

# **SOLAWAVE**

INSTRUCTION MANUAL

## **NECK & CHEST REJUVENATING MASK**



**SOLAWAVE**

## COMPANY INFORMATION

We're not here to discuss flaws. In fact, we don't believe in them. Lines, spots, bumps, and texture get bad press, but they're just different terrains you might encounter on your unique, ongoing skincare journey. After years of working in the skincare and beauty industries, we're flipping the script on who has access to the best tools and technologies to support that journey.

At Solawave, we believe everyone has the right to high-quality skincare. The best tools for any journey are simple, easy to use anywhere, and designed for everyone. Our mission is to put the power of Solawave in the hands of all people. We're taking restorative rituals and acts of renewal out of the doctor's office and putting them within your reach to support your skin journey, wherever you are.

## GENERAL DEVICE INFORMATION

The Solawave Neck & Chest Rejuvenating Mask is a consumer product that is intended to improve skin wellness.

## DESCRIPTION OF THE DEVICE

The Solawave Neck & Chest Rejuvenating Mask is a revolutionary device that offers two new options for your skincare routine in one device:

1. Red Light Therapy
2. Near-Infrared Light Therapy



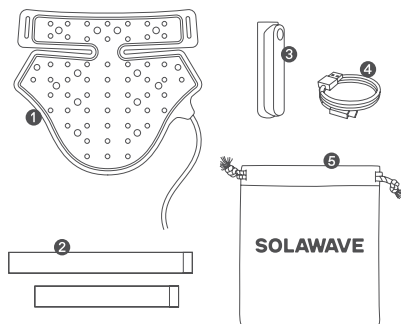
## DEVICE SPECIFICATIONS

LED wavelengths	630nm, 830nm
Max. output optical power density	35 mW/cm <sup>2</sup>
LEDs	57
Operating temperature	0°C–40°C   32°F–104°F
Storing and transport temperature	-5°C–55°C   23°F–131°F
Operating humidity	30%–95% without condensation
Storage and transport humidity	30%–95% without condensation
Operating/Storage Environment Atmospheric Pressure	700hPa-1060hPa (e.g., sea level height)
Charging supply	5V 1A
Charging port	USB C
Charging cable	USB-C to USB-A
Charging cable length	1 meter/3.28 feet
Battery	3.7V, 2600 mAh
Battery type	Lithium-ion
Charging time	150 minutes / 2.5 hours

Recommended use	Once per day, 3–7 times per week
Treatment time	10 minutes
Materials	Silicone, Plastic (PC), Nylon
Dimensions of the device	257 × 230 × 5 mm / 10.12 × 9.05 × 0.2 inch
Weight of the device	325 g / 11.46 oz (device and controller)

## DEVICE ACCESSORIES

1. Neck & Chest Rejuvenating Mask
2. Adjustable, Detachable Neck Straps in Two Sizes (S/M and L/XL)
3. Handheld Controller & Rechargeable Battery
4. Charging Cable
5. Storage Bag



## ADVERSE REACTION

If you have any adverse reaction from using this device, such as discomfort, skin discoloration, skin irritation, or other concerns, stop using it immediately and consult your health professional. Skin irritation, bruising, contact burns, dizziness, nausea, and headaches are rare but possible side effects. Immediately stop using the device and contact your health professional.

If you experience a persistent headache and/or other persistent painful sensations while using this device, stop using it and consult with your health professional.

## CONTRAINDICATIONS

- **DO NOT** use the device if you have any active cancer or cancerous lesion.
- **DO NOT** use the device if you are pregnant, planning to become pregnant, or breastfeeding. The device has NOT been tested on pregnant or breast-feeding women and therefore the risk to the fetus, neonate or pregnant women is unknown.
- **DO NOT** use the device if you are under the age of 18.
- **DO NOT** use the device over areas with phlebitis, thrombophlebitis, and varicose veins.
- **DO NOT** use the device if you have a known allergic reaction to silicone or plastics. The device contains plastics and silicones that come into contact with the skin during use. When in doubt of allergies, contact your health professional before using the device.
- **DO NOT** use the device if you suffer from any photosensitive disorder (sensitization to light) or genetic conditions of the eye.
- **DO NOT** use the device if you suffer from any serious skin condition such as severe acne.
- **DO NOT** use the device if you are taking any medication or drugs that can cause photosensitivity. If you are not sure about your medication, contact your health professional.
- **DO NOT** use the device if you suffer from light-induced headaches.
- **DO NOT** use the device if you have a medical history of seizures or epilepsy triggered by light.
- **DO NOT** use the device on the eyes or very close to the eye area.
- **DO NOT** continuously press the ON/OFF button.

**Note:** We highly suggest being cautious when taking any (skin-related) medications. If in doubt, consult your health professional.

**Note:** If you are under the care of a physician, consult them before using this device.

## WARNINGS

- **STOP** using the device and consult your health professional if you experience an adverse reaction from using the device.
- **STOP** using the device if you experience any discomfort or difficulty breathing or swallowing occurring from application of the device on the neck.
- **STOP** using the device if you experience symptoms of hypotension (dizziness or light-headedness) while using the device.
- **STOP** using the device if it is overheating. Turn it off immediately.
- **STOP** your treatment if it feels hot or your skin feels uncomfortably warm.
- **DO NOT** let children play with the device. Cleaning and charging the device shall not be done by children.
- **DO NOT** use the device to treat rosacea, moles, warts, open sores, cancerous lesions, or any skin condition.
- **DO NOT** use the device on spots without pigmentation or areas on the skin that have vitiligo.
- **DO NOT** shine the light from the LEDs directly into your eyes or someone else's eyes. This may cause temporary loss of sight.
- **DO NOT** place the device on any open wounds.
- **DO NOT** use the device outdoors to prevent damage to the product.
- **DO NOT** sit, lay down on, or step on the device. This will break the device.
- **DO NOT** drop or insert any object into any openings on the device.
- **DO NOT** use the device if it is not working properly, or if it has been dropped or damaged. For warranty and repairs, contact customer support.
- **DO NOT** use or store the device near hot surfaces.
- **DO NOT** charge the device when it is close to or might come into contact with water.
- **DO NOT** submerge the device in water.
- **DO NOT** store the device in extreme heat or cold.
- **DO NOT** place the device in direct sunlight.
- **DO NOT** attempt to modify the device in any way. Modifying or opening the device will void your warranty. The device contains no serviceable parts. It contains batteries that are

non-replaceable.

- **DO NOT** perform maintenance on or take apart the product. In case of malfunctioning or damage, contact customer support.
- **DO NOT** use the device if it is damaged or if the charging cable is damaged.
- **DO NOT** use the device with non-manufacturer-approved accessories.
- **DO NOT** use solvents or abrasive cleaners on the device.
- **DO NOT** use the device in any other way than specified in this manual.
- **DO NOT** use the device if you have had a recent surgery or other surgical procedures.
- **DO NOT** use the device over a bacterial infection, as this may result in the worsening of symptoms.
- **DO NOT** use the device on painful areas. Consult your health professional when you encounter painful areas during use.
- **DO NOT** use the device on or near children. Do not let it be used by children or those with reduced physical and mental abilities. Close supervision is necessary when this device is used, cleaned, or stored near children or those with reduced physical or mental abilities.
- **DO NOT** use the device with any USB cable other than the one provided by Solawave.
- **DO NOT** use the device over areas of skin that lack normal sensation. Only use the device on normal, intact, clean, and healthy skin.
- **DO NOT** use the device while driving, operating machinery, or during an activity in which voluntary muscle contractions may put users or the public at any risk of injury.
- **DO NOT** use the device on swollen, infected, or inflamed areas or skin eruptions.
- **DO NOT** apply excessive pressure when using the device on the anterior neck.
- **DO NOT** use the device in high humidity locations such as the shower or sauna.
- **DO NOT** exceed the recommended treatment time when using the device.
- If there has been sunburn on your skin in the past two weeks, it is recommended not to use this product.
- This device is intended to be used by one person, we recommend to avoid sharing with others.

**Note:** The device should only be supplied with 5V DC low voltage. If any part of the main adapter or cable is damaged, discontinue use. Contact Solawave customer support to arrange a cable replacement.

## PRECAUTIONS

- Do not scratch or damage the light-emitting surface.
- Not operating the device in accordance with the instructions in the manual will void your warranty.
- Read all instructions carefully before using this device.
- Store the device according to the protocol outlined in this manual.
- This device is intended to be used by one person only.
- The device is designed for cosmetic use only, for individuals with good health. Please contact your health professional if you are unsure about your health status.
- The device's battery is not removable. If you are disposing of the device, do not burn it or throw it in the trash. Dispose of the device according to local regulations.
- Inspect the device and do not use it if you see any signs of damage, such as internal battery leaks. If anything seems out of the ordinary, contact our customer support.
- The device should only be supplied with 5V DC low voltage. If any part of the main adapter or cord is damaged, discontinue use. Contact customer support to arrange a replacement.
- Consult your health professional before using the device if you have a fever, acute inflammation, a severe circulatory disorder, light sensitivity, anesthetic, or desensitized areas.
- We highly suggest using caution if you are taking any medications. If in doubt, consult your health professional.
- Some users may experience skin irritation or hypersensitivity due to the electrical stimulation or the topical product applied. If using the device causes persistent pain or discomfort, discontinue use immediately.
- There may be a perception of flashing lights during the use of the device, resulting from the stimulation of your optic nerve. If you notice this condition constantly without the use of your device, consult your health professional.

## TRAVEL AND INTERNATIONAL USE

The device's lightweight design makes it a perfect travel companion. Here are some travel tips:

- If you are traveling to a different region to where you bought the device, please ensure that the device is only supplied with a 5V DC low voltage.

- Prior to your flight, confirm with a steward that the device can be carried and/or used on the airplane.

## DISCLAIMER

This device is not intended to diagnose, cure, or prevent disease. Solawave makes no claims, representations, or warranties regarding the ability of this device to cure any physical, skin, or mental condition. A qualified health professional should be consulted regarding any condition requiring medical attention.

## RISKS AND BENEFITS

### POTENTIAL RISKS

- Immediately after treatment, skin may appear red. Skin should return to normal within 1–2 hours.
- Temporary headaches may develop immediately following the light treatment. Headaches can be treated with an appropriate pain killer and rehydration.

### POTENTIAL BENEFITS

- Red Light Therapy: Improves the skin wellness and makes your skin feel young.
- Infrared Light Therapy: Relaxes the muscles and reduces tension in the body.

# LIGHT SENSITIVITY TEST

We highly recommend users perform a light sensitivity test before their first use of the device.

1. Place the device on the inner forearm.
2. Turn on the device to start a treatment.
3. Wait until the treatment is done. The full treatment will take 10 minutes to complete.
4. **If your skin feels hot or uncomfortable during the treatment, stop immediately!** You might be sensitive to light.
5. The device will automatically turn off after the treatment is done. Remove the device and wait for at least 24 hours before your next treatment.

Check your skin regularly over those 24 hours. If your skin appears red and/or itchy, the device is unsuitable for you. In case of sensitivity to the light, please contact customer support.

# HOW TO USE THE DEVICE

## GENERAL USE

1. Prior to using the device, make sure it is fully charged. Disconnect the controller from the charging cord before use - your device will not work while being charged.
2. Plug the device into the controller.
3. On clean skin, place the device over your neck and chest, securing the strap around your neck. Adjust the neck strap until fit is secured, choosing between the two provided lengths for best fit.
4. Turn on the device and enjoy the treatment.
  - a. Hold the ON/OFF button until the lights turn on (about 2 seconds) to turn on the device. You will see the lights turn on.
  - b. The device switches off automatically after a 10-minute treatment. You may stop the treatment at any time and turn off the device by holding the ON/OFF button for more than 1 second.
5. Take the device off the treatment area.
6. You may clean the device using a water-based wipe or a 70% alcohol wipe. Ensure the device is not connected to the power supply when cleaning. Do not submerge the device



in water or apply water directly to the device. in water or apply water directly to the device.  
7. Repeat these steps based upon the treatment protocol described in the next section.

## TREATMENT PROTOCOL

Use the device for 10 minutes per day, 3 days per week for a minimum of 4 weeks. After that, you can continue using the device as desired.

Always be mindful of how your skin reacts to beauty devices, and decrease usage if redness or irritation occur.

## CHARGING

Charge your device fully for 2.5 hours prior to your first use. Only use a 5V adapter or USB port (most computers have one). Avoid fast chargers as they can damage the battery. To charge the device, connect the charger to the device. Insert the USB-A side of the cable into a USB power supply. The LED indicator on the device will start to blink to indicate charging. When the device is fully charged, the LED indicator will stay on.

If the LED indicator remains on when you first connect the charging cable, then your device is already fully charged and you may begin using. If the light is blinking please charge until the light remains steady.

Before charging, make sure that the plug and socket are completely dry. Failure to do so may result in electric shock, short circuit, or fire.

**Note:** Always unplug the device before use. The device will not work while being charged.

## TROUBLESHOOTING

If the following suggestions do not fix the problem or the problem reoccurs, and your device is within the warranty period, please return it to Solawave.

- **DO NOT** attempt to investigate any further.
- **DO NOT** attempt to modify the device in any way. The device has NO parts you can repair yourself.

Problem	Cause	Solution
The device doesn't switch on.	The device is not fully charged, because the Wing cable was not properly inserted into the power outlet.	Insert the charging cable properly into the power outlet.
	The power outlet didn't work during charging.	Try a different power outlet.
	The device is not fully charged, because the cable was not properly connected to the device.	Connect the cable properly to the device and charge the device.
	The ON/OFF button has not been pushed for 2 full seconds.	Push the ON/OFF button for 2 full seconds.
The device switches off unexpectedly.	The battery level is too low.	Charge the device.

## CARE AND STORAGE

The lifetime of the lithium battery can be maximized by allowing it to fully charge and discharge during regular use. Allow the device to deplete before charging again. Do not charge after every session.

- Store the device at room temperature in dry conditions.
- Store the device in the supplied bag. Make sure the device will not bend, stretch, or be crushed while being stored or when traveling.
- Avoid storing the device in dusty conditions, direct sunlight, or damp and humid conditions.
- This device contains no serviceable parts.
- Before each use, ensure the device is switched off and clean it, following the cleaning instructions below.

## IMPORTANT

- The product has a limited lifecycle of two years under nominal use. Following the treatment protocol for two years is considered nominal use.
- The device must be handled with care.

## CLEANING

- Clean the device with a water-based wipe or damp clean cloth. Stubborn stains can be removed by wiping gently with a 70% alcohol wipe.
- **DO NOT** use any other cleansing devices as these may damage the device.
- **DO NOT** clean the device while it is turned on.
- **DO NOT** clean the device while it is charging.

## DISPOSAL

- **DO NOT** dispose of the device with household waste. The device should be recycled. The device contains a lithium-ion battery. For protection of the environment, please safely dispose of the device following your local guidelines.

# WARRANTY

## Limited Warranty

Solawave warrants that this product is free of defects in materials and workmanship for one (1) year from the date of purchase. This warranty is valid only in accordance with the conditions set forth below:

- Normal wear and tear is not covered by this warranty.
- This one (1) year warranty applies to consumer use only and is void when the product is used in a commercial or institutional setting.
- This warranty extends only to the original purchaser and is not transferable. In addition, proof of purchase must be demonstrated. This warranty is void if the product has been subject to accident, misuse, abuse, improper maintenance or repair, unauthorized modification, or any other use not found in the printed instructions.

This limited warranty is the only written or expressed warranty given by Solawave. Any implied warranties on the product (including but not limited to any implied warranties of merchantability or fitness for a particular purpose) are limited in duration to the duration of this warranty. Some statutes do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Repair or replacement of the product is the exclusive remedy of the consumer under this warranty. Solawave shall not be liable for any incidental or consequential damages for breach of this warranty or any implied warranty on this product. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

## Procedure for Warranty Repairs or Replacement:

If warranty service is necessary, the original purchaser must contact Solawave for warranty service instructions at [support@mysolawave.com](mailto:support@mysolawave.com)

For your protection, it is suggested you insure the shipment of the device back to Solawave. Damage that occurs during shipment is not covered. Packages that are missing proper documentation and accessories may not be processed.




# SAFETY










The device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.









The device has been tested to or complies with the following standards:




- EMC and Low Voltage Directive IEC 60601-1, -1-2, -1-6, -1-11, -2-57
- Biological Safety of Medical Devices ISO 10993-5, -10, -23
- RoHS Directive 2011/65/EU
- IEC 6060-1-6 and IEC 623665 Usability of Medical Device
- IEC 64271 Photobiological safety of lamps and lamp systems

# SYMBOLS

Symbol	Explanation
	Indicates the device is CE Marked and authorized to sell in Europe. (Lower-Voltage-Directive)
	The Waste of Electrical and Electronic Equipment (WEEE). Indicates the device may not be discarded as household waste (2012/19/EU).
	Indicates that the electromagnetic radiation from the device is below the limits specified by the Federal Communications Commission, and the manufacturer has followed the requirements of the Supplier's Declaration of Conformity authorization procedures.

Symbol	Explanation
	Restriction of Hazardous Subs.
	Warning to read the enclosed documents before use and to take all safety precautions required.
	Read the user manual before you start using the device.
	"Manufactured by". Provides the name and address of the legal manufacturer.
	Date of manufacture.
	Made in China.
	Keep the device dry.
	Serial number.
	Batch code of the device.

Symbol	Explanation
	USB connector.
	This device uses a Lithium-ion Polymer battery.
	Keep away from direct sunlight.
	Upper and lower operating temperatures that the device can be safely used at.
	Upper and lower operating humidity that the device can be safely used at.
	The cardboard packaging that the device came in can be recycled.
<b>IP22</b>	The device is protected against a solid object greater than 12.5mm such as a finger and against vertically falling drops of water at up to 15 degrees from vertical.
	Handle the packaging with care.
	Type BF Applied Part. B indicates it is used for the body, and F indicates that it is not connected to the mains voltage.

Symbol	Explanation
	Unique Device Identifier.
	Expiry date.
	This symbol implies conformity to UK Directives on health, safety and environmental protection standards. UKCA stands for UK Conformity Assessed.

## FAQS

For more information, visit the FAQs section in our website:

<https://www.solawave.co/pages/faqs>

## CONTACT INFORMATION

**Solawave Inc.**

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@solawave









Date of issuance:  
December 2023

V 1.0

ZLD-50AM 说明书

成品尺寸:100\*141 MM, 公差:±1mm

材质:封面封底128g双铜过哑胶

内页80g书写纸

印刷:1专+4C+单黑

装订:骑马钉

备注:[ ] 红色虚线为裁切线不印刷



**PANTONE 4975C**