Hydrafacial Syndeo™

Instructions for Use

Hydrafacial™

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HydraFacial Ex. 2030

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Introduction

Congratulations on your purchase of the HydraFacial Syndeo™ System! You can have the utmost confidence in this leading edge system designed in the USA by HydraFacial LLC. The HydraFacial System is a modular system that may include other modes of operation not available in the EEA. Separate User Guides are provided for all optional modalities.

The System is intended to be used in clinics, and aesthetic practices by trained practitioners, and aesthetic professionals – in accordance with their licensing scope and applicable national/local requirements.

Intended Use

The System is intended to (exfoliate) the upper layers of the skin.

Side Effects

Client may experience temporary irritation, tightness, or redness at the treatment area. This usually dissipates within 72 hours depending on skin sensitivity.

Warnings

- Do not use over active acne, such as severe, inflammatory acne.
- Do not use over active infection or open wounds (e.g., herpes simplex, excoriations, or open acne cysts).
- Do not use on client with autoimmune or communicable disease.
- Do not use on client with cold sores or fever blisters without pre-medication.
- Do not use over abnormal, unidentified facial growth or mark.
- Not recommended for severe acne scarring.
- If the skin becomes irritated beyond normal, discontinue the treatment and seek medical advice.
- Do not use within the orbital area or over any body orifice, such as over the eyelids. It is recommended to have the eyes closed during the procedure. Sterile eye rinse solution should be available in case products accidentally get in the eyes.
- This System is not intended to be used on infants, children, pregnant or lactating women because it has not been evaluated for this group of users.
- Do not use on client with allergy to any ingredient in the skin solutions.
- Do not use over melanoma or lesions suspected of malignancy.
- Do not use over active sunburn.
- Do not use on very thin skin: use lower vacuum setting and lighter pressure.
- Do not use on client with laser treatments: wait until lesions heal and swelling and redness is resolved.
- Do not use on client with other aesthetic treatments:
  Botox: wait 6-7 days; Fillers: wait 7-10 days; Peels: wait 30 days.

System Specifications:

- Unit Size: 117 cm / 46 in (H) x 50.8 cm / 20 in (W) x 45.8 cm /18 in (D)
- Unit Weight: 30 kg (65 lbs)
- Electrical:

220 –240VAC, 50/60Hz, nominal 2A, 8A max	REF 7000079-BLK-NMD
100-120VAC, 50/600Hz, nominal 2A, 8A max	REF 7000078-BLK-NMD

Technical Specifications

Parameter	Specification 220–240 VAC	Specification 110–120 VAC
REF	7000079-BLK-NMD	7000078-BLK-NMD
Voltage	220–240 VAC, 50/60 Hz, nominal 2A, 8A max	100–120 VAC, 50/60 Hz, nominal 2A, 8A max
Power Consumption	142 watts, maximum	142 watts, maximum
Mode of Operation	Continuous	Continuous
Audio Volume	Under 70 dB Sound Pressure Level at 1 meter	Under 70 dB Sound Pressure Level at 1 meter
Visual Indicators	LCD display with system messages	LCD display with system messages
Instrument Maker/Model	HydraFacial LLC / HydraFacial Syndeo®	HydraFacial LLC / HydraFacial Syndeo®
Dimensions	117 cm / 46 in (H) x 50.8 cm / 20 in (W) x 45.8 cm /18 in (D)	117 cm / 46 in (H) x 50.8 cm / 20 in (W) x 45.8 cm /18 in (D)
Weight	30 kg (65 lbs)	30 kg (65 lbs)
Operating Altitude	Maximum of 2000 m	Maximum of 2000 m
System Controls	Touchscreen monitor, buttons	Touchscreen monitor, buttons
Interconnects	Custom cables	Custom cables
Ingress of Fluids	Not protected against the ingress of fluid. IPX0	Not protected against the ingress of fluid. IPX0
Flammability	Equipment not suitable for use in the presence of flammable anesthetic mixture with air or with oxygen or with nitrous oxide.	Equipment not suitable for use in the presence of flammable anesthetic mixture with air or with oxygen or with nitrous oxide.
Electrical Conformity	This equipment has passed all required testing for electric shock, fire and mechanical hazards in accordance with IEC 60601–1, IEC/EN 60601–1.	This equipment has passed all required testing for electric shock, fire and mechanical hazards in accordance with IEC 60601–1, IEC/EN 60601–1.
Electrical Shock Protection – Classification	Class I	Class I
Electrical Shock Protection – Degree	Type BF Equipment	Type BF Equipment
Product Life	The System warranty runs for a period of one (1) year from the date of installation of the System to the original Customer. We will provide any replacement part for the balance of the original warranty period.	The System warranty runs for a period of one (1) year from the date of installation of the System to the original Customer. We will provide any replacement part for the balance of the original warranty period.
Applied Part	The Handpiece is the client applied part	The Handpiece is the client applied part
Separation From Power Mains	Power switch on rear panel provides full separation from power mains.	Power switch on rear panel provides full separation from power mains.
Fuse	Slow-blow fuse. 250V 8A	Slow-blow fuse. 250V 8A

Environmental Conditions

Parameter	Specification
For Shipping & Storage	Temperature: Normal (–20o to 60o C) Relative Humidity: 10—90% RH Atmospheric Pressure: 500—1060 hPa
Operating Conditions	Temperature: Normal (10o to 40o C) Relative Humidity: 30—75% RH

Safety Information

Product Marking Symbols

Symbol	Description
	Attention: Refer to accompanying documentation.
	Separate collection for electronic.
	Type BF Applied Part. Defibrillation proof.
	Direct Current
	Alternating Current
	ON (Power)
	OFF (Power)
	STANDBY (Power)
	Consult Instructions For Use
	Fuse
	Pushing Prohibited
	Connect to supply mains with protective earth (ground)
	Keep Dry
	Conformité Européenne

Caution and Marking Symbols

Symbol	Description
WARNING	Calls attention to a procedure, practice, or condition that could possibly cause bodily injury or death.
CAUTION	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
	Date of Manufacture
REF	Catalogue Number
SN	Serial Number
LOT	Lot Number
EC REP	European Representative
UK CA	UK Conformity Assessed

Safety Guidelines

1. Ensure that all operators of the the HydraFacial Syndeo™ System are trained as required by local/national regulations. Do not operate the unit before being trained. For any questions regarding training, contact The HydraFacial Company or 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.

3. Always do a client consultation to determine if the client is a candidate for the procedure. Follow warnings as pre-determination for procedure. Verify any known allergies with the client. Perform a patch test if necessary.

4. Always use clean, unused tips for each procedure. Keep tips in original packaging until ready to use.
   WARNING Reusing tips could result in skin infection.

5. Use only tips manufactured by HydraFacial LLC.

6. Use only solutions and formulas authorized by HydraFacial LLC.

7. Do not use contaminated skin solutions.
   WARNING Reusing contaminated skin solution could result in skin infection, and will void all warranties. Partially used skin solution bottles must be capped and stored in accordance with instructions on product label.It is recommended not to use skin solutions that exceed the "Best Used By" date. If you observe any abnormality with your products, please contact HydraFacial LLC or your local distributor.

8. Removing contact lenses prior to procedure is recommended.

9. The client should have a minimum sunscreen SPF 30 applied after the procedure and should use sunscreen on an ongoing basis.

10. Each client's skin conditions and sensitivity are different. Always begin treatment conservatively. Do a sensitivity test on the neck by the earlobe first, and increase or decrease the vacuum level as appropriate. Lower vacuum level is recommended for thin, fragile skin. Skin conditions requiring more aggressive vacuum levels are at operator's discretion. Follow recommended protocols and cautiously consider skin types.

11. Empty the #Gunkie waste canister after each service according to your waste handling protocol and local/national regulations. Follow the System cleaning instructions in this guide to clean your System and handpiece.

12. Keep the System in accordance to recommended environmental conditions. Liquid should only be suctioned through the HydraFacial handpiece.

13. Always use solution when performing abrasion. Performing the treatment without skin solutions could result in discomfort to the client.

14. The System is not spill proof. Avoid spillage of any liquid on the System.

15. The System is not intended to be used in conjunction with any other System, medicine or technology and should only be used in accordance with these Instructions for Use.

16. Use of non-approved skin solutions will void the warranty and may clog the System.

17. Do not let the #Gunkie waste canister overfill. If this happens, a built-in float device will occlude the vacuum opening and skin solution flow through the handpiece will cease.

    Note: Always remove the #Gunkie waste canister before transporting the unit.

18. Do not attempt to lift the unit alone or move over uneven or damaged flooring.

19. Wearing gloves is recommended when performing all treatments, system cleaning and preventive maintenance activities.

20. CAUTION Device cannot be serviced or maintained while in use.

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

22. CAUTION DO NOT suction liquids through the dry port located on the side of the unit. This will damage the System and void the warranty.

23. WARNING Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally.

24. CAUTION If this System does cause interference, which can be determined by turning the System off and on, the interference can be possibly corrected by one or more of the following measures:
    - Relocate the System with respect to the receiver.
    - Move the System away from the receiver.
    - Plug the System into a different electrical outlet so that the System and receiver are on different branch circuits.

25. 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 606061-1-2: 2015 IEC 60601-1-2:2014	CISPR 11:2015 +A1:2016 EN 61000-3-2:2014 EN 61000-3-3:2013
Immunity Standard	**Test Method**
EN 60601-1-2:2015 IEC 60601-1-2:2014	IEC 61000-4-2:2008 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 ISO 7637-2

26. WARNING Portable RF communications equipment should be used no closer than 15 cm/6 in to any part of the HydraFacial System, including cables specified by HydraFacial LLC. Otherwise, degradation of the performance of this equipment could result.

27. 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.
28. Do not rest cups or any liquid containing vessels that could spill on the monitor or in the backpack.
29. Do not locate machine in a position that blocks access to the rear power switch.
30. End of life disposal instructions: Do not dispose of this product with ordinary waste. Please refer to your local, state, or national authorities for directions on how to comply with local electronic waste disposal requirements.

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.

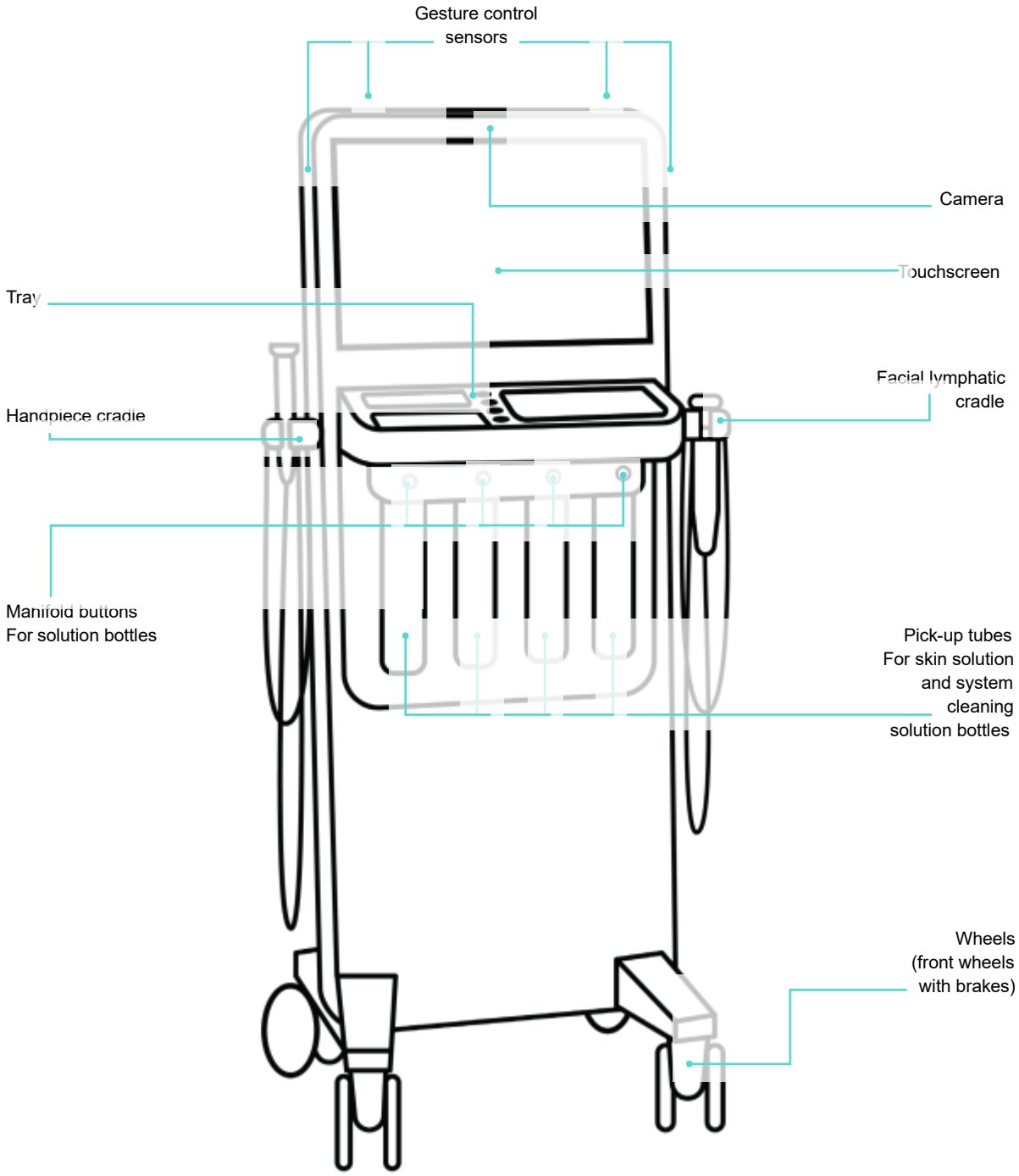
Unpack the unit, accessories and all documents. Retain the original packaging in case you need to ship the System for any reason. Verify that all appropriate items have been received.

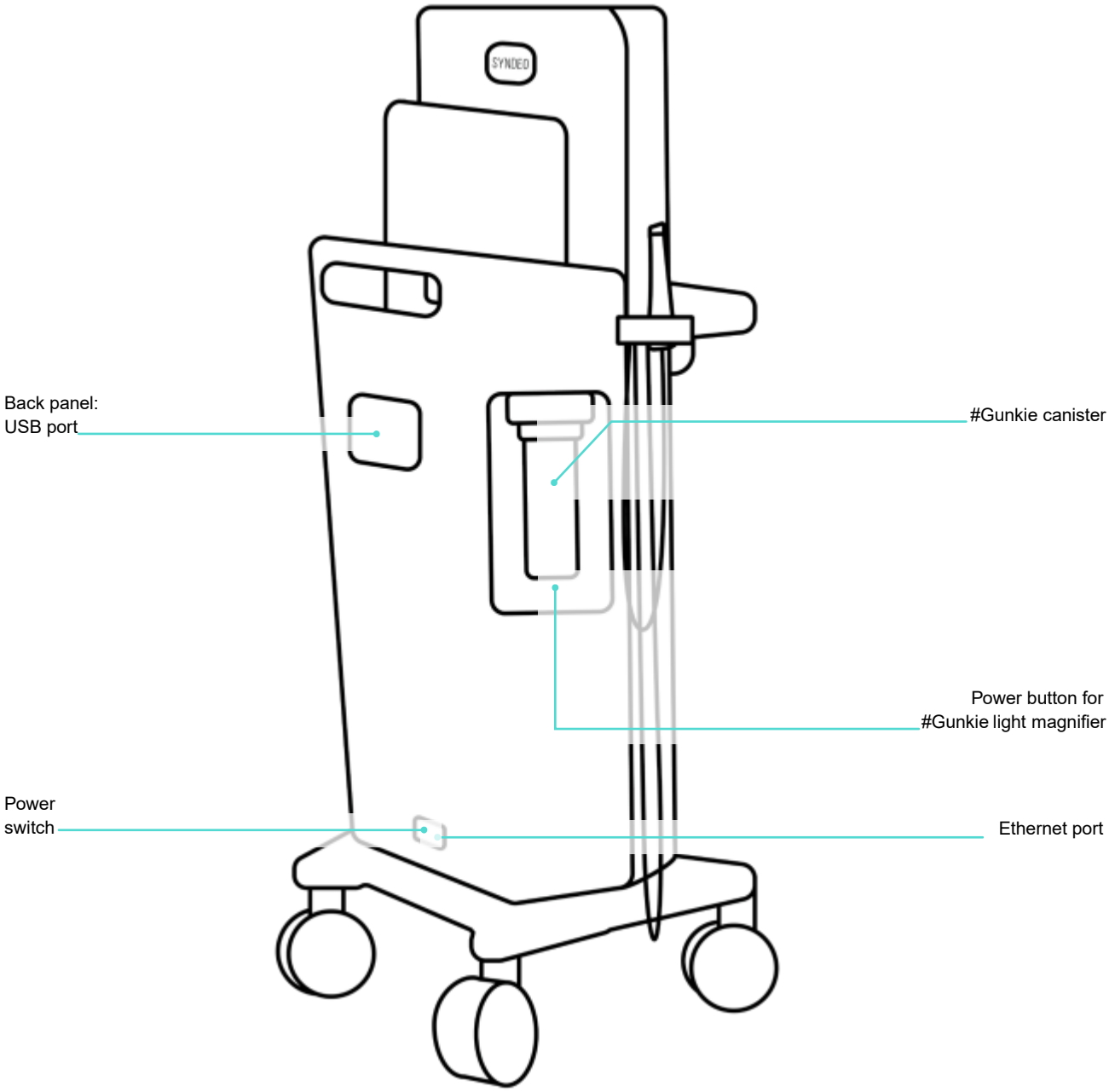
WARNING The unit is large and heavy and should not be lifted alone.

Package Contents

- Syndeo System
- Accessory Box
  - Power cord
  - #Gunkie waste canister
  - Puncture tool
  - Handpiece caps
- Handpiece Kit
  - Black plastic handpiece
  - Handpiece tubing
  - Cleaning tools

System Components



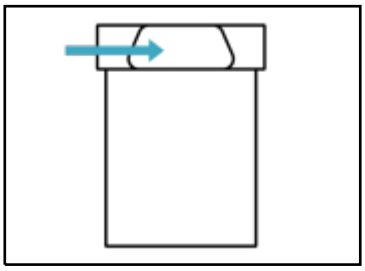
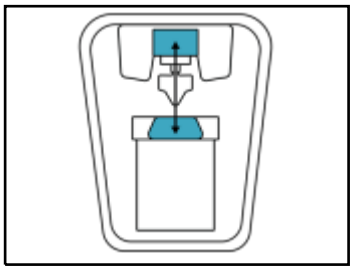

SYNDEO
Back panel:
USB port
#Gunkie canister
Power button for
#Gunkie light magnifier
Power
switch
Ethernet port

Set-Up

#Gunkie Waste Canister

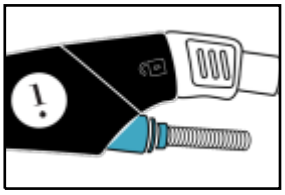
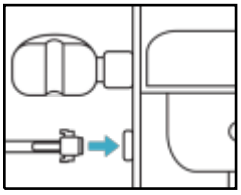
1. Attach the #Gunkie waste canister by aligning the protruding tab on the #Gunkie with the release button on the system and
   press the #Gunkie upwards until the latch connects.
2. Make sure the waste canister is held securely. Pull down on the #Gunkie. If it does not pull out, it is engaged.

   Note: Always remove the #Gunkie waste canister before transporting the unit.
3. To remove the #Gunkie, press the release button and pull down on the #Gunkie.

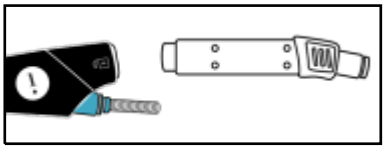
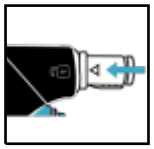
HydraFacial Handpiece

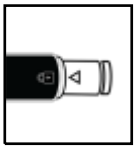
1. Connect the blue twist lock (Return Line) to the blue connector on the bottom of the handpiece and secure by twisting until hand tight. Do not overtighten.
2. Connect the clear twist lock (Supply Line) to the cartridge and secure it by twisting the lock until hand tight. To prevent the lock from breaking, do not overtighten the twist lock.
3. Snap tubing connector onto the Syndeo Device. Press metal tab on the device to allow for connection. This connects both tubes to the Syndeo device.

4. Insert the 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.

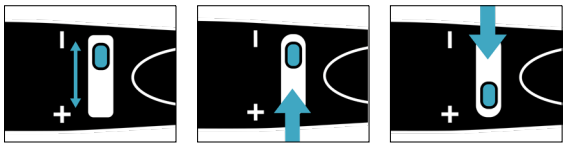
   Note: If the cartridge is difficult to insert, drizzle a small amount of water into the cartridge to lubricate it, and try again.



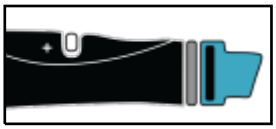
5. To remove the cartridge and insert skin solution vials (sold separately), twist the cartridge until the arrow aligns with the unlock symbol, then pull the cartridge straight out. Next, insert the vial into the handpiece. Push firmly until it snaps into place.

6. Turn the flow control valve toward the “+” sign to increase the serum flow or towards the “–” sign to decrease the flow.



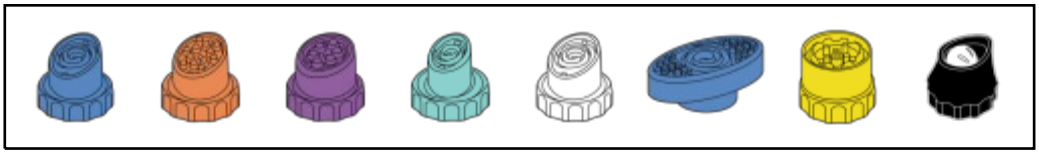
HydroPeel Tip

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



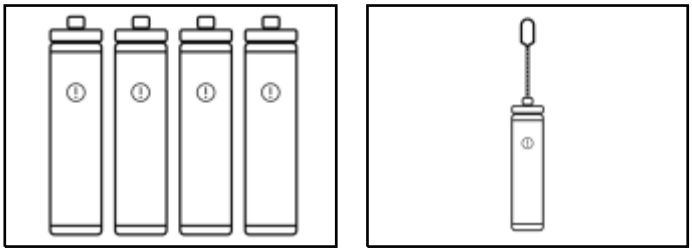
Caution: Avoid dropping or damaging the disposable tip prior to treatment. Disposable tips suspected of being damaged should be discarded and replaced. Damaged tips may cause scratches or discomfort to the client.

Single use only.

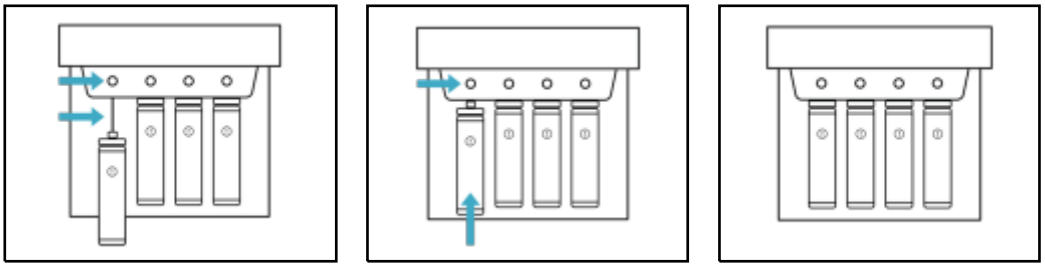


Solution Bottles (Sold separately)

1. Remove the cap of the skin solution bottle and use the puncture tool to pierce the seal inside the bottle.



2. Feed the straw into the bottle, passing the seal. Spin the bottle so the V notch faces towards you and align it with the button. Push the bottle up until it clicks in. Do not twist the bottle once inserted.



3. The Syndeo system solution bottle controls are located on the bottom of the screen within the treatment steps. The Syndeo system automatically selects and deselects the recommended solution bottle based on the respective treatment step. To override the system selection, simply select and deselect bottles by pressing the buttons on the touchscreen. Long press a button to select multiple bottles at one time.

On, Off, and Sleep Modes

Turn ON the System

1. Connect the power cord to the Syndeo system and connect the plug into a grounded wall outlet.
2. Switch the power entry module switch to the ON (I) position.
3. The Syndeo system will boot up and the Start Up Screen will appear.

Sleep Mode

1. The Syndeo system enters sleep mode after a period of idle time (time since last touching of the touchscreen). Idle time can be adjusted in Settings in User Session Timeout.
2. To wake from sleep mode simply touch the monitor screen.

Turn OFF the System

To turn OFF the unit simply switch the power entry module to the OFF (O) position.

Note: The Syndeo system can typically be left on and connected to the internet.

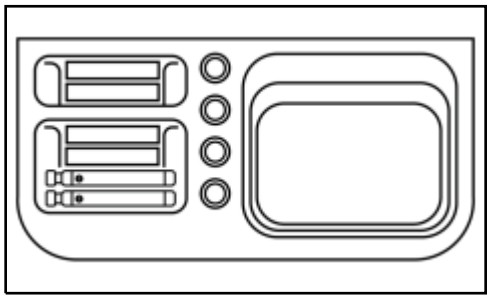
Connectivity

- To ensure you receive regular software updates, connect your Syndeo unit to the internet (WiFi).
- If Wi-Fi is unavailable, internet connection can be achieved via ethernet.
- Internet connection can be established during the initial setup process by following the onscreen prompts. Alternatively, the system connectivity can be adjusted in Settings.

Prep Tray

The tray is enabled with smart technology that scans consumables placed in the tray and displays them in Pre-Treatment Screens under the Personalization section. To easily personalize a treatment:

1. Place consumable vials (e.g. Boosters, Peels, etc.) into the tray prior to starting a treatment.

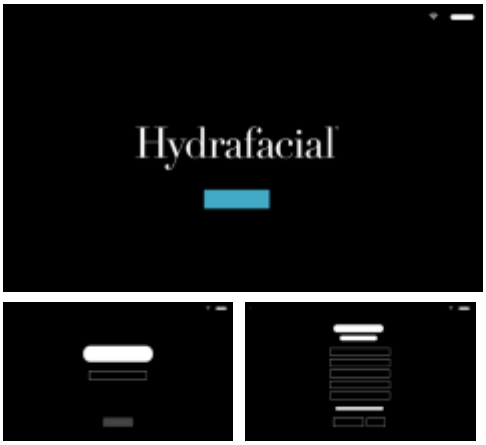


Touchscreen

This section shows how to operate the touchscreen and navigate the system software. The user interface is designed to be intuitve and consistent on each screen, therefore, only some screens will be shown below as an example. The touchscreen has been preset for optimal performance with the HydraFacial program. Thus, you cannot and will not need to adjust the monitor.

1. Access each page by lightly tapping the buttons displayed with your fingertip, not fingernail. If the touchscreen does not respond, verify that you have actually pressed on the button and did not miss it.
   Note: There may be a slight delay when you press the touchscreen; do not press repeatedly if it does not respond immediately.

Initial Setup



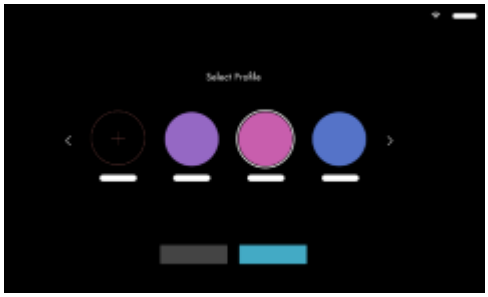
Start-Up Page

Click the Get Started button to begin the onboarding process.
You will be asked to:

- Select language
- Connect to the internet
- Select your country
- Login using your Hydrafacial account information

Follow the prompts on each screen to complete the setup process.

Navigating the System



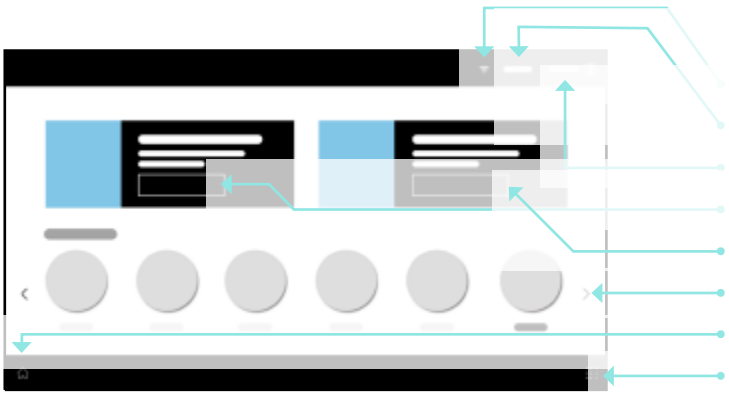
Login

Navigate to the login screen and select your name from the available user profiles. Select New User and follow the prompts to create a new user profile or continue
as a guest. ClickContinue to be brought to the Home screen.

Note: Select Edit Profiles to delete profiles from the login screen

Home Screen

From the Home Screen, you can initiate a treatment, log in a client, explore the Hydrafacial treatment and consumable options, or pull up the menu.



Menu

- Client profile information (accessible during client treatment only).
- System Rinse Menu
- Catalog
- Settings Menu
- Current Notifications
- Manual Mode (without Treatment Guidance).
- Sign Out of User Account

Login Screen

The Login Page allows you to:

- Login as Provider or Esthetician
- Load a Client's profile information

Note: Logging in as a provider or esthetician allows that user to receive credit for treatments performed. Logging in a client before a treatment allows the user to:

- View the client's treatment history.
- Add delivered treatment to the client's treatment history.

Pre-Treatment Screens

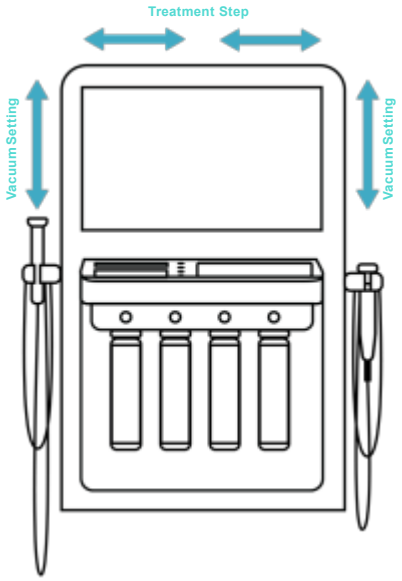
Get to know your client's history and skin status. Personalize and prep for their treatment in Syndeo's Pre-treatment Screens.

- Select Add a Treatment to add on another treatment for this visit.
- Select Edit Treatment to adjust the treatment plan for this visit.
- Select Edit Personalization to add or remove boosters and peels from the treatment plan.

Treatment Screens

- Access treatment overview screen to edit treatment
- Treatment Type
- Treatment Step
- Adjust vacuum
- Turn On/Off vacuum
- Next/Previous Step
- Access more information about displayed element

Gesture Control Functionality



To minimize screen touching, gesture control functionality allows for intuitive and quick in-treatment navigation and vacuum control.

Treatment Step Navigation

- Navigate to the next step in a treatment: Wave your hand from right to left above one of the sensors.
- Navigate to the previous step in a treatment: Wave your hand from left to right above one of the sensors.

Vacuum Control

- Turn on the vacuum: Wave your hand from bottom to top over the sensor on the right or left side of the monitor.
- Subsequent waves from bottom to top over the sensor increases the vacuum level one point.
- Subsequent waves from top to bottom over the sensor decreases the vacuum level one point.

Note: Any movement within 15 inches of the sensors may be read. Optimal reading range is within 2 inches of the sensors.
Note: The sensors do not recognize black gloves due to 'stealth behavior' of the black color. Avoid wearing black gloves. Clear, pink, blue or purple gloves may be worn.

Pop-Up Windows

If you see a pop-up window, follow the on-screen instructions and select the appropriate button to continue.

In-treatment Rinses

Run a quick system rinse when prompted during a treatment. Attach the cleaning cap and fully open the flow valve by turning it all the way to the "+" sign. Select Begin Rinse to start the rinse.

System Rinses

Access all System Rinse options by selecting System Rinses in the Menu. Select the appropriate system rinse type and follow the on-screen prompts.

Settings

Software Updates

Note: To receive the latest software update, internet connection is required.

A notification will appear along the top of the screen when a new update is available. Press the notification or select Menu then Notifications and follow the prompts to learn about, and update to, the latest software version.

Perform Treatment

Wearing gloves is recommended when performing all treatments.

Pretreatment Screens

To begin a New Treatment select one from the Home Screen. Follow the prompts to log in a client using the client's Phone Number or Email Address. The client's information will be displayed. Select Continue to proceed to the Your Treatment Overview screen.

Repeat a Treatment

To repeat a treatment from a client's history, select Look Up Your Client on the Home Screen. Follow the prompts to enter client's account information. The client's information will be displayed. Select Treatments to view treatment history. Select a treatment from the list. The Treatment History details will be displayed. Select Do It Again to perform this treatment again and proceed to the Your Treatment Overview screen.

Prepare for the treatment on the Your Treatment Overview Screen. You can edit the personalization options and treatment directly by selecting the respective options. Select Confirm Treatment when you are ready to begin the treatment.

Treatment

Note: Each treatment guides you through the suggested protocol steps, stroke patterns, formulas, and vacuum settings.

1. Cleanse client's face.
2. Place a tip on the handpiece.
3. Turn on the vacuum.
4. Place tip against skin to occlude and dab skin solution onto skin.

Cleaning & Maintenance

Wearing gloves is recommended when performing all cleaning and maintenance activities.
Select System Rinses in the Menu to view.

#Gunkie Waste Canister Rinse

- After each treatment empty the waste from the #Gunkie waste canister. Rinse with water.
- DO NOT let the waste canister fill above the “Please Empty Me” line printed on the canister.
- At the end of each day, rinse the #Gunkie waste canister with soap and water. Let it air dry.

In-Treatment 20-Second Rinse

- Perform a 20-Second System Rinse after the Extraction step of each treatment as prompted in the Treatment flow. Ensure the cleaning cap is attached to the handpiece and the flow valve is fully opened.

After Each Treatment 20-Second Rinse

- Perform a 20-Second System Rinse after each treatment as prompted in the Treatment flow. Ensure the cleaning cap is attached to the handpiece and the flow valve is fully opened.
- Don’t forget to empty the #Gunkie waste canister and rinse it with water.

After Each Lymphatic Treatment

- Clean the lymphatic handpiece(s) with a germicidal solution on any area that makes contact with the skin.

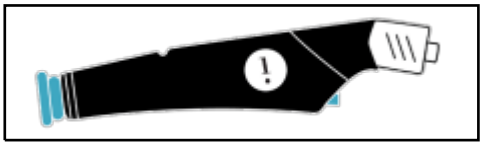
End of Day 60-Second Rinse

- Perform a 60-Second System Rinse at the end of the day
- Don’t forget to rinse the #Gunkie waste canister with soap and water. Let it air dry.

Handpiece Cleaning

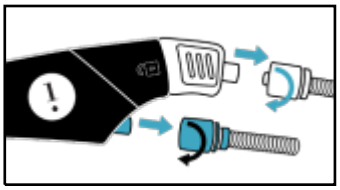
The HydraFacial™ handpiece tubing chambers must be cleaned and disinfected using the cleaning brush.

1. On the screen, select Menu. Then, select Handpiece Rinse from the System Rinses.

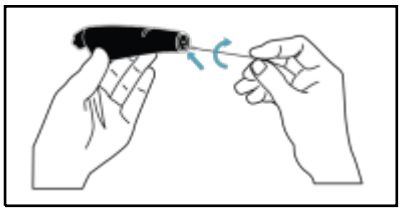


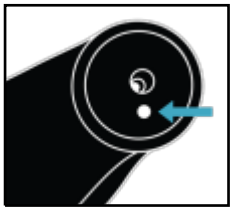
2. Open the control valve on the handpiece.

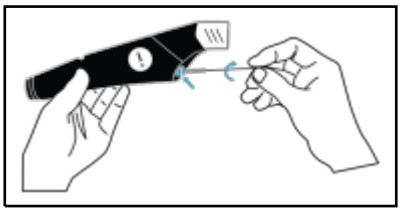
3. Detach the handpiece from all tubing by gently twisting the knobs counter-clockwise.



4. Insert the cleaning brush into the vacuum (smaller) opening on the face of the handpiece. Push the brush in and out fully while rotating three times. Repeat on the blue twist lock connector opening on the back of the handpiece.







5. Wash the brush bristles in soapy water between each handpiece opening insertion to clean off debris.

   Optional: Insert the compressed air dispenser into the blue twist lock connector and administer two sprays.

6. Clean the entire outer surface of the handpiece with a germicidal wipe, removing all visible soil. Use a second germicidal wipe to thoroughly wet the surface of the handpiece and ensure the handpiece remains visibly wet for 2 minutes.

   Note: Barbicide is a recommended disinfectant (follow Barbicide's instructions for use). Isopropyl alcohol is not suitable as a disinfectant.

7. Re-attach the tubing and cleaning cap to the handpiece. Open the flow valve fully by turning it all the way to the "+" sign.

8. Select Continue To Rinse on the screen to run a system rinse and follow the on-screen prompts.

Manifold Cleaning

Perform after every 50 treatments or every two weeks (whichever comes first).

1. On the screen, select Menu. Then, select Manifold Clean from the System Rinses.
2. Remove solution bottles from the manifold. Have a towel handy to catch any dripping liquid.
3. Insert Device Rinse bottle into Slot 1. Select Start Rinse.
4. When rinse is complete, disconnect Device Rinse bottle from Slot 1 and connect to Slot 2. Select Continue. Repeat with Slot 3.
5. When rinse is complete, reconnect all solution bottles into the Slots.
6. Empty and rinse the #Gunkie with water.

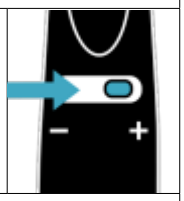
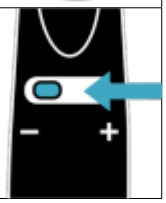
Touchscreen Clean

Warning: The surface of the touchscreen may be cleaned as needed to remove any residue or dust.

Apply a window or glass cleaner on a non-scratching microfiber cloth and wipe the touchscreen. Do not spray cleaner directly on the screen. The same can be used to wipe the front panel of the system.

Note: Do not use any type of alcohol or strong solvent, as well as thinner, benzene, abrasive cleaners, or compressed air, as it may damage the touchscreen surface.

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. Use a small flathead screwdriver to remove the fuse holder box located in between the ON/OFF switch and power cord. Check that fuses are in good working conditions (not blown).
Touchscreen	Blank screen/No video signal	If the main power is ON and the touchscreen is blank, press the power button located on the right hand side of touchscreen. Check video cable connection in the rear.
	No image, or inverted image on the screen	Call your local distributor for assistance.
	Screen does not respond to touch	
Low or No Fluid Flow	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 canister. Also, make sure that the lid is firmly attached to the waste canister.
	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. 
Low or No Fluid Flow	Leak in the line	Check lines for any kinks or leaks.
	Too many solution stations are on	Make sure you only have a maximum of two skin solution stations selected at one time.
	Faulty station	If using only one station at a time, deselect current station and try another station. If this corrects the problem please check on the previous station that the internal bottle seal is completely broken and pick up assembly (straw) is fully submerged. Repuncture the bottle if needed.
	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 canister fill above 450 ml. If the canister becomes overfull, a built-in float will occlude the vacuum opening and skin solution flow through the handpiece will cease. Empty the waste canister after each service.
	Clogging	Flush all stations thoroughly. Make sure the System is cleaned after each service.
	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.
Too Much Fluid Flow	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. 

Limited Warranty

Form of Product Warranty
LIMITED WARRANTY (HydraFacial™ System)

What Is Covered:

The warranty for the HydraFacial™ System (the "System") covers defects in material or workmanship in the System.

Who Is Covered:

This limited warranty applies and extends only to the original Customer purchasing the System from HydraFacial LLC in the country where the sale occurred. This limited warranty is non-transferable and non-assignable by the original Customer. HydraFacial LLC shall have no obligations under this limited warranty in the event that an original Customer attempts an unpermitted assignment of the original Customer's rights under this limited warranty. Notwithstanding the foregoing, HydraFacial LLC agrees to extend the benefits of this limited warranty to a leasing company providing financing to the original Customer for the System, provided that the System is leased back to and operated by the original Customer and any such leasing company has no greater rights than the original Customer.

How Long:

The System warranty runs for a period of one (1) year from the date of installation of the System to the original Customer. We will provide any replacement part for the balance of the original warranty period.

What HydraFacial LLC Will Do:

For the System, HydraFacial LLC will, within the applicable warranty period, at HydraFacial LLC's sole discretion, repair or replace any defects in the System without any costs to the Customer for parts or labor (except as specifically stated).

What Is Not Covered:

This warranty does not cover any equipment which has been damaged by accident, misuse, abuse, or modification, or which has been used in violation of the System instructions or for any purpose other than one for which it was manufactured, or caused by unauthorized repair or use of unauthorized parts, including, without limitation, damage to the System arising from use of skin solutions or tips purchased or otherwise obtained from a non HydraFacial LLC approved supplier. This warranty does not cover freight damage; or any damage caused by acts of god or third parties not within the control of HydraFacial LLC, such as damage caused by power surges or lightning. This warranty does not cover the costs of installation, adjustment of user controls, initial technical adjustment (set-up), and routine user required maintenance. This warranty does not extend to any System machinery, appliances or property of the customer used in conjunction with or connected to the System. This warranty is the exclusive remedy against HydraFacial LLC and no other remedy (including but not limited to incidental or consequential damages for injury to person or property, lost profits, lost sales or any other incidental or consequential loss) shall be available. This warranty 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 limited warranty are unauthorized and shall not be binding upon HydraFacial LLC. Please note that some states do not allow limitations on how long an implied warranty lasts or do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you.

How To Obtain Service:

To obtain Service under this warranty, the Customer must contact HydraFacial LLC Technical Support team within the warranty period. HydraFacial LLC can be reached by telephone in the U.S. (toll free) at (800) 603-4996 or (562) 597-0102 or contact your local distributor. While under warranty, HydraFacial LLC will arrange for shipping and cover shipping charges should the System need repair.

HydraFacial LLC
3600 E. Burnett St.
Long Beach, CA 90815 USA
(800) 603-4996 • (562) 597-0102
hydrafacial.com

Designed in California, USA