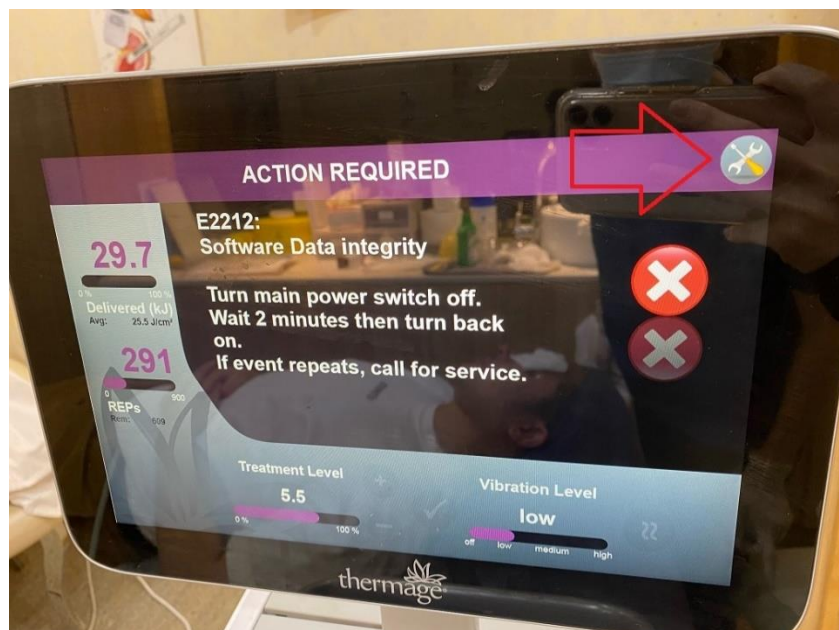


# How to retrieve FLX system logs

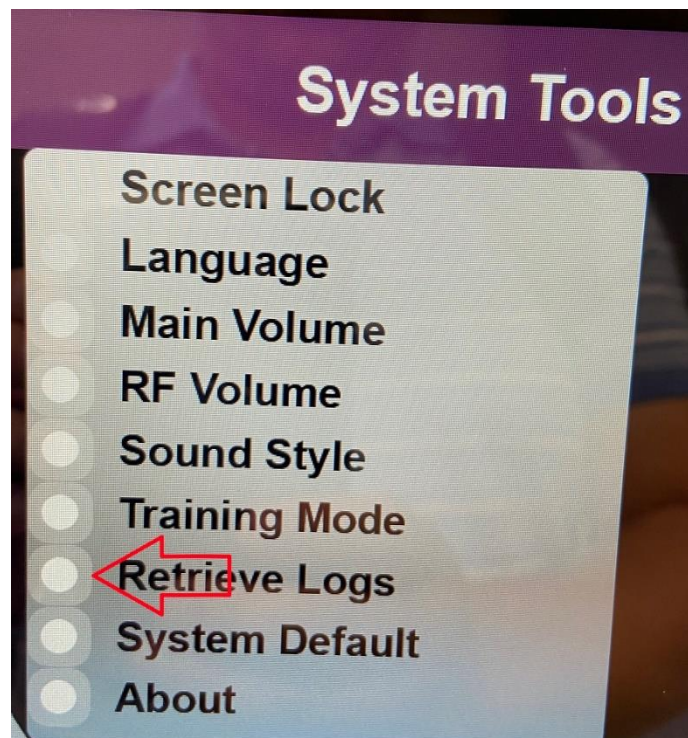
1. Insert the USB Stick into the back of the system while it is turned on (make sure the USB is relatively small like 16Gb and under if possible, a 64Gb would not work with the system)



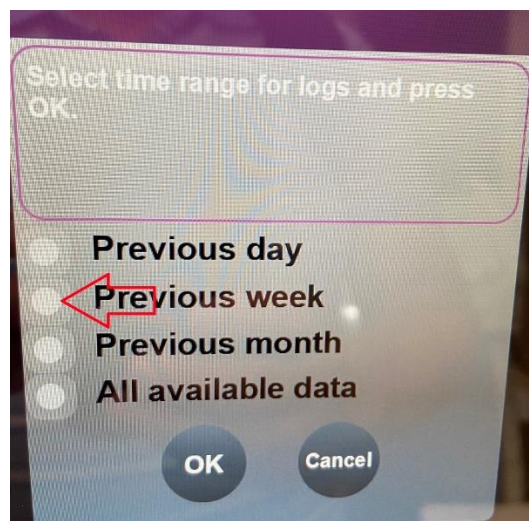
2. Press the system tools button on the top right-hand corner of the screen



3. Press the Retrieve Logs button



4. Select the range of logs, preferable 1 weeks' worth of data



5. Once that is done it will tell you it is finished. Press the back arrow on the top right hand side of the screen (if you press the ok button it will download the logs again).

6. Please send the LOGSCZ file to our email: [anztservice@bausch.com](mailto:anztservice@bausch.com) and in the email please include the time and dates the issue had occurred and a short description about what happened.

 ThermageSC\_BBBW13\_2022-03-24\_04-12-41  4/04/2022 11:11 AM LOGSCZ File

7. If it is an Adverse Event or an issue with the tip, please send in the tip in question if possible to our head office at and attention it to Service:

Level 2, 12 Help St

Chatswood NSW 2067