

USER MANUAL & GUIDE



LUMEBOX®

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! NOTICE

EMC NOTICE

This equipment radiates and is susceptible to radio frequency energy. If not used in accordance with the instructions in this manual electromagnetic interference may result. The equipment has been tested and found to comply with the limits set forth in IEC 60601-1-2 for medical electrical equipment part 1-2: General requirements for safety-collateral standard; Electromagnetic compatibility – requirements and tests. These limits provide reasonable protection against electromagnetic interference when operated in the intended use environments (e.g., residential and commercial zoned) described in this manual.

IEC 60601-1:2005+A1:2012;
ANSI/AAMI ES60601-1:2005 + C1:2009 + A2:2010 + A1:2012;
CAN/CSA-C22.2 No. 60601-1:2014

IEC 60601-1-11:2015;
ANSI/AAMI HA60601-1-11-2015
CSA/CSA-C22.2 No. 60601-1-11:15

IEC 60601-2-57:2011
CAN/CSA-C22.2 No. 60601-2-57 : 11 (R2016)

IEC 62233 + IEC62471

MRI NOTICE

This equipment contains electromagnetic components whose operation can be affected by intense electromagnetic fields. Do not operate this device in an MRI environment or in the vicinity of high-frequency surgical diathermy equipment, defibrillators, or short-wave therapy equipment. Electromagnetic interference could disrupt operation of the device.

IR NOTICE

IR emitted from this device. Do not stare at the light source.

This device emits infrared (IR) at 850nm, use included eye protection when Near Infrared (NIR) mode is active. Do not stare directly into the light emitting diodes (LEDs) and avoid the beam window when not using the therapy.

This device has been tested to IEC 62471 standards and is classified as a risk group 1 (low risk) device. Associated hazard: cornea/lens infrared hazard 780nm to 3000nm. Device IR value at 200mm = 205 w/m²

IEC 62471 IR radiation limits for eye at 200mm

Exempt limits = 100 w/m²

Risk group 1 limits (low) = 570 w/m²

Risk group 2 limits (med) = 3200 w/m²

Risk group 3 limits (high) = > 3200 w/m²

RISK GROUP 1 (LOW RISK)

The basis for this classification is that the lamp does not pose a hazard due to normal behavioral limitations on exposure. This requirement is met by any lamp that exceeds the limits for the Exempt Group but that does not pose:

- An actinic ultraviolet hazard (Es) within 10000 s. nor
- A near ultraviolet hazard (EUVA) within 300 s. nor
- A retinal blue-light hazard (LB) within 100 s nor
- A retinal thermal hazard (LR) within 10 s. nor
- An infrared radiation hazard for the eye (EIR) within 100 s

REGULATORY NOTICE

The LUMEBOX® Portable Device is a general wellness device.

UNPACKING YOUR DEVICE

INCLUDED:

PORTABLE CARRYING CASE



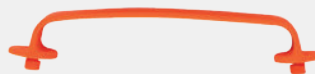
LUMEBOX® RED LIGHT DEVICE



PROTECTIVE EYEWEAR



COMFORT-GRIP HANDLE ATTACHMENT



AC-ADAPTER (100-240v)



RECHARGEABLE BATTERY (IN-UNIT)

USER MANUAL

WARNINGS & SAFETY:

It is important to review the following safety guidelines prior to use and operation of your LUMEBOX® portable RLT device. Operating the device without a comprehensive understanding of its functions, features and safety measures may result in unsafe use. The following is a blanket guideline of the warnings and cautions on the general use and handling of your new RLT device. This section will review the following safety measures and terminology. The PATIENT is an intended OPERATOR.

TERMS:

CONTRAINDICATION is a specific situation in which the device should not be used because it may be harmful to the person.

PRECAUTION is a measure taken in advance to prevent something dangerous, unpleasant, or inconvenient from happening.

CAUTION identify conditions or practices that could result in damage to the device or other equipment.

CONTRAINDICATION:

- Do not use the device if you are photosensitive.
- Do not use the device if using topical, oral, or injectable steroids.
- Do not use the device during the healing period post Lasik or eye surgery; seek advice from your physician.
- Do not use the device if pregnant or lactating; users should consult their physician with any questions

WARNINGS: A review of conditions and practices that may result in possible safety hazards or adverse reactions to treatments.

PRECAUTIONS: A review of certain measures taken in advance to prevent any harmful, dangerous or otherwise unsafe occurrence.

CAUTIONS: A review of conditions and practices that may result in device damage or misuse.

FOR QUESTIONS REGARDING WARNINGS, SAFETY MEASURES, AND OPERATION CONTACT US AT HELP@THELUMEBOX.COM OR CONSULT WITH A CERTIFIED PRACTITIONER, DOCTOR OR LICENSED MEDICAL PROFESSIONAL.

WARNINGS:

- Do not place the device directly on the skin creating a potential burn hazard
- Do not use the device with a surge protector or power strip
- Do not attempt to clean and/or alter the device while device is in use
- Do not block or obstruct any ventilation areas of the device while the device is in use
- Do not use the device while operating a vehicle
- Do not use the device while impaired
- Do not exceed suggested time interval treatment guidelines
- Do not use the device in an oxygen heavy environment
- Do not use the device with or near flammable agents
- Do not leave the device unattended while powered on
- Do not use the device if you suffer from certain physical or mental constraints unless accompanied by a medical professional, or practitioner
- Do not use this device if you are under the age of 18. Children under the age 18 should be accompanied by an adult or supervised by an adult, medical professional or practitioner
- Do not use the device if there is visible damage to the device, battery or AC cord as it may cause fire, electric shock or other harmful occurrence
- Do not use the device near water including, but not limited to, bathtub, bathroom sink, pool, hot tub, kitchen sink or any location with running or pooled water near the device while in use
- Do not attempt to open and change, remove or tamper with the lithium battery
- Make sure the outlet and electrical output are compatible with the device and AC Adapter

PRECAUTIONS:

- Please read the instructions and follow the user manual prior to operating the device
- Check with a physician prior to use
- Near Infrared (NIR) at 850nm may contribute to hyper-pigmentation; discontinue use or consult a medical professional if this is a concern
- Pre or post-surgery users should consult with a physician prior to use
- When applied to areas where users have had laser hair removal, hair regrowth is possible
- Users with cancer or a history of cancer should consult a physician prior to use
- Users with pre-existing conditions should consult a physician prior to use
- Users who suffer from hyperthyroid or on thyroid medications should consult with their physician prior to use as use may necessitate a change in medications or symptoms
- Users with tattoos could experience skin blistering through inadvertent heating of the ink. Users can consider covering tattoos prior to use to avoid any potential issues
- Users with herpes virus could experience activation of dormant virus with use
- If you are taking medications including, but not limited to, Digoxin, Retin A, certain antibiotics, and/or other photosensitive drugs, it is recommended that you consult a physician prior to use of the device
- Device should be acclimated to room temperature prior to use and should be stored at room temperature

PRECAUTIONS:

- If you've had facial fillers, Botox or other face and skin procedures it is important to consult your physician prior to use of the device
- If you've had breast implants or augmentation it is important to consult your physician prior to use of the device
- Check the functionality of the device to be sure it is working properly prior to use
- If the device is exposed to excessive moisture, water or any liquid do not use the device as it may cause electric shock or other harmful outcome. Contact: help@thelumebox.com
- When not using your device store the device in its carrying case at room temperature
- Do not leave the device exposed in the sun or heat
- During operation if you experience any over-heating, burning, or strong odor discontinue using the device immediately and contact help@thelumebox.com
- The device should always be used with precaution and it is important to adhere to the user guide, treatment guide and manual

CAUTIONS:

- Read the user manual prior to use and store user manual in a safe place in the event you need it for a reference in the future
- Do not attempt to disassemble the device. If the device requires repair please contact help@thelumebox.com
- Do not store the device in a wet or dry sauna
- Device contains an internal Li-ion battery that is not user-serviceable. If discarded, the battery needs to be disposed of in accordance with local regulations
- Do not subject the equipment to heavy shocks to avoid risk of damage to the lamp
- Do not plug in the device or device accessories where they could be damaged or present a hazard

CAUTIONS:

- Use of controls, adjustments, or performance of procedures other than those specified herein may result in hazardous radiation exposure
- To limit and avoid electric shock from the device, avoid spilling any liquids on or in the device and avoid use in or in close proximity to water
- Avoid leaving the device where it could present a hazard or become an obstruction
- If the device is dropped, broken or damaged, or if the AC power adapter, cables or any part thereof are not operating correctly while operating, immediately power off the device, unplug the power adapter if it is connected into an electrical outlet and contact customer service at: help@thelumebox.com
- To avoid strangulation, burning or harm, keep out of the reach of infants and children
- Do not unplug the device by pulling the cord from the wall using the device. Always unplug power adapters directly from the electrical outlet
- To avoid choking hazards keep the device and all accessories away from infants and small children
- The IP22 classification means the device is protected against ingress of vertically and 15 degrees both ways of vertically dripping water, and the hazardous parts are protected access of objects equal to or greater than 12.5mm
- The device is designed to be used as configured by LUMEBOX®. Any use outside of the configurations or use with alternative accessories not sold by LUMEBOX® will void any warranty and could lead to serious injury
- Mounting/handle accessories are designed by LUMEBOX® products only
- Do not dispose of the device in standard waste
- Do not leave the device in active operation unattended
- Do not store the device outside of its intended storage guidelines
- Do not exceed operating conditions when using the device

CAUTIONS:

- Avoid using an extension cord with the device
- Do not use the device near an MRI machine
- Do not stare directly into the device and the light emitting diodes (LEDs)
- Avoid using the device near a heated surface, fireplaces or ceramic heaters
- Avoid spraying cleaning products or moisture on the device while attempting to clean
- Do not open, modify, tamper with, alter or make any modifications to the device. Unauthorized tampering or modifications will automatically void the warranty
- Do not throw the device
- IR emitted from this device. Do not stare directly at the light source
- Always unplug the device after use or when not in use to avoid hazards or risk of damage to the equipment should a power failure occur
- Do not allow dust build-up on the device or any ventilation openings on the device. Wipe or remove dust and lint build-up with a dry cloth or non-abrasive dry brush
- Do not attempt to put the device in your mouth or any accessories of the device in your mouth
- Near infrared (NIR) light is invisible to the human eye and will appear off when used with red light and appear dimmed when used independently
- Protective eyewear should be used while operating the device
- Do not touch the DC socket or the adapter plug while the device is in use
- Do not use accessories, adapters or any add-ons not approved, provided or supplied by the manufacturer for this device

EQUIPMENT SYMBOLS



Power On/Standby Button



Battery Charge Indicator



Device Power Input



Do Not Dispose In Waste bucket



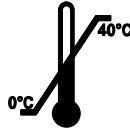
Keep Dry



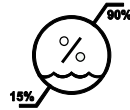
Refer to the instruction manual/booklet



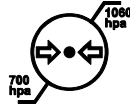
Date of Manufacturer



Storage Temperature Limit
0 °C–40°C



Humidity Limit 15%–90%



Atmospheric Pressure Limit
700hPa to 1060hPa



Risk Group 1-CAUTION
IR emitted from this device
Do NOT stare at the
IR source

IP22 Degree of protection against access to hazardous parts, solid foreign objects, and ingress of water



Batch Code








Manufacturer



PRODUCT SPECS

PRODUCT SPECS : THE LUMEBOX® PORTABLE HAND-HELD

No		Description	LED Indication
1	Power Supply	AC/DC adapter DC9V3A Rechargeable Li-polymer battery pack 3.65V 10400mAh	
2	Current consumption at power off	≤1.3mA	
3	Power on and working mode	1. Press the power button once: 1.1 The battery level indicator LED on to indicate the current battery level (there are four LEDs to indicate the battery level. Each LED represents around 25% of full battery level) 1.2 Working mode indicator LED on. 1.3 The light therapy LEDs on. (The default LED of light therapy is RED) 2. Each time user presses the power button the working mode will toggle in the order of "RED→ NIR→RED+NIR→RED..."	Battery level indicator LED (Blue) Working mode indicator LED (GREEN)
4	Working mode	Two GREEN LEDs are used for working mode indication: 1. Both LED off : Product is off 2. Left LED on right LED off : RED working mode 3. Left LED off right LED on: NIR working mode 4. Both LED on : RED+NIR working mode 5. Both LED blink : cool-down mode	Working mode indicator LED (GREEN) 
5	Battery level	Four blue LEDs are used for battery level indication: 1. One LED on, battery level is around 0-25% of full battery level 2. Two LEDs on, battery level is around 26-50% of full battery level 3. Three LEDs on, battery level is around 51-75% of full battery level 4. Four LEDs on, battery level is around 76-100% of full battery level PRIOR TO FIRST USE BATTERY LEVEL SHOULD BE AT FULL CHARGE (UP TO 3 HOURS) ONCE BATTERY IS AT FULL CHARGE ALL FOUR INDICATOR LIGHTS WILL TURN OFF	Battery level indication 0~25%  26~50%  51~75%  76~100% 
6	Light therapy and auto cool-down	1. The working time is 12 minutes for each light therapy cycle. Mode change in the middle of a therapy cycle does not change the 12 minutes count-down timer. For example if a user used the RED mode for 3 minutes and then changed to NIR mode the remaining working time at NIR mode is 9 minutes 2. When a light therapy cycle is finished the product automatically goes into a cool-down mode for 3 minutes. During the cool-down mode the 2 working mode indicator LEDs are blinking (once per second) 3. After 3 minutes cool-down cycle the product will turn off automatically	
7	Overheat protection	The 3 minutes cool-down cycle is a mandatory process after each 12 minutes therapy cycle. 1. User cannot toggle through the working modes during the cool-down process 2. User can power off the product during a cool-down cycle and all the LEDs will be off, but the cool-down process is not impacted and will continue. If the user presses the power button and both working mode indicator LEDs are still blinking it means the product is still in a cool-down process	
8	Last mode memory	The product will remember the working mode it was on and will start at the same working mode when it is powered on the next time	
9	Power off	The product can be powered off at any time by pressing and hold the power button for 2-3 seconds	

PRODUCT SPECS : THE LUMEBOX® PORTABLE HAND-HELD

Working conditions	
Ambient temperature	0°C ▪ 40°C
RH	15% ▪ 90%
Atmospheric pressure	70. 0 kPa ▪ 106. 0 kPa
Transport and storage conditions	
Ambient temperature	0°C ▪ 40°C
RH	15% ▪ 90%
Atmospheric pressure	70. 0kPa ▪ 106. 0 kPa

Device Software Version:	LB-001A_SW_V2
Wavelengths:	660nm and 850nm
Spectral Radiant Exposure:	Red 5.4W NIR 6.1W RED + NIR 6.9W
Maximum variation:	± 10%
Service Life:	3 year product life, 1 year warranty



GENERAL GUIDELINES

The LUMEBOX® portable device is a wellness device and not intended to cure, heal or diagnose any medical condition. Use of the device is to help promote and optimize cellular function to promote overall health and wellness including but not limited to skin and muscle recovery.

The LUMEBOX® hand-held is intended for at-home or on-the-go use and can also be used for in-office commercial applications. Operation is intended for user.

If you are a first-time user of LUMEBOX® or any RED/ NIR device and have questions or may be concerned about a pre-existing medical diagnosis or other underlying condition, please consult with a licensed health care practitioner or doctor prior to use.

Each LUMEBOX® device arrives with a set of personal protective eyewear. Eyewear should be used whenever using the device especially when NIR mode is set. Caution: The entire LED surface area consists of light emitting diodes (LEDs) and users should not stare directly at this surface area.



GETTING STARTED

TREATMENTS:

Welcome to getting started with LUMEBOX®!

If this is your first foray into red light therapy, we recommend starting out with 1-2 minute interval use per area before working your way up to 12 minute sessions over the course of 2-4 weeks.

For standard use, we recommend 12 minute sessions running the device approximately 6 inches off your body for optimal performance (OR < 6 inches without placing the device directly on the skin's surface)

Usage can vary on number of treatments per day. For best results, at least a consistent daily use is recommended.

Please allow 6 hours between treatment sessions of the same area to allow cell absorption recovery.

A GENERAL GUIDE:

Distance:	6 inches or closer from body surface (not directly on the skin's surface)
Time:	12 minute treatment sessions
Mode:	Red Light and Near Infrared (light you can't see)



OPERATING YOUR DEVICE

OPERATING THE DEVICE:

The PATIENT is an intended OPERATOR.

- 1 (Optional) Apply the comfort grip attachment to your device. Ensure the strap is firmly attached before relying on it for grip
- 2 Connect the AC Adapter
Plug-in the power cord to the designated area on the device then plug the power cord into the appropriate electrical outlet

The device display/control panel should respond. The battery indicator display should start blinking. When the unit is fully charged all four (4) BLUE battery indicator light indicators will illuminate and will then automatically shut off to preserve the device battery. **Device should be fully charged before first use.** Unplug the device PRIOR to use once charged. It may take up to 3 hours to fully charge the battery. Four blue lights will indicate a full charge

- 3 Power ON the device by pressing the ON/OFF power button on the device
Prior to using your LUMEBOX® portable device, press the power button to TURN ON
- 4 You are now ready to use your new LUMEBOX® device. Customize your first session! Select the settings (RED, NIR or a combination). Select your own timer to set an initial time (for first time users we recommend 1-2 minutes on your preferred area to start

RED mode is suitable for surface

NIR mode is suitable for deeper penetration (Light is not visible in NIR mode)

Select combination mode option for both RED/NIR application

- 5 Once you have completed your session, POWER DOWN your device by pressing the ON/OFF button and holding it for 2-3 seconds until device is powered OFF

START/STOP

Press/tap the power button to start.

Press/hold the power button for 2-3 seconds to stop.

Press/tap the power button to toggle between different modes: RED, NIR or BOTH.

TIME

Make sure you set a timer according to your preferred treatment session.

It is important to use your mobile device, timer or other timing mechanism to ensure a start/stop accounting of use of the device.

Device will operate up to a MAX of 12 minute sessions before automatically shifting to cool down mode.

SELECTING LIGHT MODE

To select the light mode press/tap the "Power" button to select from the following options on your device:

Red Light Only (RED)

Infrared Light Only (NIR)

Red + Infrared (RED + NIR)

The light setting mode can be adjusted during an ongoing session



CARING FOR THE DEVICE

- 1** If your device is not working, damaged or tampered with, please contact help@thelumebox.com
- 2** When storing your device, be sure to store in a clean and dry location at room temperature
- 3** Prior to cleaning your device, make sure the device is powered OFF and all power cords are unplugged from any electric power source
- 4** Users may remove the removable handle prior to cleaning the device, however it is not necessary
- 5** When cleaning the device apply a non-abrasive cleaning agent to your device by first applying the cleaning agent to a microfiber rag and gently wipe around the device. Do not spray water or any cleaning agent directly on the device to avoid any moisture or liquid intrusion
- 6** Make sure the device is completely dry and void of any cleaning agents prior to plugging back into an electric outlet and prior to use
- 7** Do not take apart the device. The device has no replaceable parts or serviceable components. If your device is not working properly contact help@thelumebox.com


ELECTROMAGNETIC IMMUNITY

This equipment is intended for use in the electromagnetic environment specified below. The user of this equipment should assure that it is used in such an environment.

Immunity Against	IEC 60601-1-2 Test Level	Compliance Level (OF THIS DEVICE)	Electromagnetic Environment
Electrostatic discharge, ESD (IEC 61000-4-2)	Contact Discharge: +-8kV Air Discharge: +-15kV	Contact Discharge: +-8kV Air Discharge: +-15kV	Floors should be wood, concrete, or ceramic tile. If floors are covered with synthetic material, the relative humidity should be kept at levels to reduce electrostatic charge to suitable levels.
Electrical fast transients/bursts (IEC 61000-4-4)	Power supply lines: +-2kV Input DC Power Ports +-2kV Signal Input/Output Lines +-1kV	+-2kV +-2kV +-1kV	Mains power quality should be that of a typical home, commercial, or hospital environment.

Immunity Against	IEC 60601-1-2 Test Level	Compliance Level (OF THIS DEVICE)	Electromagnetic Environment
RF Proximity (IEC 61000-4-3)	385 Pulse Modulations, 18 Hz 450 FM t 5Hz deviation: 1kHz sine 710 745 780 Pulse Modulation: 217 Hz 810 870 930 Pulse Modulation: 18 Hz 1720 1845 1970 Pulse Modulation 217 Hz 2450 Modulation 217 Hz 5240 550 5785 Pulse Modulation: 217 Hz	27 V/m 28 V/m 9V/m 28V/m 28V/m 28V/m 9V/m	Equipment with high RF emissions should be kept at a distance to reduce the likelihood of interference.
Surge on AC mains lines (IEC 6100-4-5)	Common Mode +-2kV Differential Mode +-1kV	+-2kV +-1kV	Mains power quality should be that of a typical home, commercial, or hospital environment.

Immunity Against	IEC 60601-1-2 Test Level	Compliance Level (OF THIS DEVICE)	Electromagnetic Environment
Power frequency magnetic field 50/60Hz (IEC 61000-4-8)	30A/m	230A/m	Equipment that emits high magnetic fields (in excess of 3A/m) should be kept at a distance to reduce the likelihood of interference.
Voltage dips and short interruptions on AC mains input lines (IEC 61000-4-11)	DIP > 95% .5 cycles Dip > 95% 1 cycle Dip > 30% 25 cycles (50Hz) 30 cycles (60Hz) Drops > 95% 250 cycles (50 Hz) 300 cycles (60Hz)	.5 cycles 1 cycle 25 cycles (50Hz) 30 cycles (60Hz) 250 cycles (50 Hz) 300 cycles (60Hz)	Mains power should be that of a typical home, commercial, or hospital environment. If you require continued operation during power mains interruptions ensure that battery backup options are available or other means of uninterrupted power source.
Conductive RF RF coupled into lines (IEC 61000-4-6) Radiated RF (IEC 61000-4-3)	150 kHz to 80 MHz outside ISM bands 150 kHz to 80 MHz in ISM bands	3Vrms	Portable and mobile RF communications equipment should be used no closer to any part of the equipment, including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter as below: Recommend separation distance $d = 1.2 / \sqrt{P}$ P 80 MHz.

Immunity Against	IEC 60601-1-2 Test Level	Compliance Level (OF THIS DEVICE)	Electromagnetic Environment
			<p>to 800 MHz $d=2.3 P^{0.4}$ 800 MHz to 2.5 GHz</p> <p>Where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer and d is the recommended separation distance in meters (m).</p> <p>Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey¹, should be less than the compliance level in each frequency range².</p> <p>Interference may occur in the vicinity of equipment marked with the following symbol.</p> 

¹ The ISM (industrial, scientific, and medical) bands between 150 kHz and 80 MHz are 6.765 MHz to 6.795 MHz; 13.553 MHz to 13.567 MHz; 26.957 to 27.283 MHz; and 40.66 MHz, to 40.70 MHz.

² Field strengths from fixed frequencies, such as base stations for radio (cellular/cordless) telephones and land mobile radios, amateur radio, AM and FM radio broadcast, and TV broadcast cannot be predicted theoretically with accuracy. To assess the electromagnetic environment due to fixed RF transmitters, an electromagnetic site survey should be considered. If the measured field strength in the location in which the equipment is used exceeds the applicable RF compliance level above, the equipment should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as reorienting or relocating the equipment.

RECOMMENDED SEPARATION DISTANCES

Rated maximum output power of transmitter (W)	Separation distance according to frequency of transmitter (m)		
	150 kHz to 80 MHz $d=0.35\sqrt{P}$	80 MHz to 800 MHz $d=0.35\sqrt{P}$	800MHz to 2.5 GHz $d=0.7\sqrt{P}$
0.01	.12	.12	0.23
0.1	.38	.38	0.73
0	1.2	1.2	2.3
10	3.8	3.8	7.3
100	12	12	23

For transmitters rated at a maximum output power not listed above, the recommended separation distance d in meters (m) can be determined using the equation applicable to the frequency of the transmitter, where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer.

Notes:

- At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies.
- These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.



TROUBLESHOOT & FAQ

1 DEVICE WILL NOT TURN ON

Battery is drained. Connect the power adapter to your device and plug it in to recharge the battery

2 DEVICE STOPPED WORKING

Device has entered an automatic cool down period. The cool down period may last approximately 2-3 minutes depending on the previous session period

3 MY DEVICE GOT WET

Device experienced water damage. **DO NOT USE** the device. Contact help@thelumebox.com

4 DEVICE DROPPED & CRACKED

Device experienced damage. **DO NOT USE** the device. Contact help@thelumebox.com

FREQUENTLY ASKED QUESTIONS

SHOULD I WEAR PROTECTIVE EYEWEAR?

Eye protection should always be used when operating the device.

Do not stare directly in the LEDs. The window covering covers the full front surface of the device. If your eyes are sensitive to light or if you take medications that cause photosensitivity, consult a medical professional prior to use.

WHAT IS THE DIFFERENCE BETWEEN NIR and RED light wavelengths?

Both red light at 660nm and near infrared light at 850nm have been proven to enhance cellular function. The primary difference is red light is absorbed by the skin tissue, while NIR light is invisible to the human eye and penetrates deeper into the tissue.

CAN I WEAR CLOTHES WHEN USING LUMEBOX?

Yes, you can wear clothes during your treatment sessions. When you are treating specific areas of the body, those areas should be fully exposed to the light and not covered by clothing.

CAN THE DEVICE INTERFERE WITH MEDICATIONS?

While several studies have shown light therapy to be safe, it is important to consult with a medical professional about the medications you are using prior to operating the device.

IS THE DEVICE SAFE FOR CHILDREN?

While several studies have shown light therapy to be safe, it is important to consult with a medical professional prior to use with children. Children should never use the device without parental supervision.

DO I NEED TO POWER OFF THE DEVICE WHILE NOT IN USE?

Yes.



WARRANTY, QUESTIONS & RETURN POLICY

WARRANTY

The LUMEBOX® portable device is covered by a one (1) year limited warranty. Please visit our website at <https://thelumebox.com/warranty> for further details

FAQ

Questions about your device? Please visit our website at <https://thelumebox.com/faq>

RETURN POLICY

The LUMEBOX® portable device comes with an automatic 30 day return period upon receipt of the device. If you are not satisfied with the device in the first 30 days of receipt, your device is eligible for a refund minus any return shipping plus a 15% restocking fee. Device should be returned with all original packaging and accessories. Please visit our website at <https://thelumebox.com/returns> for further details.



CONTACT INFORMATION

LUMEBOX®

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LB-PORT-VOL-2205



LUMEBOX®