

Hydrafacial® Allegro

Instructions for Use

Hydrafacial™

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Introduction

Thank you for purchasing the Hydrafacial® System, a revolutionary breakthrough in aesthetic technology! The Hydrafacial® Allegro™ is the next generation of exfoliation and skin rejuvenation done simultaneously. The process removes dead skin cells and impurities while simultaneously Vortex-Fusing™ the underlying new skin with cleansing, hydrating and moisturizing skin solutions and antioxidants. The procedure is soothing, refreshing, non-irritating and very effective. You can have the utmost confidence in this high-end system manufactured in the USA by Hydrafacial LLC.

Hydrafacial® mode:

The system is intended to improve the appearance of skin, such as hyperpigmentation, fine lines and wrinkles. It is not intended to be used in a residential environment.

Lymphatic Drainage Therapy mode (optional):

This accessory uses vacuum and hollow glass or plastic cups to assist in lymphatic drainage procedure.

System Specifications:

- Unit Size: 45.7 cm / 18 in (H) x 38.1 cm / 15 in (W) x 25.4 cm / 10 in (D)
- Unit Weight: 13.6 kg (30 lbs)
- Electrical:

220-240 VAC, 50-60Hz, 3 Amps

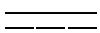
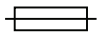
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Environmental Conditions

Parameter	Temperature	Relative Humidity	Atmospheric Pressure
For Shipping & Storage	 Normal (–20° to 60° C / –4° to 140° F)	 10—90% RH	500—1060 hPa
Operating Conditions	Normal (10° to 40° C / 50° to 104° F)	30—75% RH	800—1013 hPa

Safety Information

Product Marking Symbols

Symbol	Description
	General Warning or Caution The Exclamation Symbol appears in Warning and Caution statements in this document. This symbol designates an area where personal injury or damage to the equipment is possible.
	Indicates that the product should not be discarded as unsorted waste but must be sent to separate collection facilities for recovery and recycling
	Type BF Applied Part.
	Direct Current
	Alternating Current
	ON (Power)
	OFF (Power)
	STANDBY (Power)
	Consult Instructions For Use
	Fuse
	Connect to supply mains with protective earth (ground)

Caution and Marking Symbols

Symbol	Description
	Calls attention to a procedure, practice, or condition that could possibly cause bodily injury or death
	Calls attention to a procedure, practice, or condition that could possibly cause damage to equipment or permanent loss of data
	Do Not Re-use
	Manufactured By
	Keep dry
	Conformité Européenne
	Catalogue Number
	UK Conformity Assessed
	Certification mark to indicate products that conform to all technical regulations of the Eurasian Customs Union
	Indicates a prohibited action to avoid a hazard
	To indicate the acceptable upper and lower limits of relative humidity for transport and storage.
	Identifies maximum temperature limit

Operation Safety Guidelines

1. Ensure that all operators of the the Hydrafacial® System are trained and licensed as required by the state or country. Do not operate the unit before being trained. For any questions regarding training, contact your local distributor.
 2. Be sure to read the User Guide thoroughly before setting up the system. If you experience mechanical and/or electrical difficulties with your unit, contact your local distributor.
- 2**
3. Always use a clean tip for each procedure. The HydroPeel® tips are for single use only. Use for more than one procedure may result in infection or cross-contamination.
 4. Reusing contaminated skin solution can cause harm to the client and will void all warranties.
 5. Skin solutions should not exceed the "Use By" date on the bottle. Should any products (skin solutions) settle, please contact your distributor.
 6. If the client's skin becomes irritated, discontinue the procedure. Report any adverse events to your local distributor.
 7. Always do a client consultation (see Appendix for an example) to determine if the client is a candidate for the procedure. Follow contraindication list as pre-determination for procedure.
 8. Always begin procedure conservatively. Follow recommended protocols and contraindications for skin type. Each client's skin conditions and sensitivity are different and suggested settings will vary for each client. Do a sensitivity test on the neck by the earlobe and increase or decrease the vacuum level as required. Skin conditions requiring more aggressive vacuum settings are at operator's discretion.
 9. Do not work on sensitive areas such as the eyelids. Eyelids should be closed at all times during the procedure and covered with protective eyewear or damp cotton pads. Sterile eye rinse solution should be available at all times to rinse the eyes.
 10. Removing contact lenses prior to procedure is recommended.
 11. The client should have a minimum sunscreen SPF 30 applied after the procedure and should use sunscreen on an ongoing basis.
 12. Empty the waste container after each service according to your waste handling protocol. Follow the system cleaning instructions in this guide to clean your machine and handpiece after each procedure.
 13. Only Hydrafacial skin solutions should be suctioned through the Hydrafacial® handpiece. Use of other non-approved skin solutions will void the warranty and clog the machine. Always use solution when performing abrasion.
 14. Keep the device in accordance to recommended environmental conditions indicated on page 4 of this manual. Liquid should only be suctioned through the Hydrafacial® handpiece.

WARNING Equipment not suitable for use in the presence of a flammable anesthetics mixture with air or with oxygen or Nitrous Oxide.

WARNING Equipment is not intended to be used in an oxygen-rich environment.

WARNING Unauthorized user modifications will void warranty. Hydrafacial LLC will not be responsible for any injuries sustained due to unauthorized equipment modifications or use of parts not specified by Hydrafacial LLC. Equipment returned to Hydrafacial LLC with unsafe modifications will be returned to their original operating condition at the customer's expense.

CAUTION DO NOT suction liquids through the dry port for crystal-free procedure located on the side of the unit. This will damage the unit and will void the warranty.

CAUTION This equipment has been designed and determined to be compliant with regulatory agency limits for EMI. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference, which can be determined by turning the equipment off and on, the interference can be possibly corrected by one or more of the following measures:

- Relocate the equipment with respect to the receiver.
- Move the equipment away from the receiver.
- Plug the equipment into a different electrical outlet so that the equipment and receiver are on different branch circuits.

CAUTION Use of accessories, transducers, and cables other than those specified or provided by Hydrafacial LLC could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.

Note: The emissions characteristics of this equipment make it suitable for use in industrial areas and hospitals (CISPR 11 Class A). If it is used in a residential environment (for which CISPR 11 Class B is normally required), this equipment might not offer adequate protection to radio-frequency communication services. The user might need to take mitigation measures, such as relocating or reorienting the equipment.

Emissions Standard	Test Method
EN 60601-1-2: 2007	CISPR 11: 2015
EN 60601-1-2:2007/AC:2010 Class B	IEC 61000-3-2:2013
	IEC 61000-3-3:2013
Immunity Standard	Test Method
EN 60601-1-2:2007/AC:2010	IEC 61000-4-2:2008
IEC 60601-1-2:2007	IEC 61000-4-3:2010
	IEC 61000-4-4:2012
	IEC 61000-4-5:2014
	IEC 61000-4-6:2013
	IEC 61000-4-8:2009
	IEC 61000-4-11:2004

CAUTION To prevent electric shock, do not remove the instrument cover. There are no user serviceable parts inside. Routine maintenance or cleaning of internal parts is not necessary. Avoid the use of cleaning agents or chemicals on the instrument. Some chemicals may damage plastic parts or lettering. Any external cleaning should be done with a clean, dry or slightly damp cloth. Any replacement cables and parts should be acquired directly from Hydrafacial LLC.

Unpacking

Inspect the Shipping Carton

Your System was shipped in a custom foam insulated box that has been tested to UPS standards. **If the shipping carton is damaged, inspect the contents for visible damage** such as dents, scratches or any other obvious signs of damage. If the System is damaged, notify Hydrafacial LLC or your local distributor and they will assist you in the repair or replacement of your System.

Do not return your unit without first contacting your distributor and receiving an RMA (Return Material Authorization) number.

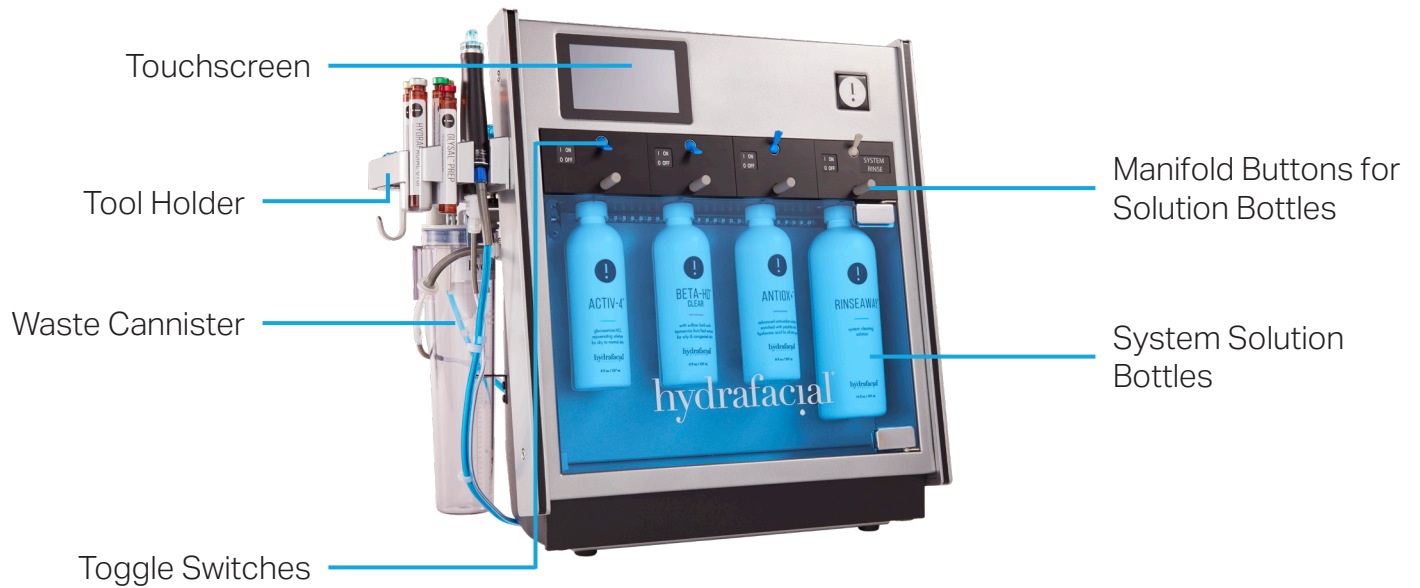
Unpack the unit, accessories and all documents. Retain the original packaging in case you need to ship the System for any reason. Verify that all appropriate items have been received.

WARNING The unit is large and heavy and should not be lifted alone.

Package Contents

- Console Unit
- (Hydrafacial®) Handpiece Assembly
- Handpiece Holder
- Puncture Tool
- Waste Container Assembly
- Cleaning Cap
- Hydrafacial® Power Cord (Region Specific)

System Components



Set-Up

Placement of the Unit

1. Place the unit on a sturdy stand or table that is 32" or less from the floor.

Note: The unit must be located lower than the bed to prevent the skin solutions from siphoning out the handpiece.

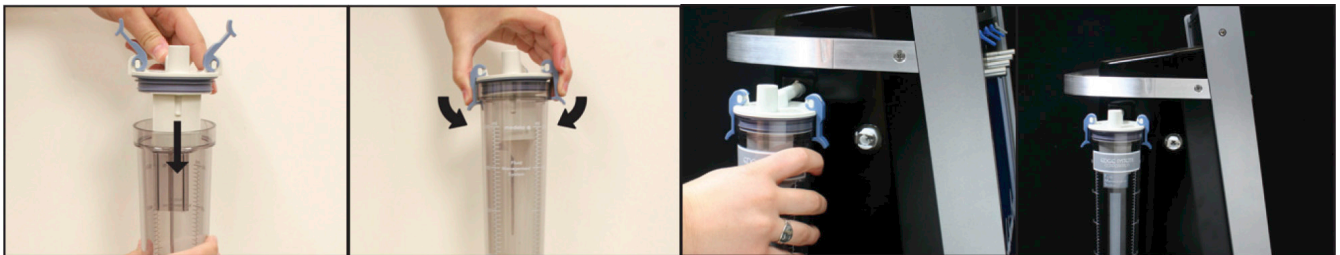
Tool Holder

1. Loosen thumbscrews first.
2. Attach the tool holder, top first onto the accessory rail.
3. Tighten the thumbscrews to lock the handpiece holder in place.



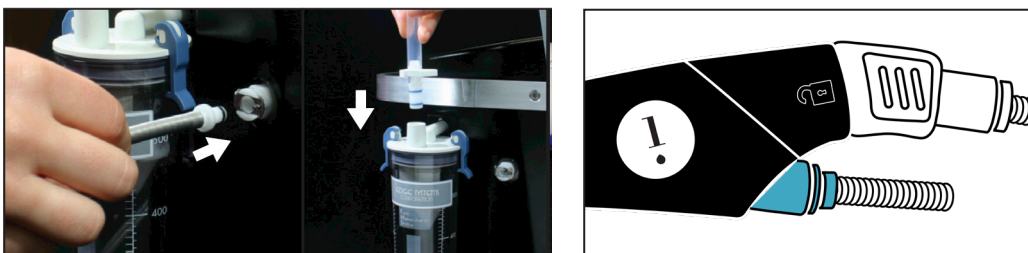
Waste Container

1. Attach the waste container lid and secure the clamps.
2. Insert the tube on the lid into the waste container port on the back of the unit.

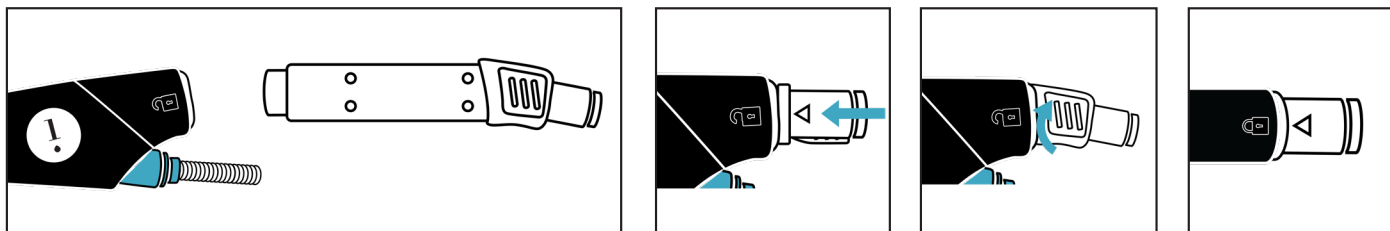


Hydrafacial® Handpiece

1. Plug the small tube attached to the Hydrafacial® handpiece into coupling fitting.
2. Connect the large tube attached to the handpiece into the waste container.
3. Locate the small tubing with the blue end and connect it to the appropriate end on the handpiece. The blue end corresponds with the blue dot. Twist the knob gently clockwise to secure the tubing.



4. Insert the gray cartridge into the handpiece. Align the arrow on the cartridge with the unlock symbol on the handpiece. Push firmly until it snaps into place, then twist the cartridge up until the arrow aligns with the lock symbol.



Note: If the gray cartridge is difficult to insert, drizzle a small amount of water into the cartridge to lubricate it, and try again.

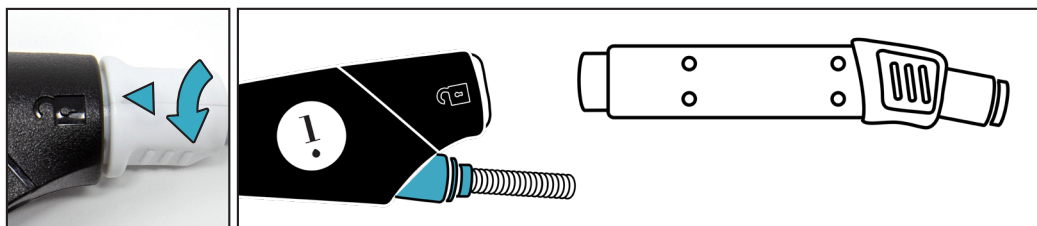
HydroPeel® Tip

1. Align the HydroPeel® tip and attach it to the handpiece.

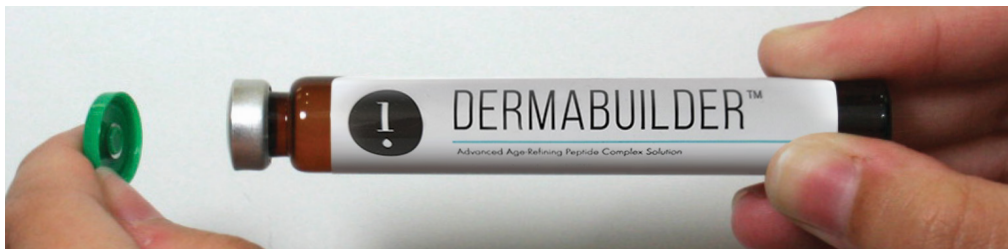


Specialty vial:

1. To access specialty vials, remove the gray cartridge from the handpiece by twisting until the arrow aligns with the unlock symbol, then pull the cartridge straight out.

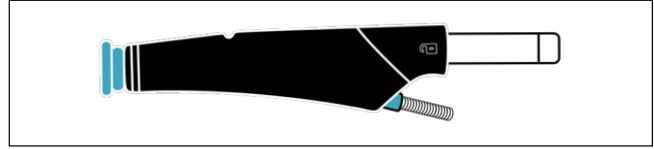
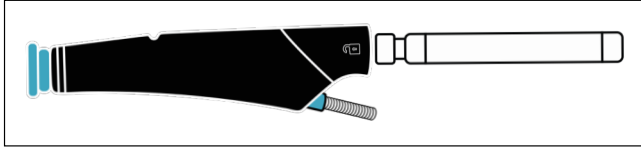


2. **IMPORTANT:** Remove the cap from the vial.



3. Insert the vial into the handpiece. Push firmly until it snaps into place.

Note: Keep all the toggle switches off (see below) while using specialty vials.



4. To re-access the skin solution bottles, remove the specialty vial and insert the gray cartridge into the handpiece. Push firmly until it snaps into place, then twist the cartridge up into the locked position.

Skin Solution Bottles

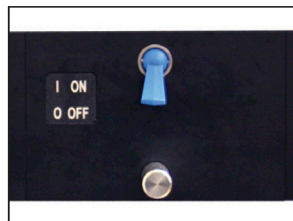
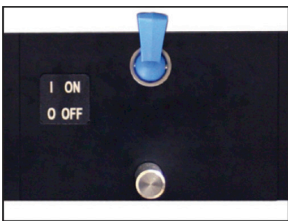
1. Open the front door. Remove the cap of the skin solution bottle and use the puncture tool to pierce the seal inside the bottle.
2. Press and hold each manifold button as you insert each bottle into the manifold, and then release the button.

Note: Device Rinse™ System Cleaning Solution should be installed in the manifold with the gray toggle switch labeled "SYSTEM RINSE".



3. The toggle switches control which skin solution bottle is being used. When a switch is in the ON position, fluid will be drawn from that bottle. When switched to the OFF position, no fluid will be drawn from the corresponding bottle.

Note: Always keep the "SYSTEM RINSE" toggle switch (gray) off while performing procedures.



Operation

Turn On The System

1. Connect the power cord to the power entry module and connect the plug into a grounded wall outlet.
2. Press the main power switch located on the lower back of the machine to the "I" symbol.
The screen will turn on and display trademark dialog before proceeding to the main menu.



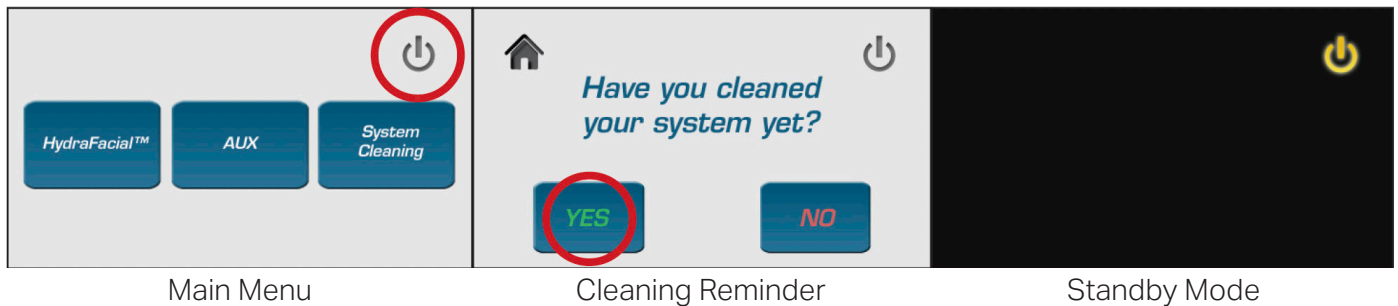
Turn Off The System

1. Press the power switch located on the lower back of the machine to "O" and the system will shut off. The power light and vacuum level display will no longer be illuminated. The power should be switched off at the end of the day.

Standby Mode

1. Touch the power symbol on the top right corner of the screen to place the system into standby mode. A cleaning reminder will appear. If you have already cleaned your system, press the 'Yes' button to finish putting the system into standby mode.

Remember to always clean your system before turning it off or placing it into standby.

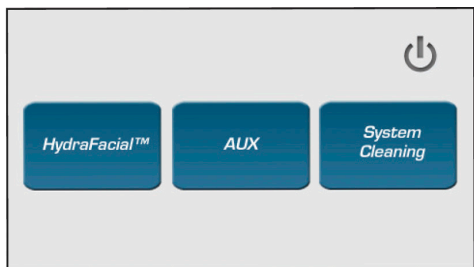


Touchscreen Interface

1. Use your finger to operate the touchscreen interface. Simply touch any icon or button on the screen to invoke its function.

Hydrafacial™ MODE

1. From the Main Menu, touch the button indicating "Hydrafacial™".



Auxiliary Mode

1. From the Main Menu, touch the button indicating "AUX".

System Cleaning Mode

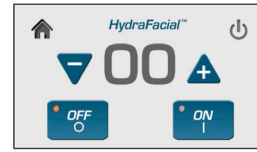
1. From the Main Menu, touch the button indicating "System Cleaning".

Turn The Vacuum On

1. Within each mode, touch the "On" button to start the vacuum.

Turn The Vacuum Off

1. Within each mode, touch the "Off" button to stop the vacuum.



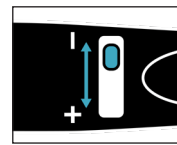
Vacuum Adjustment

1. Within each mode, adjust the vacuum level by pressing the triangular vacuum control buttons. Press the up-arrow button (with the plus sign "+" on it) to increase the vacuum. Press the down-arrow button (with the minus sign "-" on it) to decrease the vacuum.

Note: Use your fingertip, not your fingernail to avoid damage to the screen.

Adjust Fluid Flow

1. Turn the flow control valve towards the + sign to increase fluid flow.
Turn towards the - sign to decrease fluid flow.



Return To Main Menu

1. Touch the "Home" button to return to the Main Menu.

System Cleaning And Preventive Maintenance

The Hydrafacial MD® Allegro™ system needs to be cleaned after each procedure. Cleaning is especially important after the usage of vials.

Skin Solution Stations And Tubing

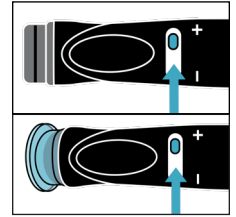
After Each Service

1. Wearing gloves is recommended.
2. After each procedure, run the "system cleaning process". Start by switching all the blue toggle switches down to the "OFF" position, and switch only the gray toggle switch "SYSTEM RINSE" up to the "ON" position.



3. Make sure that the Rinseaway™ system cleaning solution is properly installed. **Only use the Hydrafacial Rinseaway™ Solution;** it contains a biocide to properly clean your system. Partially used skin solution bottles must be capped and stored in a cool place.
4. Go to System Cleaning mode and **set vacuum setting to 26.**

5. Use the cleaning cap (as shown) to occlude the handpiece. Turn the flow control valve all the way towards the + sign, and let the cleaning process run for **20-30 seconds**. Extend to **1 minute** after each service day. The cleaning cap can also be used as a protective cap.
6. When completed, be sure to switch the toggle switch to the "OFF" position.
7. Empty the waste on the back of the unit at the end of each service day.
Do not let the waste container fill above 450ml.
8. Wash, dry, and wipe/spray germicide over waste canister and lid. Leave open overnight to air-dry.

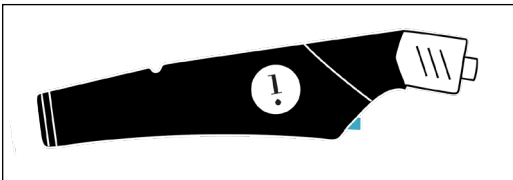


Weekly Cleaning

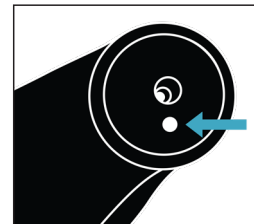
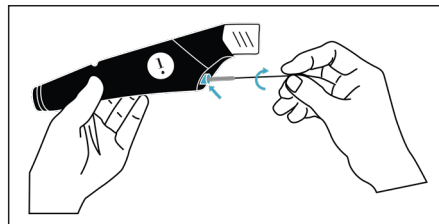
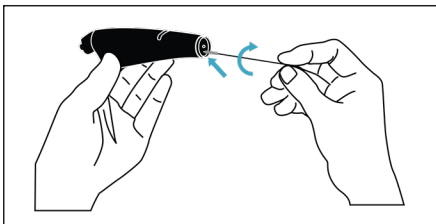
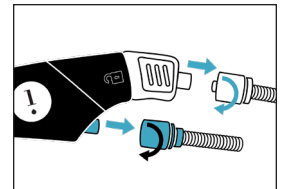
1. Wearing gloves is recommended.
2. Use the Rinseaway™ solution on each individual skin solution station to prevent/remove any clogging. Follow the above instructions to clean/flush your system.
3. When completed, be sure to switch all the toggle switches to OFF position.

Hydrafacial® Handpiece

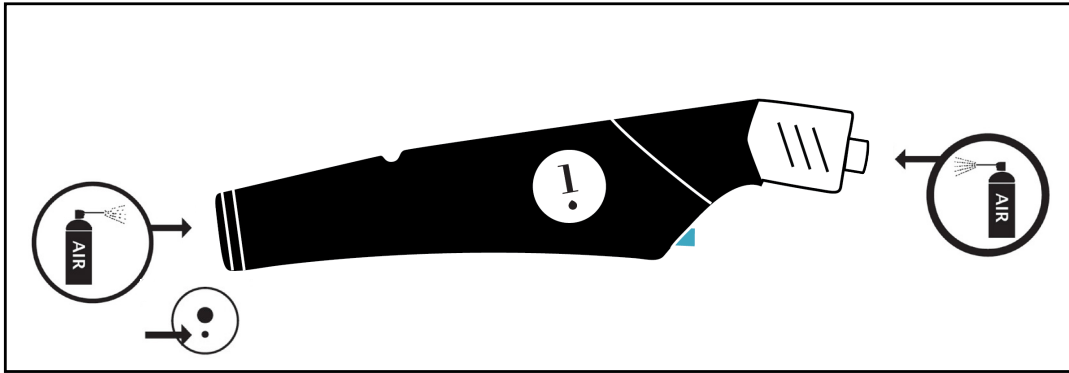
The Hydrafacial® handpiece tubing chambers must be cleaned and disinfected using the cleaning brush every week to prevent any bacterial contamination.



1. Detach the handpiece from all tubing. Gently twist the knobs counter-clockwise to detach each tube from the handpiece.
2. Insert the cleaning brush into the vacuum (smaller opening) on the face of the handpiece. Push it in gently all the way, while rotating in either direction. Repeat with the opening on the back with the blue dot. A few drops of disinfectant may be dropped onto the "face" of the hand piece (held in an upright position) allowing the disinfectant to run into the handpiece opening before inserting the cleaning brush.
Note: 70% isopropyl alcohol is not suitable as a disinfectant.
3. Wash the brush bristles in soapy water between each handpiece opening insertion to clean off debris.



- Using a compressed air canister with the straw attached, blow air first into the vacuum (smaller opening) on the face of the handpiece, and then into the opening in the gray cartridge on the back of the handpiece.



- When the brush and air cleaning are completed, make sure all the blue toggle switches are in the OFF position. Turn the gray toggle switch "SYSTEM RINSE" up to the ON position and the vacuum setting on "26". Press on the cleaning cap and flush through the handpiece and tubing for 1 minute.

During Procedure, Using Specialty Vials

- Fill a small bowl with Rinseaway™ Solution and place next to treatment station.
- Make sure to remove the specialty vial and replace with gray cartridge with no toggles on.
- Set vacuum to 12** and dip the handpiece with tip attached into the bowl of Rinseaway™ for 5 seconds.
- Throw away bowl after each cleaning.

Waste Container

- Wash, dry, and wipe/spray germicide over waste canister and lid. Leave open overnight to air-dry.
Note: Always remove the waste container before transporting the unit.

Touchscreen

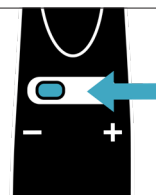
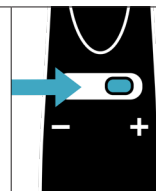
- To clean the touchscreen, use window or glass cleaner. Put the cleaner on a microfiber cloth and wipe the touch screen. Never apply the cleaner directly on the touchscreen.
Note: Avoid getting liquids inside your touchscreen. Do not wipe the screen with a cloth or sponge that could scratch the surface.

Removable Front Door

- To clean door use a plastic cleaner available at your nearest hardware store (example: Novus plastic cleaner). Never, under any circumstances use any type of alcohol to clean front door.

Troubleshooting

Problem	Possible Cause	Solution
No Power	Power cord	Make sure power cord is properly connected to back of the unit and to a working wall outlet.
	Fuses	Unplug unit from main wall outlet prior to this. Use a small flat head screwdriver to remove the fuse holder box located in between the ON/OFF switch and power cord, and check that fuses are in good working conditions (not blown). Replace any blown fuses with ones of same size and rating
Low or No Fluid Flow	Toggle Switch	Make sure the switch is on.
	Empty bottle	Make sure your skin solution bottle is not empty.
	Improper connection	Make sure that your Hydrafacial® handpiece is properly connected to the side of the skin solution station block, and to the waste container. Also, make sure that the lid is firmly attached to the waste container.
	Tip is improperly installed	Make sure the tip is firmly installed onto the handpiece. Angled tips should face downwards in order to facilitate flow.
	Flow control valve is closed	Make sure the flow control valve on the handpiece is open. To increase fluid flow, turn the flow control valve towards the + sign.
	Leak in the line	Check lines for any kinks or leaks.
	Faulty station	If using only one station at a time, turn current station off and try another station, if this corrects the problem please check on the previous station that internal bottle seal is completely broken and pick up assembly (metal portion) is fully submerged.
	Operator technique	Make sure that you are holding the handpiece correctly and not working against gravity or blocking the tubing.
	Waste canister is full	Do not let the waste container fill above 450 mL. If the container becomes overfull, a built-in float will occlude the vacuum opening and skin solution flow through the handpiece will cease. Empty the waste container after each service.
Too Much Fluid Flow	Clogging	Flush all stations thoroughly. Make sure the machine is cleaned after each service.
	Gray Cartridge is loose	Make sure that the gray cartridge is properly inserted into the handpiece. The arrow on the cartridge should line up with the lock symbol.
	Flow control valve is opened too far	Make sure the flow control valve on the handpiece is not opened too far. The default setting for the flow control valve is 50% open. To decrease fluid flow, turn the flow control valve towards the – sign.
	Position of the machine	Place the unit on a sturdy stand or table that is 32" or less from the floor. The unit must be located lower than the treatment bed to prevent the skin solutions from siphoning out of the handpiece.



Warranty Policy

Who Is Covered:

This Warranty Policy (the "Warranty Policy") applies and extends only to the original customer (the "Customer") that purchased a Hydrafacial Device (the "Device") from Hydrafacial LLC or its authorized affiliated entities (together, the "Company") in the country where the sale occurred. This Warranty Policy is non-transferable and non-assignable by the Customer. In the event that a Customer attempts an unpermitted assignment of the Customer's rights under this Warranty Policy to a third party (a "Third Party"), the Company shall no longer have any duty to fulfill any of its obligations under this Warranty Policy to the Customer or Third Party. Notwithstanding the foregoing, the Company agrees that it shall extend the benefits of this Warranty Policy to a leasing company that provides financing to the Customer for the Device, provided that the Device is leased back to, and operated by, the Customer. For the avoidance of doubt, any such leasing company shall not have any rights greater than the Customer.

How Long¹:

The Warranty Policy for a Device runs for a standard period of one (1) year from the date the Device is installed at the Customer's location (the "Standard Warranty Period"). Notwithstanding the foregoing and depending on where the Customer is located, the Standard Warranty Period for a Device may be extended up to a total of four additional, one (1) year periods (i.e.: a potential maximum of up to five (5) years of total coverage for the Device may be obtained under this Warranty Policy) for a fee (each, an "Extension Year") by purchasing an Extended Service Contract from the Company. If the Company offers the ability to purchase an Extension Year based on the Customer's location and the Customer would like to purchase an Extension Year on the Warranty Policy, the Customer may contact the Company for more information on how to purchase such Extended Service Contract for the Device. However, all prices with respect to purchasing an Extension Year for a Customer's Device are subject to change without notice and are not guaranteed, except the prices for an order for an Extension Year that has been accepted and confirmed by the Company are not subject to change after such order has been accepted.

What Is Covered:

This Warranty Policy for the Device covers manufacturing defects in material or workmanship, and for the following items (each, an "Item"):

- Handpiece^{2**}
- Lymphatic Tubing^{3**}
- Manifold Tubing
- Waste Canister³

What The Company Will Do:

If the Customer receives and/or experiences a defected Device or Item during the applicable warranty period, the Company will, in the Company's sole discretion, repair or replace any defects in such Device or Item without any costs to the Customer for parts or labor (except as specifically stated).

What Is Not Covered:

This Warranty Policy does not cover any Device, equipment, or Item which has been damaged by ordinary wear and tear, accident, misuse, abuse, or modification, or which has been used in violation of the Device's and/or Item's instructions or for any purpose other than one for which it was manufactured, or caused by unauthorized repair, use of unauthorized or counterfeit parts, and/or use of unauthorized or counterfeit consumables, including, without limitation, damage to the Device and/or Item arising from use of skin solutions, serums, or tips used, purchased, or otherwise obtained from a non-Company approved supplier.

This Warranty Policy also does not cover the following Items associated with the Device:

- Tubing that is degraded due to normal wear and tear
- Consumable parts, such as serums and boosters
- Tray cover
- Cosmetic damage
- Cosmetic wear & tear

Furthermore, this Warranty Policy does not cover any damage caused by acts of god or third parties not within the control of the Company, such as damage caused by power surges or lightning. This Warranty Policy does not cover the costs of installation, adjustment of user controls, initial technical adjustment (set-up), and routine user required maintenance. This Warranty Policy does not extend to any Device machinery, appliances, or property of the Customer used in conjunction with or connected to the Device.

Exclusions and Remedies:

This Warranty Policy is the exclusive remedy against the Company and no other remedy (including but not limited to incidental, special, or consequential damages for injury to any person or property, lost profits, lost sales, lost revenues, or any other incidental or consequential loss) shall be available. This Warranty Policy is in lieu of any other warranty, express or implied, including but not limited to any implied warranty of merchantability or fitness for a particular purpose. Any representations or promises inconsistent with or in addition to this Warranty Policy are unauthorized and shall not be binding upon the Company. Please note that to the extent a state, territory, country, and/or region (particularly certain countries in Europe and Asia) does not allow limitations on how long an implied warranty lasts, does not allow the exclusion or limitation of incidental or consequential damages, and/or does not allow limitations on what equipment, parts, and/or accessories may or may not be covered under this Warranty Policy during the Standard Warranty Period, the above limitations may not apply if you reside in one of these states, territories, countries, and/or regions, and in such a case, this Warranty Policy will conform to the applicable laws of the state, territory, and/or country where the sale of the Device occurred.

How To Obtain Service:

To obtain service under this Warranty Policy (and under any Extension Year purchased via an Extended Service Contract), the Customer must contact the Company's Technical Support team within the applicable warranty period. The Company's Technical Support team can be reached during normal business hours as follows:

Country	Telephone	Email
United States of America	+1-877-393-0938	techsupport@hydrafacial.com
Canada	+1-877-393-0938	techsupport@hydrafacial.com
Mexico	+1-877-393-0938	techsupport@hydrafacial.com
United Kingdom	+44 1788 572 007	UKTechSupport@hydrafacial.com
Ireland	+44 1788 572 007	UKTechSupport@hydrafacial.com
France	+33 01 70 38 78 45	FRTechSupport@hydrafacial.com
Germany	+49 69 69717990	DETechSupport@hydrafacial.com
Austria	+49 69 69717990	DETechSupport@hydrafacial.com
Switzerland	+49 69 69717990	DETechSupport@hydrafacial.com

Spain	+34 636591999	serviciotecnico@hydrafacial.com
Portugal	+34 636591999	serviciotecnico@hydrafacial.com
China	+400-188-8583	customer.china@hydrafacial.com
Australia	+1300 309 233	customercareanz@hydrafacial.com
New Zealand	+0800 888 135	customercareanz@hydrafacial.com
For All Other Countries/Territories	+1-877-393-0938	internationaltechsupport@hydrafacial.com

The Technical Support team will help determine the Device's repair needs. The Technical Support team will troubleshoot the issue with the Customer over the phone or via email. If the Technical Support team is unable to resolve the issue with the Customer over the phone or via email and determines that it is necessary to repair the Device, the Technical Support team will provide on-site support to resolve the issue so long as the Device is under warranty.

For any questions or concerns regarding this Warranty Policy, please contact your applicable customer service team.

¹ The Company does not offer Extend Service Contracts for an Extension Year in certain countries and/or regions. Customers are encouraged to contact the Company to see if they are eligible to purchase an Extended Service Contract for an Extension Year on its Device. If the Company does not offer Extended Service Contracts for an Extension Year in the country and/or region where the Customer is located, the Device will only be covered under this Warranty Policy for the duration of the Standard Warranty Period.

² Limit one (1) replacement only within the first six (6) months of ownership of the handpiece due to manufacturing defect under this Warranty Policy, and one (1) replacement only within the first six (6) months of ownership of the handpiece due to manufacturing defect under this Warranty Policy under any Extension Year purchased via an Extended Service Contract. Company recommends Customers to purchase a new handpiece once every six (6) months to help ensure optimal performance.

³ Limit one (1) replacement per item under this Warranty Policy, and one (1) replacement per item under any Extension Year purchased via an Extended Service Contract. Customer must purchase an additional Item at list price for any replacement that is not covered under this Warranty Policy or under any Extended Service Contract.

** This Item is NOT covered under this Warranty Policy for Customers located in China only

- ☐ Hydrafacial®
- ☐ LYMPHATIC/MASSAGE PROCEDURE
- ☐ BLUE/RED LIGHT PROCEDURE
- ☐ MICRODERMABRASION

SECTION 1: MEDICAL INFORMATION

Absolute Contraindications

YES NO

- ☐ ☐ Accutane or other similar medication
- ☐ ☐ Autoimmune disease, HIV, lupus, hepatitis, scleroderma
- ☐ ☐ Active infection in the treatment area
- ☐ ☐ Melanoma or lesions suspected of malignancy
- ☐ ☐ Active Sunburn
- ☐ ☐ Pregnancy (medical-legal)
- ☐ ☐ Breastfeeding (medical-legal, may increase skin sensitivity & likelihood of PIH)
- ☐ ☐ Epilepsy contraindicated for LED light therapy

Relative Contraindications

- ☐ ☐ Anticoagulants procedure (use lower settings)
- ☐ ☐ Very thin skin
- ☐ ☐ Other Aesthetic Treatments: Botox: wait 5-7 days; Fillers: wait 7-10 days; Peels: wait 30 days
- ☐ ☐ Laser Treatments: wait until lesions heal & swelling & redness is resolved

Other Concerns

- ☐ ☐ Keloids: avoid direct contact
- ☐ ☐ Rosacea, telangiectasia (use lower vacuum)
- ☐ ☐ Unrealistic expectations

If you answered **YES** to any of the above questions, please explain:

Please list any known allergies:



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