If the bulb breaks the DermaWand® Pro will no longer function. This is a protective isolation safety feature.
- If you drop the DermaWand® Pro and the device ceases to function properly, unplug the device and do not use. Arrange to return the DermaWand® Pro to a service center for examination and repair by calling Customer Care.

## Troubleshooting Guide

If the DermaWand® Pro fails to energize, unplug the device and perform the following tests:

1. Check the electrical socket and electrical circuit to be sure that the circuit is live and that the socket is operating properly.
2. Remove the protective cap to uncover the DermaWand® Pro bulb.
3. Plug in the device and make sure that the plug is securely connected to the socket.
4. Wait for a minute or two for the device to warm up.
5. Turn the power control knob to the lowest setting. Place your fingertip on the bulb and look for the characteristic orange glow and /or static flow. If the DermaWand® Pro fails to operate, unplug the device again and call Customer Care.

## Cleaning, Maintenance and Storage

### CLEANING

- To clean the surface of the glass bulb, use a clean, soft dry cloth to remove the buildup of any material from the surface of the glass bulb. The bulb may be cleaned in this manner as often as needed or desired.
- Use a clean, soft dry cloth to clean any dust or lint off the surface of the DermaWand® Pro. The surface may be cleaned in this manner as often as desired.

### DISINFECTION

- You may use isopropyl (rubbing) alcohol 70% wipes to disinfect the surface of the glass bulb as often as desired.
- Alternatively, a clean soft cloth may be lightly dampened with isopropyl alcohol and used to disinfect the glass bulb.
- The DermaWand® Pro is not intended to be shared with, or used by, multiple users.



**DANGER - Always unplug the DermaWand® Pro before cleaning or disinfecting the device. Do not place the DermaWand® Pro near water, or drop into water or other liquid.**

### MAINTENANCE & STORAGE

There are no user-serviceable parts in the DermaWand® Pro. No calibration of the device is required. To maintain the device:

- Keep the outer surface of the device clean, dry and free of any oils or greases that might cause you to lose grip of the device.
- Clean the glass bulb of any lotions, greases, oils or other contaminants.
- Periodically inspect the device, particularly the glass bulb, for any cracks or damage.
- Cover the glass bulb with the protective cap when not in use.
- Store the device carefully when not in use. Wrap the power cord into a loose coil when not in use. To avoid damaging or fraying the power cord, do not tightly coil the power cord or wrap the power cord around the DermaWand® Pro.

## RECYCLING



Do not dispose of this product in municipal waste or as household waste. This product is designated for separate collection of electronic devices at an appropriate collection point. Disposal of this device must comply with local regulations or government related guidance on the recycling of electronics.

For more information, contact the retailer or the local authorities in charge of waste management, or check local regulations for disposal of electronic products.

## Symbols and Definitions

Symbol	Explanation	Term	Explanation
	Consult instructions for use	Applied Part	The part of the device that comes in contact with the User, shown on the diagrams as the Bulb or Tip
	Warning-Electricity This symbol is a marking to alert to the potential presence of dangerous voltages contained inside the Enclosure when the device is connected to the Mains Voltage	Bulb	The glass lamp at the front end of the device. This is the Applied Part
		Collar	The protective rim protruding from the body shell
	Keep dry	Device	The DermaWand Pro
		Enclosure	The device body or shell
	Class II equipment Double insulated	Flange	The protective rim protruding from the body shell
		Hazardous Situations	Circumstance in which people, property, or the environment are exposed to one or more hazards
	Type BF Applied Part (Internal powered, floating ground. Can be brought into contact with user.)	Harm	Physical injury and/or damage to health or property
		Mains Frequency	The nominal alternating current (AC) frequency of the Mains.
	Disposal of this device must comply with local regulations or government related guidance on the recycling of electronics	Mains Plug	A device that allows electrically operated equipment to be connected to the primary AC power in a building
		Mains Voltage	The nominal power grid (mains) supply voltage available at an electrical outlet
		Operator	The person who handles and operates the device
		Patient	The person that the device is applied to or used upon. The Patient may also be the Operator or User
		Tip	The glass lamp at the front end of the device. This is the Applied Part
		User	The person who handles and operates the device

# TECHNICAL SPECIFICATIONS

**Weight:** 179 g

**Physical Dimensions:** 170mm x 145mm x 46mm (6.7 x 5.7 x 1.8 in)

**Mains Voltage:** 100-120 VAC

**Mains Power:** 3 VA

## Operating Conditions

The DermaWand® Pro complies with its specifications when operated in normal indoor use under the following environmental operating conditions:



**Temperature:** -5°C (23°F) to 35°C (95°F)



**Humidity:** 0 to 93% RH, non condensing



**Atmospheric pressure:** 500 – 1060hPa

**Altitude:** Up to 5,000m

## Storage and Transport Conditions

The DermaWand® Pro shall remain operational in Normal Use within its specification after transport or storage (after having been removed from its protective packaging and subsequently between uses) in the following environmental temperature range:



**Temperature:** -25°C (-13°F) to 70°C (158°F)



**Humidity:** 0 to 93% RH, non condensing



**Atmospheric pressure:** 500 – 1060hPa

## Model

DermaWand® Pro

## Service Life

The expected service life of the DermaWand® Pro is at least five (5) years of normal use and subject to typical indoor conditions as described in this manual.

## Electromagnetic Compliance

This device has been tested to, and complies with, the following EMC standards: IEC 60601-1-2, Ed. 4

## Electrical Safety Compliance

This device has been tested to, and complies with, the following safety standards: IEC 60601-1 Ed. 3.1

## Manufacturer

Brand Street Market, LLC  
53 Old Turnpike Road  
Oldwick, NJ 08858  
908-800-0470

## EU Representative

ICTV Brands UK, Limited  
Landmark House  
Station Road  
Cheadle Hulme  
Cheshire, SK8 7BS  
Phone: 0044 (0) 161 486 5085  
service@brandstreetmarket.com

DermaWand® is a registered trademark of Brand Street Market, LLC

## Electromagnetic Regulatory Compliance

Operation is subject to two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference that may cause any undesired operation. This equipment has been tested and found to comply with the limits for IEC 60601-1-2, Ed. 4. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

## Electromagnetic Immunity

The DermaWand® Pro is intended for use in the electromagnetic environment specified below. The customer or the user of the DermaWand® Pro should assure that it is used in such an environment.

Immunity Test	IEC 60601-1-2 Test Level	Compliance	Electromagnetic Environment -Guidance
Electrostatic Discharge (ESD) IEC 61000-4-2	±2kV, ± 4kV, ± 8kV, ± 15 kV  Air Discharge ±8kV Contact Discharge	± 2kV, ± 4kV, ± 8kV, ± 15kV  Air discharge ± 8kV Contact Discharge	Floors should be wood, concrete or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30%.
Electrical fast transient/burst IEC 61000-4-4	±2kV for power supply lines  ±1 kV I/O Ports	±2kV for AC Mains power supply lines  N/A	Mains power quality should be that of a typical commercial or hospital, clinic environment.
Surge Immunity IEC 61000-4-5	± 0,5 kV, ± 1 kV, ± 2 kV Line to Ground  ± 0,5 kV, ± 1 kV Line to Line	N/A  ± 0,5 kV, ± 1 kV Line to Line	
Voltage dips, short interruptions and voltage variations on power supply input lines IEC 61000-4-11	<ul style="list-style-type: none"> <li>• 0% <math>U_T</math>, 0,5 cycle</li> <li>• 0% <math>U_T</math>, 1 cycle</li> <li>• 70% <math>U_T</math>; 30 cycles</li> <li>• 0% <math>U_T</math>; 300 cycles</li> </ul>	<ul style="list-style-type: none"> <li>• 0% <math>U_T</math>, 0,5 cycle</li> <li>• 0% <math>U_T</math>, 1 cycle</li> <li>• 70% <math>U_T</math>; 30 cycles</li> <li>• 0% <math>U_T</math>; 300 cycles</li> </ul>	Mains power quality should be that of a typical commercial or hospital, clinic environment. Do not use the DermaWand® Pro during power mains interruptions.
Power frequency (50/60Hz) magnetic field IEC 61000-4-8	30 A/m	30 A/m	Power frequency magnetic fields should be at levels characteristic of a typical location in a typical commercial or hospital, clinic environment.
<b>NOTE – <math>U_T</math> is the A.C. mains voltage prior to application of the test level.</b>			

## Return Policy & Procedures

- Your DermaWand® Pro comes with a 30 day money back guarantee. If you are not completely satisfied and wish to return your product within the first 30 days of receiving it, please contact customer service at (800) 390-9584 to obtain a Return Authorization between 10:00 am to 7:00 pm Eastern Standard Time (EST), Monday through Friday.
- Your 30 day trial period begins upon receipt of your DermaWand® Pro as confirmed by your tracking number associated with your shipment.
- Return requests must be authorized by a customer service representative in order to validate your Return Authorization and issue a return label.
- Refunds for qualified returns will be issued within 30 days of receipt of your DermaWand® Pro and will be applied to the original method of payment used.
- Refer to your Packing Slip for additional Return Policy details.

## Customer Care

You are allowed to perform only the servicing listed in this User Manual. Brand Street Market, LLC is responsible for the effects on safety, reliability and performance of the equipment only if repairs are carried out by Brand Street Market, LLC authorized personnel.

**Model:**  
DermaWand® Pro

**Manufacturer:**  
Brand Street Market, LLC  
53 Old Turnpike Road  
Oldwick, NJ 08858  
Customer Support: (800) 390-9584

## Limited Warranty

This Limited Warranty covers the DermaWand® Pro product. The warranty provides for the repair or replacement of the device or its component parts, free of charge, within the warranty period. This Limited Warranty is governed by the laws of the State of New Jersey, regardless of any conflict of laws provisions; any disputes under this warranty shall be adjudicated with the state courts situated in the country where the manufacturer is located. The warranty period is valid for one (1) year, [two (2) years in the European Union. In certain circumstances, an extended warranty may be available in the United States.] When making a warranty claim, you must provide the following information: product serial number, date of purchase, guarantor's name, address and phone number, together with the original sales receipt or invoice. Any alteration or amendment of the purchase documents, including the sales receipt or invoice, or failure to present the purchase documents at the time a warranty claim is made, will invalidate this warranty. This warranty does not cover damage or deterioration:

1. Incurred or reported more than one (1) year, or [two (2) years in the European Union or more when an extended warranty is purchased by customers in the United States] after the date of purchase.
2. Incurred due to improper use of the device.
3. Due to the modification or repair of the device by an unauthorized third party.
4. Due to damage or defects incurred during transportation or improper handling which were not reported at the time the product was received.
5. Due to humidity or any liquid or foreign body placed inside the device.
6. Due to the use of unapproved accessories or attachments with the device.
7. Due to use contradictory to the procedures shown in the device's user manual.
8. Due to Acts of God, natural events (floods, fire, lightning, etc.), force majeure or accidental or deliberate damage.
9. Due to the device being subjected to high dust environments or excessive humidity or temperatures.

THIS LIMITED WARRANTY SPECIFICALLY DISCLAIMS AND EXCLUDES ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED IN LAW, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. MANUFACTURER SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES THAT RESULT FROM THE USE OF THIS DEVICE. THIS WARRANTY DOES NOT EXTEND TO ANY PURCHASES MADE FROM ANYONE OTHER THAN AN AUTHORIZED DEALER OF THE DERMAWAND® PRO DEVICE.

## Warranty

A one (1) year warranty from the date of purchase covers material and workmanship of DermaWand® Pro. For a broken unit (excluding broken bulbs) and to receive warranty repair service, contact:  
[service@brandstreetmarket.com](mailto:service@brandstreetmarket.com)

## Broken Bulb?

The glass bulb is not covered by the DermaWand® Pro product warranty. Always replace the safety cap over the bulb when not in use. Be careful not to drop your DermaWand® Pro during use as the bulb could break. In the event of a broken bulb contact Customer Service at (800) 390-9584 for assistance. Please refer to the Return Policy & Procedures section of this manual for more details.

## Questions? Concerns?

Check out [www.HowtoDermaWand.com](http://www.HowtoDermaWand.com) for instructional videos and tips.

Or email us at [service@brandstreetmarket.com](mailto:service@brandstreetmarket.com) with any questions you have. We will send you helpful tips to ensure you are getting maximum results from your DermaWand® Pro like millions of women around the world.

Still Want to Return your DermaWand® Pro?

Contact our Customer Service team at [service@brandstreetmarket.com](mailto:service@brandstreetmarket.com) or (800) 390-9584 to obtain return instructions/authorization.

## We'd love to hear from our DermaWand® Pro fans!

If you love your DermaWand® Pro, share your story with us at [DermaWand@brandstreetmarket.com](mailto:DermaWand@brandstreetmarket.com) and get special deals on other great products, and get the latest buzz.

DermaWand® Pro has been tested to the following standards:

**SAFETY:**

IEC 60601-1 Edition 3.1  
ANSI/AAMI ES 60601-1  
IEC 60601-11:2015

**EMC:**

IEC 60601-1-2 Edition 4

**DISCLAIMER:** DermaWand® makes no claim to diagnose, mitigate, treat or correct specific skin disorders or diseases. DermaWand® is for relaxation or cosmetic use only.

[www.DermaWandPro.com](http://www.DermaWandPro.com)

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