



VISS<sup>IPL</sup>

Intense Pulsed Light (IPL)  
**Hair Removal System**

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Owner's Manual





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# 1. Introduction

Thank you for choosing VISS IPL! Please visit [www.vissbeauty.com](http://www.vissbeauty.com) and register this product to enjoy its full benefits.

Your dreams of beautifully smooth, hair-free skin can now be a reality. Introducing VISS IPL, a safe and effective permanent hair reduction system you can use in your own home. With VISS IPL you can finally free yourself from the daily chore of eliminating unwanted hair. VISS IPL technology was designed with safety in mind and gives you simplicity, flexibility and privacy with proven results.

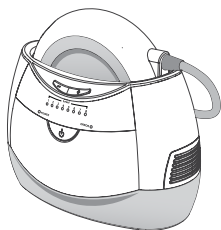
This device has been designed to remove body hair on areas mentioned below:

- Face
- Chest
- Bikini
- Arms
- Back
- Legs
- Underarms
- Abdomen

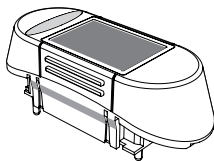
For more information and updates, please refer to our Website.

# 1.1 What's Included

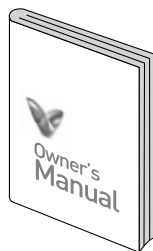
Please check to make sure all listed components are included and that they are not defective.



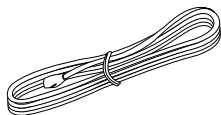
Main Device



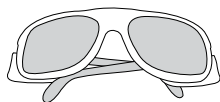
Lamp Cartridge



Owner's Manual



AC Power Cable



Safety Glasses



Glasses Pouch

# 1.2 Benefits

This device provides the following benefits:

## **INTENSE PULSED LIGHT (IPL) TECHNOLOGY FOR HOME USE**

VISS IPL uses a light-based technology called 'Intense Pulsed Light' (IPL). IPL is also used in the professional beauty market for hair

removal and has been in use for the last fifteen years. VISS IPL now brings this innovative technology to the comfort of your home.

## **EFFECTIVE HAIR RE-GROWTH PREVENTION FOR EVERYDAY SMOOTHNESS**

VISS IPL provides you with long-lasting hair re-growth prevention and silky-smooth skin. Optimal results were generally achieved after four to five treatments.

A reduction in hair density is visible from treatment to treatment. How fast the effect becomes visible and how long the results last varies from person to person.

To treat all hairs successfully and prevent the hair root from becoming active again, the treatments have to be repeated once every two weeks for the first three months. Your skin should be smooth and hair-free by then. To ensure that you keep these results, we advise you follow the provided treatment schedule.

## **GENTLE TREATMENT, EVEN ON SENSITIVE BODY AREAS**

VISS IPL has been developed in close cooperation with the world's leading dermatologists for an safe and effective treatment, even on the most sensitive body areas.

## **OPTIONAL SKIN REJUVENATION CARTRIDGE**

The pleasure and stresses of life, along with the simple aging, tend to cause our skin to appear older. While people choose makeup or even invasive surgery to counter the aging process, the enlightened solution to reveal more even, luminous, younger looking skin is IPL Skin Rejuvenation. Available anywhere VISS IPL is sold.

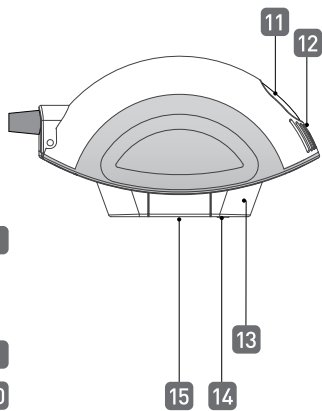
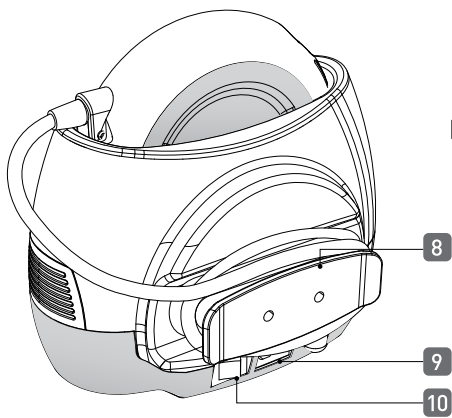
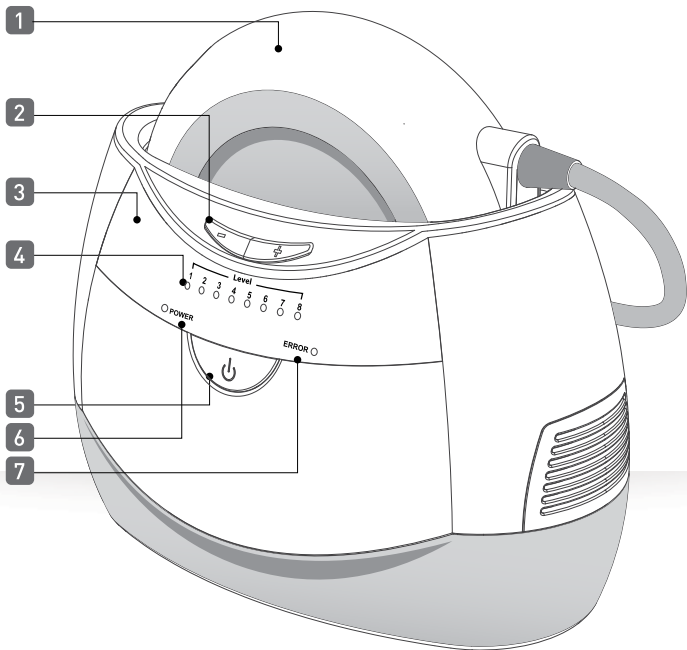


## 2. Part Descriptions

Below is a list naming the parts of your VISS IPL. The corresponding numbers can be found in the diagrams on Pg. 5.

- |                              |                                    |
|------------------------------|------------------------------------|
| 1. Applicator                | 9. AC Plug insert                  |
| 2. Intensity level button    | 10. Main Power Switch              |
| 3. Control panel             | 11. Flash button                   |
| 4. Intensity level indicator | 12. Ready to flash indicator light |
| 5. Power button              | 13. Cartridge                      |
| 6. Power light               | 14. Skin sensor                    |
| 7. Error light               | 15. Lamp                           |
| 8. Cord wrap                 |                                    |







## 3. Important

Read this user manual in its entirety before you use this device and save it for future reference.

### 3.1 Danger

- Water and electricity are a dangerous combination. Do not use this device in wet surroundings (e.g. near a bath, a shower or a swimming pool).
- Keep this device and the adapter dry.

### 3.2 Warning

- This device is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of this device by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with this device.

- This device is not intended for children younger than 14 years.
- Teenagers aged between 15 and 18 years can use this device with the consent and/or assistance of their parents or the persons who have parental authority over them. Adults from 19 years and older can use this device freely.
- Only use this device with the adapter supplied.
- Do not use this device or the adapter if it is damaged.
- Do not use this device if the filter glass is broken.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

## 3.3 Preventing damage

- Never cover the ventilation slots during use.
- Make sure nothing can obstruct the air flow through the ventilation slots.
- Never subject this device to heavy shocks and do not shake or drop it.
- If you take this device from a very cold environment to a very warm environment, wait approximately 3 hours before you use it.
- Never use or store this device in a dusty environment.
- Never leave this device unattended when it is switched on. Always switch off this device after use.
- Do not expose this device to direct sunlight or UV light for long periods of time.

- Do not flash against white, smooth or reflective surfaces like paper, mirrors, floors, walls etc. This can cause severe damage to the removable window. Only flash when this device is in contact with skin.

## 3.4 Caution

- Please use this device only at intensity level suitable for your skin type. Use at higher settings than those recommended can increase the risk of skin reactions and side effects.
- Do not expose this device to temperatures lower than 15°C or higher than 35°C during use.
- Never tamper or attempt to open device
- Never use this device in any of the cases mentioned under 'Contraindications' (Ch. 3.6).

## 3.5 Who should not use VISS IPL?

VISS IPL is not designed for everyone. If any of the following is true for you, then this device is not suitable for you to use.

- If your natural hair colour in the treatment areas is light blond, white, grey or red.
- If you are of skin type VI (you rarely or never get sunburnt and you tan very darkly). In this case you run a high risk of developing skin reactions such as strong redness, burns or discolourations .

- There are medications and health conditions that may lead to adverse reactions when you use VISS IPL. Please read section 'Contraindications' to determine whether any of these apply to you.
- All types of tanning can influence the safety of the treatment. This applies to exposure to natural sunlight as well as artificial tanning methods such as tanning lotions, tanning devices etc. If you are tanned or are planning to tan, please see 'Tanning advice' section (Ch. 5.2).

## 3.6 Contraindications

Your skin may become a little red and irritated after you have used this device. This phenomenon is absolutely normal and quickly disappears. If the irritation does not disappear within three days, we advise you to consult a doctor.

### **NEVER USE THIS DEVICE:**

- If you have an unsuitable skin and/or hair type (consult the skin/hair colour table (Ch. 5.3) to determine whether this device is suitable for you).
- If you have a skin disease such as active skin cancer, if you have a history of skin cancer or any other localized cancer in the areas to be treated.
- If you have pre-cancerous lesions or multiple atypical | moles in the areas to be treated.
- If you have a history of collagen disorder, including a history of keloid scar formation or a history of poor wound healing.
- If you have a history of vascular disorder, such as the presence of varicose veins or vascular ectasia in the areas to be treated.

- If your skin is sensitive to light and easily develops a rash or an allergic reaction.
- If you have infections, eczema, burns, inflammation of hair follicles, open lacerations, abrasions, herpes simplex, wounds or lesions and haematomas in the areas to be treated.
- If you have had surgery in the areas to be treated.
- If you have epilepsy with flashlight sensitivity.
- If you have diabetes, lupus erythematoses, porphyria or congestive heart disease.
- If you have any bleeding disorder.
- If you have a history of immunosuppressive disease (including HIV infection or AIDS).
- On areas of your skin where you are currently being treated with or have recently been treated with Alpha-Hydroxy Acids (AHAs), Beta- Hydroxy Acids (BHAs), topical isotretinoin and azelaic acid.
- If you have taken oral isotretinoin Accutane® or Roaccutane® in the last six months. This treatment can make skin more susceptible to tears, wounds and irritations.
- When you are on painkillers, which reduce skin's sensitivity to heat. If you are taking photosensitising agents or medications, check the package insert of your medicine and never use this device if it is stated that it can cause photo-allergic reactions, photo-toxic reactions or if you have to avoid sun when taking this medicine.
- If you take anticoagulation medications, including heavy use of aspirin, in a manner which does not allow for a minimum 1-week washout period prior to each treatment.

- If you take immunosuppressive medications.
- Over or near anything artificial like silicon implants, Implanon contraceptive implants, pacemakers, subcutaneous injection ports (insulin dispenser) or piercings.
- On moles, freckles, large veins, darker pigmented areas, scars, skin anomalies without consulting your doctor. This can result in a burn and change of colour, which makes it potentially harder to identify skin related diseases (e.g. skin cancer).
- On nipples, areolas and mucous areas (inner vagina and anus).
- On warts, tattoos or permanent make-up. This can result in a burn and change of colour.
- After intensive sunbathing and/or on sunburnt skin or if you use suntan accelerators. See 'Tanning advice' (Ch. 5.2) section for more information.
- If you use long-lasting deodorants.
- If you are pregnant or breast feeding.



## 4. How It Works

### 4.1 Hair growth

Depending on age, metabolism and other factors, everyone's hair grows differently, but hair normally grows in three phases:

1. **Anagen phase (growing phase)**

The hair grows actively from the root. In this phase the concentration of melanin is highest. Melanin is responsible for the pigmentation of the hair. The more melanin there is in the root, the darker the hair is. Melanin concentration is also the determining factor for the efficacy of this method.

2. **Catagen phase (degradation phase)**

The hair growth stops and the root shrinks before the hair sheds.

3. **Telogen phase (resting phase)**

The old hair separates from the root and sheds. The root remains at rest until the biological clock tells it to become active again and grow a new hair. Hairs on an area of skin are usually in different stages of the cycle of hair growth.

**Only hairs in the anagen phase are susceptible to treatment with light.**



## 4.2 Working principle

This device works by heating up the hair and root beneath the skin. The melanin in the hair and hair root absorbs the released light pulses. The darker the colour of the hair, the more heat can be absorbed. This process stimulates the hair to go into the resting phase. The hair now sheds naturally and the hair growth is inhibited. Hairs can take one or two weeks to shed. Optimal hair removal cannot be obtained with a single session, as only hairs in the anagen phase are susceptible to treatment with light. During a treatment, hairs on the treated area are usually in different stages of the cycle of hair growth. To treat all hairs successfully and prevent the hair root from becoming active again, the treatments have to be repeated once every two weeks for the first three months. Your skin should be smooth and hair free by then. To ensure that you keep these results refer to our 'Average treatment schedule' section (Ch. 6.5).



## 4.3 Skin rejuvenation

VISS IPL can be paired with an optional Skin rejuvenation cartridge that is available anywhere VISS IPL is sold. VISS Beauty puts the power of Intense Pulsed Light (IPL) in your hands to easily treat mild acne, rosacea, sun damage, age spots, mild wrinkling and veins. The treatments also stimulate new collagen production beneath the skin surface, which remodels the collagen, firms the skin and shrinks pores. Using the principle of selective photothermolysis, these treatments target different chromophores in the skin, which selectively absorb the light energy as heat and yield the desired response.



# 5. Preparing for Use

## 5.1 Preparing treatment areas

For optimal results and highest efficacy, prepare the areas on which you intend to use this device in the manner described below.

1. **Shave** the areas you intend to treat as long as you still experience hair re-growth.

NOTE: IF YOUR LAST DEPILATION METHOD INVOLVED REMOVING HAIRS BY THE ROOTS (E.G HAIR REMOVAL CREAM, WAXING ETC.) REFER TO GUIDELINES BELOW:

HAIR REMOVAL CREAM: IT IS RECOMMENDED TO USE VISS IPL ONE WEEK AFTER LAST DEPILATION TREATMENT.

WAXING, THERMAL HAIR REMOVAL SYSTEM, TWEEZERS: IT IS RECOMMENDED YOU USE THE VISS IPL 3 WEEKS AFTER TREATMENT.

2. **Clean** your skin and make sure it is hair-free, entirely dry and free from oily substances (e.g. present in cosmetic products like deodorants, lotions, perfumes, tanning creams and sunscreens).
3. **Check** this device, especially the lamp cartridge and filter glass for trapped hair, dust and fibres. If you see any contamination, clean this device according to the instructions in the 'Cleaning and maintenance' section.

## 5.2 Tanning Advice

### SUN EXPOSURE BEFORE TREATMENT

- Wait at least 48 hours after sunbathing before you use this device. Sunbathing can cause skin to darken (tan) and/or can cause sunburn (reddening of the skin).
- After these 48 hours, check the skin for any remaining sunburn. Do not use as long as sunburn persists.
- When the sunburn has disappeared, perform a skin test on the area to be treated to determine the appropriate light intensity, see 'First use' section.
- If your skin is tanned, you run a risk of developing skin reactions, perform a skin test on the area to be treated to determine the appropriate light intensity, see 'First use' section.

### SUN EXPOSURE AFTER TREATMENT

- Wait at least 24 hours after treatment before you expose treated areas to the sun. Even after 24 hours, make sure that the treated skin does not show any redness from the treatment anymore before you expose it to the sun.
- It is recommended to apply the optional VISS IPL Hair Removal Post-treatment Gel anytime you plan to expose the treated areas to the sun or artificial UV rays between treatments. Otherwise you must either cover the treated areas or use non-perfumed sun block with SPF 45+.
- Exposing treated areas to the sun immediately after treatment without protection can increase the risk of adverse side effects and skin reactions.

### TANNING WITH ARTIFICIAL LIGHT

- Follow the instructions in 'Sun exposure before treatment' and 'Sun exposure after treatment' above.

## 5.3 Recommended Light Intensities

There are eight available light intensities to suit your personal needs. Use the table below to find which one is appropriate for you.

NOTE: 'X' INDICATES THAT THIS SETTING IS NOT SUITABLE FOR YOUR SKIN/HAIR TYPE.

	Black Hair	Dark Brown Hair	Brown Hair
<b>I White</b> Always sunburn, no tanning	6/7/8	6/7/8	6/7/8
<b>II Beige</b> Easy sunburn, minimal tanning	6/7/8	6/7/8	6/7/8
<b>III Light Brown</b> Sometimes sunburn, good tanning	4/5/6	4/5/6	4/5/6
<b>IV Mid Brown</b> Rarely sunburn, fast and good tanning	3/4/5	3/4/5	3/4/5
<b>V Dark Brown</b> Rarely sunburn, very good tanning	1/2/3	1/2/3	1/2/3
<b>VI Black</b> Rarely/never sunburn, very dark tanning	X	X	X

**Dark  
Blonde  
Hair**

**Light  
Blonde  
Hair**

**Red  
Hair**

**White/  
Grey  
Hair**

**6/7/8**

X

X

X

**6/7/8**

X

X

X

**4/5/6**

X

X

X

**3/4/5**

X

X

X

**1/2/3**

X

X

X

X

X

X

X

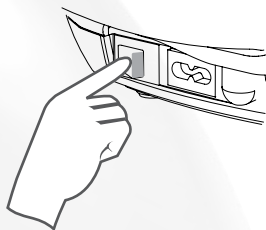


## 6. Using the Device

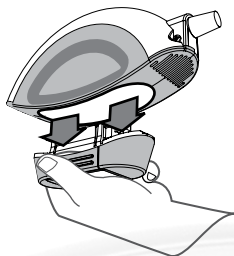
### 6.1 Inserting / Replacing cartridge

VISS IPL lamp cartridges are designed to last 4000 flashes for hair removal. There is also an optional skin rejuvenation cartridge. After its lifespan this cartridge will have to be replaced.

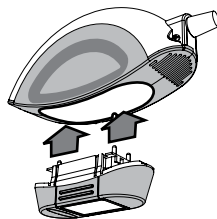
NOTE: REMOVE THE PLASTIC LAMP PROTECTOR ON NEW CARTRIDGES.



1. Make sure main power switch is OFF

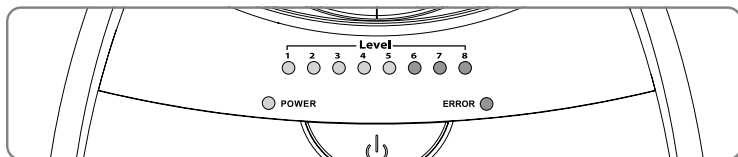


2. Pull out cartridge while pushing on the tabs



3. Insert new cartridge making sure prongs are properly aligned

## 6.2 Setting light intensity



To set light intensity, consult 'Recommended light intensity section' to find the appropriate intensity. Once this has been done:

1. Make sure cartridge is in place
2. Turn main power switch ON
3. Lift applicator out of its cradle, push the Power button ON
4. Hit the - or + buttons until desired intensity (1-8) is reached

NOTE INSTRUCTIONS FOR FIRST TIME USE BELOW

## 6.3 First use

When you use the device for the first time, we advise you to perform a skin test on the area to be treated to check your skin's reaction to the treatment and to get accustomed to light-based treatment.

1. Choose an area close to the intended treatment area.
2. Press the on/off button to switch on the device.
3. Apply one flash at the lowest recommended intensity for your skin type.

4. As long as it feels comfortable (not painful), increase the setting by one level within the recommended range for your skin type and apply one flash for each setting. Do not apply more than one flash on the same spot.

## 6.4 Operation

1. Put on safety glasses.
2. Turn unit ON (Main Power Switch on back of device).
3. Lift applicator out of its cradle, push the Power button on the front of the device, then set the appropriate intensity see 'Setting light intensity' section (Ch. 6.2).
4. Place applicator on the desired area making sure the silver sensor is placed firmly against the skin (fig. 1), the device will not flash unless in proper contact with skin. (fig. 2)
5. Once a beep is heard and the green 'ready to flash' indicator light is ON, the pulse is charged. (fig. 3)
6. Press the flash button.
7. Unit will take 3.5 seconds to charge, at that time a beep will be heard and ready to flash indicator light will be ON.
8. Move over area slightly overlapping, the slight indentation in the skin should be used as a guideline.

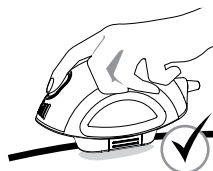


FIG.1

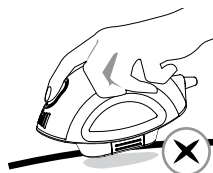


FIG.2

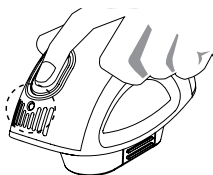


FIG.3



## 6.5 Average treatment schedule

Treatments vary from person to person below is a chart demonstrating average results and what you can expect from VISS IPL.



## 6.6 How to achieve optimal results

- Avoid treating exactly the same area multiple times during one session as this does not improve the effectiveness of the device. However, this does increase the risk of skin reactions.
- Never flash the same area twice without lifting the device off the skin. This prevents excessive heating and possible burning of the skin.
- Follow treatment schedule. Do not attempt to speed up results as hairs are in different stages of the cycle of hair growth during treatment. They are only vulnerable at a certain time in the cycle.

## 6.7 Possible side effects and skin reactions

- Your skin shows slight redness and/or prickles, tingles or feels warm. This phenomenon is absolutely harmless and disappears quickly.
- A skin reaction similar to sunburn may occur on the treated area for a short while. If this does not disappear within 3 days, we advise you to consult a doctor.
- Dry skin and itching may occur because of the combination of shaving and light treatment. This is harmless and disappears within a few days. You can cool the area with an ice pack or a wet facecloth. If dryness persists, you can apply a non-scented moisturizer on the treated area 24 hours after the treatment.  
**Burns, excessive redness and swelling:** these reactions occur very rarely. They are the result of using a light intensity that is too high for your skin colour. If these reactions do not disappear within 3 days, we advise you to consult a doctor. Wait with the next treatment until the skin has healed completely and make sure you use a lower light intensity.

- **Skin discolouration:** this occurs very rarely. Skin discolouration manifests itself as either a darker or lighter patch than the surrounding area. This is the result of using a light intensity that is too high for your skin colour. If the discolouration does not disappear within 2 weeks, we advise you to consult a doctor. Do not treat discoloured areas until the discolouration has disappeared and your skin has regained its normal skin colour.
- **Skin infection and inflammation:** This occurs very rarely and may be caused by using the device on wounds or cuts that resulted from shaving, on already existing wounds or on ingrown hairs.
- **Excessive pain:** this can occur during or after treatment if you have used the device on unshaved skin, if you use the device at a light intensity that is too high for your skin colour, if you flash the same area more than once and if you use the device on open wounds, inflammations, infections, tattoos, burns, etc. See 'Important' chapter. (Ch. 3)

## 6.8 Skin rejuvenation

Depending on the number of conditions you are treating and the severity of the individual problem, a series of 8 to 12 weekly treatment sessions are recommended. Follow up treatments can be done 3 months after first treatment series completion.

1. Apply the VISS IPL Skin rejuvenation Pre-treatment Conductive Gel to prepare the skin and enhance results
2. Insert the cartridge (Ch. 6.1)
3. Put on safety glasses and follow steps provided in "Operation" section (Ch. 6.4) staying 1 inch away from the eye.

NOTE: SELECT LIGHT INTENSITY LEVELS 1-5, FOR APPROPRIATE INTENSITY SEE 'SETTING LIGHT INTENSITY' SECTION (CH. 6.2). DO NOT USE LEVELS ABOVE 5 FOR SKIN REJUVENATION. FOLLOW ALL TANNING AND SUN EXPOSURE GUIDELINES (CH.5.1).

4. Apply the VISS IPL Post-treatment cream to hydrate, replenish and protect your skin.



## 7. After Use

- Only apply genuine VISS IPL cosmetics to the treated areas immediately after treatment.
- Do not use deodorant after the treatment until any redness has disappeared completely.
- See 'Tanning advice' section (Ch. 5.2) for information about sun exposure and artificial tanning.

### 7.1 Cleaning and maintenance

To ensure optimal results and a long life for this device, this device should be cleaned before and after each use. This device may lose its effectiveness if you do not clean it properly.

**NOTE: NEVER CLEAN THIS DEVICE OR ANY OF ITS PARTS UNDER THE TAP OR IN THE DISHWASHER. NEVER USE SCOURING PADS, ABRASIVE CLEANING AGENTS OR AGGRESSIVE LIQUIDS SUCH AS PETROL OR ACETONE TO CLEAN THE APPLIANCE (THESE MAY BE FOUND IN HOUSEHOLD CLEANERS). NEVER SCRATCH THE FILTER GLASS.**

## CLEANING

1. Turn Power OFF and disconnect from outlet
2. Wait for Device to cool down
3. Wipe down all parts with a moist cotton cloth

NOTE: IF WATER DOES NOT CLEAN EFFECTIVELY, USE A FEW DROPS OF 70% ISOPROPYL ALCOHOL TO CLEAN DEVICE.

## 7.2 Storage

1. Switch off the device, unplug it and let it cool down.
2. Clean the appliance before you store it.
3. Put Safety Glasses in pouch.
4. Store this device in a dry place at a temperature between 5°C and 50°C.

## 7.3 Environment

Do not throw away this device with normal household waste at the end of its life, but hand it in at an official collection point for recycling. By doing this, you help to preserve the environment.



## 8. Technical Specifications

Name	VISS IPL
Model No.	VS050110
Current	AC
Voltage	100-240 V
Frequency	50-60 Hz
Energy Density (Hair removal)	23 J
Energy Density (Skin rejuvenation)	21 J
Light Spectrum (Hair removal)	530-930 nm
Light Spectrum (Skin rejuvenation)	430-1200 nm
Light Spectrum (Skin rejuvenation, Advance)	300-700 nm
Lamp Life	4000 shots
Product weight	1.3 kg
Product size	196 x 138 x 178 mm
Country of origin (Device)	Korea
Country of origin (Lamp cartridge)	Korea

# 9. Service and Warranty

## 9.1 Replacement Parts

The following replacements parts and extra VISS IPL cosmetics are available through our customerservice department. Contact information specific to your area can be found at [www.vissbeauty.com](http://www.vissbeauty.com).

- Lamp Cartridge (Hair Removal)
- Lamp Cartridge (Skin Rejuvenation - Optional)
- AC cord
- Safety glasses & pouch
- VISS IPL cosmetics

## 9.2 Warranty

### VISS BEAUTY'S 1-YEAR WARRANTY

VISS BEAUTY is committed to quality. Each VISS product is rigorously tested for quality and performance. Our limited, 1-year warranty covers defects in materials and workmanship of your VISS.

### WHAT IS COVERED BY THE LIMITED WARRANTY?

This 1-year limited warranty covers defects in materials and workmanship in your VISS if you purchased it from an authorized reseller or directly from the manufacturer (VISS BEAUTY). Your 1-year limited warranty is valid for you alone, the original purchaser and cannot be transferred.

## **WHAT IS NOT COVERED BY THIS LIMITED WARRANTY?**

This limited warranty does not cover damage, defects, or failure caused by abuse or misuse; improper Service; impact or insertion of foreign objects; vandalism; improper storage; improper or incorrectly performed maintenance or repair; application of harmful chemicals; Acts of God, fire, or water; abrasives; negligence; failure to follow manufacturer's instructions; loss of the VISS product; normal wear and tear; alteration; overuse; professional use; or commercial use.

## **HOW LONG DOES THIS LIMITED WARRANTY LAST?**

The limited warranty begins on the date of purchase and expires one year later. The warranty period is not tolled or extended for any period during which the VISS (or any parts thereof) is in repair or if your VISS product is replaced by VISS BEAUTY during the warranty period.

## **WHAT WILL VISS BEAUTY DO IF MY VISS PRODUCT IS DEFECTIVE?**

If you discover a covered defect in your VISS product before the one-year warranty period expires, contact our Customer Service Department at +1 604 800 4111 for assistance. Arrangements will be made so that you can safely return your VISS. Your VISS product must be returned in the original packaging provided. If indeed defective, we will repair or replace your VISS product. Customer Service will contact you and keep you updated on the progress of repairs and return shipments. If we find that the defect in your VISS product is not covered under this limited warranty, we will notify you with service alternatives that are available to you on a fee basis. If we find that your VISS product is not defective, we will notify you and return your VISS product to you. All Limited Warranty services must be authorized and performed by VISS BEAUTY or a service provider authorized by VISS BEAUTY.



## **PRODUCT CHANGES**

VISS BEAUTY reserves the right to make changes and improvements to its products without incurring any obligation to incorporate such improvements in products previously sold.

## **TIME FOR FILING CLAIMS**

Any claim for breach of this limited warranty must be commenced by within twelve (12) months following the original purchase of the VISS product.

## **NO OTHER WARRANTIES**

Unless modified in a writing signed by both parties, these warranty terms, conditions and limitations are understood to be the complete and exclusive agreement between the parties, superseding all prior agreements and representations, oral or written, and all other communications between the parties relating to the subject matter of these warranty terms. No employee of VISS BEAUTY or any other party (including without limitation distributors, dealers, and retailers) is authorized to make any warranty in addition to those made herein.

## **MISCELLANEOUS TERMS**

As used in this contract, “we” and “us” refers to VISS BEAUTY. “You” refers to the original purchaser of the VISS product. A waiver of strict compliance with any term herein shall not be deemed a continuing waiver or waive any other terms or conditions. We shall be excused from performance to the extent of any delay or inability to perform arising due to weather events, disasters, acts of terror, governmental action or regulation, labor or materials shortages or disputes, or other circumstances not under our control. If any term herein is illegal, invalid, or unenforceable, then such term shall be ignored, but the remaining terms and conditions shall remain in effect.

## WARRANTY LIMITATIONS AND DISCLAIMERS

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION. VISS BEAUTY'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN THE VISS, AND YOUR REMEDIES FOR THE BREACH OF THIS LIMITED WARRANTY IS LIMITED SOLELY TO THE REPAIR AND REPLACEMENT OF YOUR VISS AS SET FORTH IN THIS WARRANTY STATEMENT.

THE EXPRESS LIMITED WARRANTY SET FORTH ABOVE IS IN LIEU OF ALL OTHER EXPRESS WARRANTIES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, VISS BEAUTY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. IF APPLICABLE LAW DOES NOT PERMIT THE DISCLAIMER OF IMPLIED WARRANTIES, THEN THE DURATION OF SUCH IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY EXPRESSLY LIMITED TO THE DURATION OF THE EXPRESS LIMITED WARRANTY SET FORTH ABOVE.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL VISS BEAUTY BE LIABLE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR INDIRECT DAMAGES BASED UPON BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT PRODUCT LIABILITY, TORT, OR ANY OTHER LEGAL THEORY, EVEN IF VISS BEAUTY IS ADVISED OR AWARE THAT SUCH DAMAGES MIGHT ARISE. SUCH DAMAGES INCLUDE, BUT ARE NOT LIMITED TO, LOSS OF USE OF THE VISS SYSTEM, COST OF ANY SUBSTITUTE EQUIPMENT, THE CLAIMS OF THIRD PARTIES, OR DAMAGE TO PROPERTY. THIS LIMITATION DOES NOT APPLY TO CLAIMS FOR PERSONAL INJURY CAUSED BY A DEFECT IN THE VISS. SOME STATES DO NOT ALLOW LIMITS ON WARRANTIES, OR ON REMEDIES FOR BREACH IN CERTAIN TRANSACTIONS. IN SUCH STATES, THE LIMITS IN THIS PARAGRAPH AND THE DISCLAIMER OR EXCEPTIONS FROM WARRANTY MAY NOT APPLY.

THESE WARRANTY TERMS, CONDITIONS AND LIMITATIONS ALLOCATE THE RISKS OF PRODUCT FAILURE BETWEEN VISS BEAUTY AND YOU, THE PURCHASER OF THE VISS SYSTEM. THIS ALLOCATION IS RECOGNIZED BY BOTH PARTIES AND IS REFLECTED IN THE PRICE OF THE VISS. BY USING THE VISS YOU ACKNOWLEDGE THAT YOU HAVE READ THESE TERMS, CONDITIONS AND LIMITATIONS, UNDERSTAND THEM, AND ARE BOUND BY THEM.

## 9.3 Extended Warranty

This product comes with a one-year limited warranty. Extend your coverage to three years from your product's original purchase date with the VISS Protection Plan. You instantly get global repair coverage for your VISS Product through convenient service options. The VISS Protection Plan can only be enrolled before your one-year limited warranty expires and is available exclusively from [www.vissbeauty.com](http://www.vissbeauty.com). Once you have purchased the plan the following terms and conditions will apply.

### TERMS AND CONDITIONS

Your VISS Protection Plan ("VIP"), or VISS Beauty Protection Plan ("VIP"), (each referred to herein as the "Plan") is governed by these Terms and Conditions and constitutes your contract with the VISS Beauty entity described in section 7.1 below ("VISS Beauty").

Subject to these Terms and Conditions, your Plan (i) covers defects for the VISS Beauty branded product(s) ("Covered Equipment") listed in your Plan's original sales receipt.

The duration of the Plan ("Coverage Period") is for a 2-year period starting on the date the original Manufacturer's Warranty expires. The price of the Plan is listed on the Plan's original sales receipt.

### 1. REPAIR COVERAGE

a. **Scope of Coverage.** Your coverage for defects begins on the date your original Manufacturer's Warranty expires and terminates at the end of the Coverage Period ("Repair Coverage Period"). VISS Beauty will provide both parts and labor, but may require you to replace certain readily installable parts yourself, as described below. VISS Beauty may provide replacement product or parts that are manufactured from parts that are new or equivalent to new in both

performance and reliability. The replacement product or parts will be functionally equivalent to the replaced products or parts and will assume the remaining coverage under the Plan. The products or parts that are replaced become VISS Beauty's property.

The scope of support provided to you will vary according to the Plan you purchased, as follows.

(i) Under VIP, VISS Beauty covers the Covered Equipment, VISS Beauty will at its option, repair or replace the affected item(s).

b. **Limitations.** The Plan does not cover:

(i) Installation, removal or disposal of the Covered Equipment, or installation, removal, repair, or maintenance of non-Covered Equipment (including accessories, attachments, or other devices such as external modems) or electrical service external to the Covered Equipment;

(ii) Damage to the Covered Equipment caused by accident, abuse, neglect, misuse (including faulty installation, repair, or maintenance by anyone other than VISS Beauty or an VISS Beauty Authorized Service Provider), unauthorized modification, extreme environment (including extreme temperature or humidity), extreme physical or electrical stress or interference, fluctuation or surges of electrical power, lightning, static electricity, fire, acts of God or other external causes;

(iii) Covered Equipment with a serial number that has been altered, defaced or removed;

(iv) Problems caused by a device that is not the Covered Equipment, including equipment that is not VISS Beauty-branded, whether or not purchased at the same time as the Covered Equipment;

- (v) Service necessary to comply with the regulations of any government body or agency arising after the date of this Plan;
- (vi) The provision of replacement equipment during the period when the Covered Equipment is being repaired;
- (vii) Covered Equipment that has been lost or stolen. This Plan only covers Covered Equipment that is returned to VISS Beauty in its entirety;
- (viii) Cosmetic damage to the Covered Equipment including but not limited to scratches, dents and broken plastic on ports;
- (ix) Consumable parts, such as batteries unless failure has occurred due to a defect in materials and workmanship;
- (x) Preventative maintenance on the Covered Equipment;
- (xi) Defects caused by normal wear and tear or otherwise due to normal aging of the product; or
- (xii) Disposable Lamp Cartridge(s)

c. **Service Options.** VISS Beauty may provide service through one or more of the following options:

- (i) Direct mail-in service is available for most Covered Equipment. VISS Beauty will pay for shipping to and from your location if all instructions are followed.
- (ii) Do-It-Yourself Parts service is available for many Covered Equipment parts, allowing you to service your own product. If Do-It-Yourself Parts service is available in the circumstances, the following process will apply.
  - (A) Do-It-Yourself Parts service where VISS Beauty does not require return of the replaced part. VISS Beauty will ship you free of charge a replacement part accompanied by instructions on installation and any requirements for the disposal of the replaced part.

(B) VISS Beauty is not responsible for any labor costs you incur relating to Do-It-Yourself Parts service.

Should you require further assistance, contact VISS Beauty at the telephone number listed below. VISS Beauty reserves the right to change the method by which VISS Beauty may provide repair or replacement service to you, and your Covered Equipment's eligibility to receive a particular method of service, including but not limited to onsite service at any time. Service will be limited to the options available in the country where service is requested. Service options, parts availability and response times may vary according to country. You may be responsible for shipping and handling charges if the Covered Equipment cannot be serviced in the country it is in. If you seek service in a country that is not the country of purchase, you will comply with all applicable export laws and regulations and be responsible for all custom duties, V.A.T. and other associated taxes and charges. For International service, VISS Beauty may repair or exchange defective products and parts with comparable products and parts that comply with local standards.

d. **Obtaining Repair or Replacement Service.** To obtain service under this Plan, access the VISS Beauty website URL <http://www.VISSBeauty.com> or call the telephone number listed below. Telephone numbers may vary according to your location.

When accessing the website, follow the instructions for requesting repair service provided by VISS Beauty.

If calling, an VISS Beauty support representative will answer, request your Plan's sales receipt number or Covered Equipment serial number, advise you and determine what service is necessary for the Covered Equipment. All service is subject to VISS Beauty's prior approval. Location of service may vary due to your location. Keep your original sales receipt for

your Covered Equipment and your Plan. Proof of purchase may be required if there is any question as to your product's eligibility for Plan coverage.

## **2. YOUR RESPONSIBILITIES**

To receive service or support under the Plan, you agree to comply with the following:

- a. Provide your Plan's original sales receipt number and serial number of the Covered Equipment;
- b. Provide information about the symptoms and causes of the problems with the Covered Equipment;
- c. Respond to requests for information, including but not limited to the Covered Equipment serial number, model, version of the operating system and software installed, any peripherals devices connected or installed on the Covered Equipment, any error messages displayed, actions taken before the Covered Equipment experienced the issue and steps taken to resolve the issue;
- d. Follow instructions VISS Beauty gives you, including but not limited to refraining from sending VISS Beauty products and accessories that are not subject to repair or replacement service and packing the Covered Equipment in accordance with shipping instructions; and
- e. Update software to currently published releases prior to seeking service.

## **3. LIMITATION OF LIABILITY**

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, VISS BEAUTY AND ITS EMPLOYEES AND AGENTS WILL UNDER NO CIRCUMSTANCES BE LIABLE TO YOU OR ANY SUBSEQUENT OWNER FOR ANY INDIRECT OR CONSEQUENTIAL DAMAGES. THE LIMIT OF VISS BEAUTY AND ITS EMPLOYEES AND AGENT'S LIABILITY TO YOU AND ANY SUBSEQUENT OWNER ARISING UNDER THE PLAN SHALL NOT EXCEED THE ORIGINAL PRICE PAID FOR THE

PLAN. VISS BEAUTY SPECIFICALLY DOES NOT WARRANT THAT IT WILL BE ABLE TO (I) REPAIR OR REPLACE COVERED EQUIPMENT WITHOUT RISK TO OR LOSS OF PROGRAMS OR DATA, AND (II) MAINTAIN THE CONFIDENTIALITY OF DATA. FOR CONSUMERS IN JURISDICTIONS WHO HAVE THE BENEFIT OF CONSUMER PROTECTION LAWS OR REGULATIONS, THE BENEFITS CONFERRED BY THIS PLAN ARE IN ADDITION TO ALL RIGHTS AND REMEDIES PROVIDED UNDER SUCH LAWS AND REGULATIONS. TO THE EXTENT THAT LIABILITY UNDER SUCH LAWS AND REGULATIONS MAY BE LIMITED, VISS BEAUTY'S LIABILITY IS LIMITED, AT ITS SOLE OPTION, TO REPLACE OR REPAIR OF THE COVERED EQUIPMENT OR SUPPLY OF THE SERVICE. SOME STATES OR PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO SOME OR ALL OF THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

#### **4. CANCELLATION**

You may cancel this Plan at any time for any reason. If you decide to cancel either call VISS Beauty at the telephone number below. A copy of the Plan's original proof of purchase must accompany your notice. Unless local law provides otherwise, if you cancel within thirty (30) days of your Plan's purchase, or receipt of these Terms and Conditions, whichever occurs later, you will receive a full refund less the value of any service provided under the Plan. If you cancel more than thirty (30) days after your receipt of this Plan, you will receive a pro rata refund of the original purchase price, based on the percentage of unexpired Coverage Period, less (a) a cancellation fee of twenty-five (\$25 USD) dollars or ten percent (10%) of the pro-rata amount, whichever is less, and (b) the value of any service provided to you under the Plan. Unless applicable local law provides otherwise, VISS Beauty may cancel this Plan if service parts for the Covered Equipment become unavailable, upon thirty (30) days' prior written notice. If VISS Beauty cancels this Plan, you will receive a pro-rata refund for the Plan's unexpired term.

#### **5. TRANSFER OF PLAN**

This plan is not transferrable.



## 6. GENERAL TERMS

- a. VISS Beauty may subcontract or assign performance of its obligations to third parties but shall not be relieved of its obligations to you in doing so.
- b. VISS Beauty is not responsible for any failures or delays in performing under the Plan that are due to events outside VISS Beauty's reasonable control.
- c. You are not required to perform preventative maintenance on the Covered Equipment to receive service under the Plan.
- d. This Plan is offered Internationally, wherever it is sold. This Plan is not offered to persons who have not reached the age of majority. This Plan is not available where prohibited by law.
- e. In carrying out its obligations VISS Beauty may, at its discretion and solely for the purposes of monitoring the quality of VISS Beauty's response, record part or all of the calls between you and VISS Beauty.
- f. You agree that any information or data disclosed to VISS Beauty under this Plan is not confidential or proprietary to you. Furthermore, you agree that VISS Beauty may collect and process data on your behalf when it provides service. This may include transferring your data to affiliated companies or service providers located in countries where data protection laws may be less comprehensive than your country of residence, including but not limited to Australia, Canada, countries of the European Union, India, Japan, the People's Republic of China and the U.S.
- g. VISS Beauty has security measures, which should protect your data against unauthorized access or disclosure as well as unlawful destruction. You will be responsible for the instructions you give to VISS Beauty regarding the processing of data, and VISS Beauty will

seek to comply with those instructions as reasonably necessary for the performance of the service and support obligations under the Plan. If you do not agree with the above or if you have questions regarding how your data may be impacted by being processed in this way, contact VISS Beauty at the telephone numbers provided.

h. VISS Beauty will protect your information in accordance with VISS Beauty Privacy Policy available at URL <https://privacy-policy.truste.com/verified-policy/www.vissbeauty.com>. If you wish to have access to the information that VISS Beauty holds concerning you or if you want to make change contact VISS Beauty at [service@vissbeauty.com](mailto:service@vissbeauty.com).

i. The Terms and Conditions of this Plan prevail over any conflicting, additional, or other terms of any purchase order or other document, and constitute your and VISS Beauty's entire understanding with respect to the Plan.

j. Your rights under the Plan are in addition to any warranty rights you may be entitled to. You must purchase the Plan while your Covered Equipment is within VISS Beauty's One Year Limited warranty. VISS Beauty is not obligated to renew this Plan. If VISS Beauty does offer a renewal, it will determine the price and terms.

k. There is no informal dispute settlement process available under this Plan.

The Administrator for Plans sold is VISS Beauty Inc., (the “Administrator”), a company incorporated in the Province of British Columbia with its office at 999 Canada Place, Suite 404, Vancouver, BC V6C 3E2, Canada. Except where prohibited by law, the laws of the Province of British Columbia, Canada, govern Plans purchased. If the law of any jurisdiction where this Plan is purchased is inconsistent with these terms, the law of that jurisdiction will control.

o. Support services under this Plan may be available in English and French only.

p. There is no deductible payment due in respect of a claim made under this Plan.

q. The Plan will not be cancelled due to pre-existing conditions in the Covered Equipment that are eligible for service under this Plan.



VISS™

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Printed in Korea  
VI-MNL-010111EN