

An abstract graphic consisting of several overlapping, light-colored brushstrokes on a darker, muted pink background. The strokes are oriented diagonally, creating a sense of movement and texture. The overall composition is minimalist and artistic.

INSTRUCTION MANUAL

.....

Individuel Pro
Aesthetic Device

.....

Individuel
Genève

INSTRUCTION MANUAL

.....

Individuel Pro
Aesthetic Device

.....



Individuel
Genève

CONSULT INSTRUCTIONS FOR USE

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If the product should become defective within the warranty period, contact our local distributor for repair or replacement Synoia Technologies Ltd. reserves the right to replace a defective product with the most comparable product currently available

This warranty does not cover products damaged by the following:

- Accident, misuse, abuse or alteration
- Servicing by unauthorized persons
- Use with unauthorized accessories
- Connecting to incorrect current and/or voltage
- Any other conditions beyond our control

Synoia Technologies Ltd. shall not be responsible for any incidental, special or consequential damages resulting from the use of this product. All implied warranties including but not limited to implied warranties of fitness and merchantability are limited in duration given by the local distributor.

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IMPORTANT INFORMATION!

Be sure to ask your clients if they have undergone any other aesthetic procedures and inquire about any illnesses which may lead to unwanted side effects

See page 24.

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The Handset is designed to be stored in the charger at all times when not in use. It is recommended to charge the device for 8 hours prior to initial use.

See page 13

.....

The Handset uses RFID technology to automatically identify the treatment capsule. For this purpose, an RFI D module is part of the handset hardware. Tampering with this module will render the handset inoperable and may void Synoia warranties and service contracts.

.....

Once a Capsule is used with a Hand piece it will not work with any other handset.

See page 10

.....

Gently and carefully dismantling and assembly of the technology heads until click is hear.

.....

Capsules are programmed for single use only. Hand piece and capsules are encoded. Capsules should be bought from Individuel GENEVE in your region as other capsules won't support the system you have.

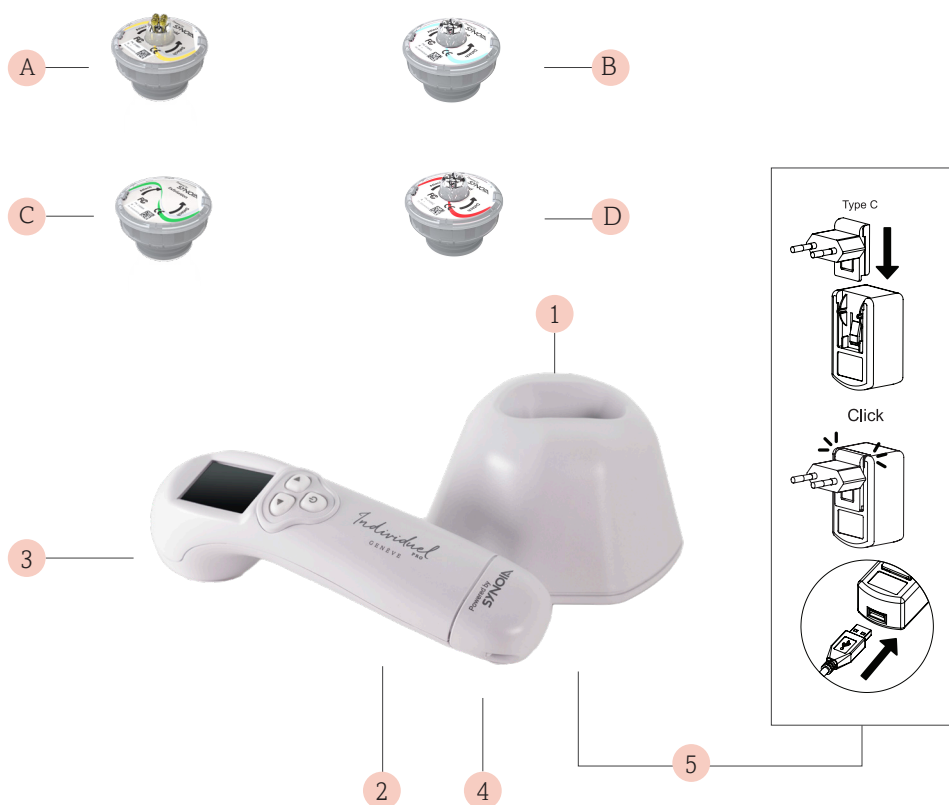
.....

Do not detach the Technology Head or Capsule while the device is on the "ON" mod

GET TO KNOW DEVICE

System contains:

1. Charging base
2. Handset
3. Technology heads:
 - A. Technology head Peel Exfoliation
 - B. Technology head Gold
4. USB cable
5. Power supply or power supply with adapter in surtain countries

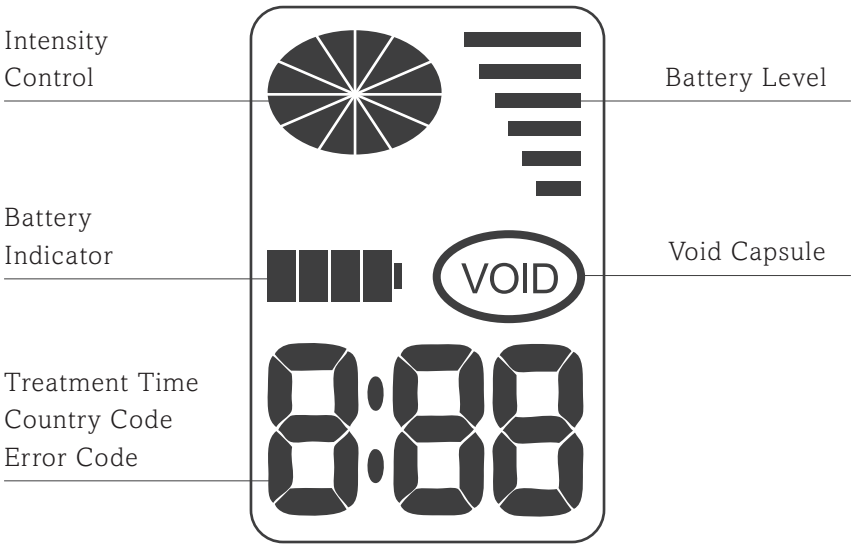


GET TO KNOW DEVICE HAND PIECE



LCD CONTROL DISPLAY

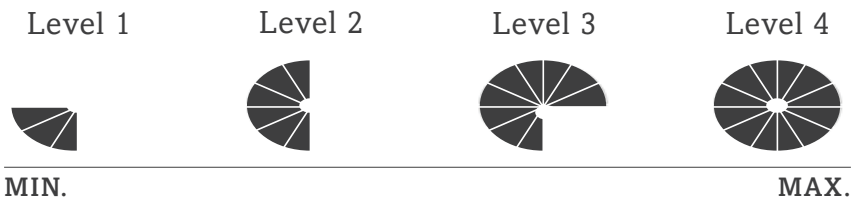
LCD Display



Controlling device intensity

To increase intensity level, press the right control button ►

To decrease intensity level, press the left control button ◀



ERROR CODE EXPLANATION

E01 - NOT CHARGING

Check power connection to the charger.

Take the hand piece out of the charger for 10 seconds and then return back to the charger.

If the message continue to appear contact technical support.

E02 - OVER-CHARGE

Over-charge Take out the handpiece from the charger.

If the message continue to appear contact technical support.

E03 - BAD BATTERY DETECTION

Error notification on charge

E04 - MOTOR FAULT

Turn the device off and on and start the treatment again.

If the message continue to appear contact technical support.

E05 - POWER ISSUE

Power malfunction

Turn off the device and contact technical support.

E06 - RF MODULE FAULT

Unknown remaining capacity

contact technical support.

E07 - BATTERY INDICATION ERROR

Unknown remaining capacity

contact technical support.

E08 - CAPSULE READ ERROR

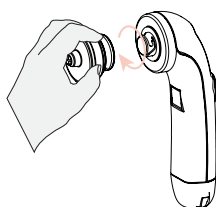
Unreadable capsule.

OPERATING INSTRUCTION

IMPORTANT!

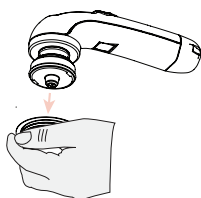
Be sure that your hand piece is fully charged prior to initial use.

Keep the hand piece at the charger whenever it is not in use.



1

Attach the technology head to the handpiece. Gently twist the technology head clockwise until it clicks.



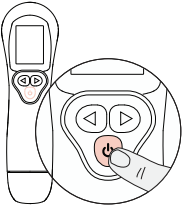
2

Hold the handpiece and scan the capsule against the technology head.



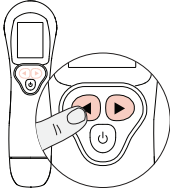
3

Open the appropriate capsule with a sharp tool and attach the capsule to the technology head. Remove the plastic cup from capsule (Keep the plastic cup until the end).



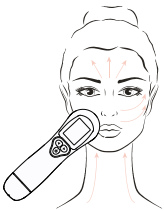
4

Press the ON / OFF button to begin the procedure.



5

Adjust the intensity using the control buttons. Press left arrow twice to reduce intensity to half circle.



6

Follow the tutorial video tailored to your treatment at <http://individuelcosmetics/tutorials>

Once the matching Technology Head and Capsules are attached to the fully charged Handset, you can begin procedure.

Press on the ON / OFF button to activate the device and immediately, vibrations will be emitted and a humming sound will be heard.

The clock on the LCD display start to count down on the treatment time.

Note: light will be emitted for blue light and red light technology heads

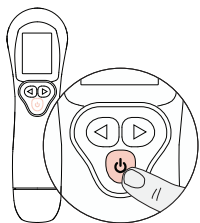
AFTER USAGE

IMPORTANT!

Do not grip the technology head
by the rubber sleeve.

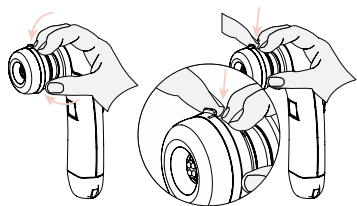
.....

Be sure to grip the head
on the hard plastic casing.



1

Shut off the device by pressing the
ON/OFF button.



2

Firmly hold the handpiece in
your right hand and remove the
technology head with the capsule
from handpiece by twisting it
counterclockwise onto the
plastic cup.



3

Detach the used capsule from the
technology head and dispose it. The
capsules are designed for one-time
use only.

PAUSE option

1. Pause - the Hand piece can be paused during procedure by pressing the ON/ OFF button, the remaining procedure sequence will be saved in device memory.
2. Resume - the Hand piece can be reactivated by pressing the ON/ OFF button and the device will automatically resume the procedure with the remaining sequence.

Procedure Completion

1. Alert - a beep will be heard after half of the procedure session is completed.
2. Completion - a second and final beep will be heard when the procedure session is completed. The clock display will reset to 0.

IMPORTANT!

To optimize battery life span, be sure to always return the Hand piece to the charger when not in use. The system is specifically designed to be placed in the charger for extended periods of time without harming the battery.

.....

Once a Capsule is used with a Hand piece it will not work with any other hand piece.

After completion of procedure, detach the used capsule and dispose of it.

The capsules are designed for one-time use only

FREQUENCY OF USE

Frequency of use depend on patient skin condition.

There is no upper limit for facial procedure.

Procedure should be provided at least twice per week.

GETTING READY FOR PROCEDURE

The hand piece charger should be connected to a power outlet for hours to fully charge the hand piece prior to initial use.

Be sure that the handset is fully charged and ready to use.

Setting up device

Device consists of four parts; Hand piece, Technology Head, Treatment Capsule and Charger.

Each time you treat with the device, please inspect all parts for damage.

If damage is found it should not be used.

Place the charger on a firm, flat surface.

Preparations

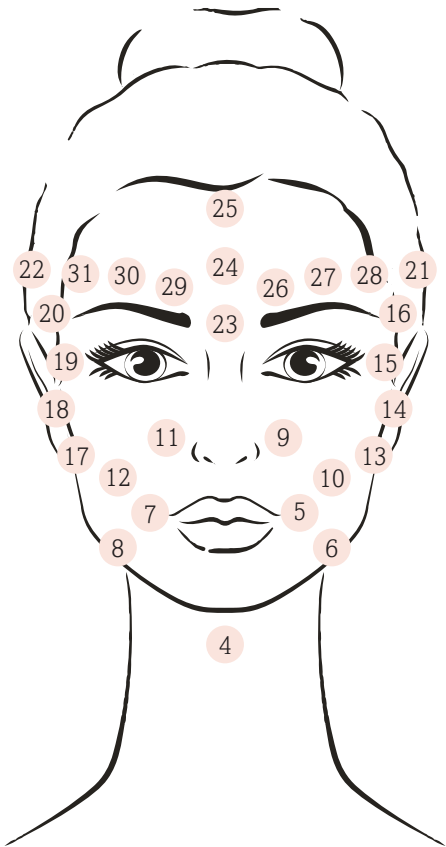
1. Read - this instruction manual thoroughly
2. Prepare - the treatment area - remove all jewelry on or near the treatment area, for example - earrings, necklaces etc.
3. Clean - the treatment area - remove all make up and be certain that skin is clean and dry.

PROCEDURE GUIDE



Stage 1- Facelift

Set the treatment intensity to level 2 (half circle). Starting at point 1 in the diagram below press the WISH Plus handset gently but firmly for 5-7 seconds. Follow the numbers in the diagrama pressing on each point for 5-7 seconds until all points have been covered



hold at each point for 5-7 seconds

PROCEDURE GUIDE



Stage 2 - PEEL Exfoliate

IMPORTANT!

When working on the face always support the skin with your other hand to make sure the skin doesn't move.

.....

Repeat each motion at least twice on both sides of the face. When applying this treatment shake your hand slightly to create an almost squiggly motion.



1

Starting from below the eyebrows pull up towards the hairline.



2

Start pulling from the cheeks towards the ear.



3

Starting between the eyes pull straight up to the hairline. Move along one side of the forehead pulling up from the eyebrow to the hairline continue until the temple is reached. .



4

Starting from the décolleté move upwards along the neck till the jaw.



5

Starting from the shoulder move up along the side of the neck to behind the ear.



6

Pull from the chin towards the cheeks and around the eye.

MOVEMENT PROTOCOL



The basic treatment motions are the same for all procedures.
Be sure to pay special attention to inflamed or tender areas.

IMPORTANT!

When working on the face always support the
skin with your other hand to make sure
the skin doesn't move.

Repeat each motion at least twice
on both sides of the face.



1

Starting from below the eyebrows pull up towards the hairline.



2

Pull up from the lips towards the ear. Continue this motion again from the chin along the jaw and towards the ear.



3

Start pulling from the cheeks towards the ear.



4

Starting between the eyes pull straight up to the hairline. Move along one side of the forehead pulling up from the eyebrow to the hairline continue until the temple is reached.



5

Starting from the tip of the chin move towards the jaw and then to the center of the forehead.



6

Starting from the décolleté pull towards the shoulder bones.



7

Starting from the décolleté move upwards along the neck till the jaw.



8

Starting from the shoulder move up along the side of the neck to behind the ear



9

Pull from the shoulders towards the cheeks and around the eye.



10

Starting from the temple and go around the eye.

AFTER CARE

Wipe the leftover from the face. No need to wash

Avoid exposing the treated area to the sun for at least 24 hours after the treatment. Protect the treated areas exposed to the sun with SPF 30 sun lotion throughout the course of treatment and for two weeks after your last procedure

DEVICE MAINTAINING

After using device, detach the Technology Head from the Hand piece. Clean the Technology Head with a dry cloth

Always be sure to return the Hand piece to the charger when it is not in use.

Verify that the device is charging properly by checking that the battery bars are ascending on the LCD screen. It is very important that the device be charged at all times when not in use in order to properly protect the battery from damage.

ADVERSE REACTIONS AND POSSIBLE SOLUTIONS

Some people may experience slight discomfort (heat or redness of the skin) when using device this is normal. Clients may feel heat and a slight itch during the light procedure, possibly followed by localized redness in the skin. This feeling ceases at the end of the treatment.

Cool the affected area with calming gel. It is normal to experience a slight tingling during the Gold technology head procedure. This type of reaction usually disappears within 24 hours and is not a side effect that needs any special action.

Advice to your patient to use SPF 30 sun lotion when exposed to the sun. Adverse reactions are usually immediate or appear within 24 hours.

In rare cases they may take up to 72 hours to appear.

ADVERSE REACTIONS AND POSSIBLE SOLUTIONS

Strong Pain In The Area Being Treated

Stop procedure immediately, cool the affected area with cooling gel packs and apply aloe vera gel or similar over the counter emulsions used for skin calming.

Ask for medical attention.

Itching In The Treated Area

Cool the skin with cooling gel packs and apply Biafine aloe vera gel or similar over the counter emulsions used for skin calming. If itching continues past the first 24 hours, ask for medical attention.

Blistering Or Burning Of The Skin

Stop the procedure immediately, cool the area with cooling gel packs. Apply aloe vera gel or similar over the counter emulsions used for skin calming.

ask for medical attention.

Swelling And / Or Bruising

Stop the procedure immediately, cool the area with cooling gel packs. Apply aloe vera gel or similar over the counter emulsions used for skin calming. Protect from sunlight for two weeks. If swelling continues after 48 hours, ask for medical attention.

Changes To The Pigmentation (Colour) Of The Skin In The Area Treated

Stop procedure immediately and ask for medical attention.

Moisturise with fragrance-free moisturiser and avoid exposure to sunlight. Wear SPF30 sun lotion.

Your skin pigment should return to normal in time.

WARNINGS AND SAFETY INFORMATION

Device is not suitable for everyone

Read the following warnings carefully and verify that procedure is suitable for your. Always keep these instructions handy for future reference.

Safety Instructions

Hand piece can only be used with genuine interchangeable Technology Heads and disposable Capsules When not to use

Do not use:

- On children or allow children to use this product
- If under the age of consent in your country
- If pregnant
- For at least 24 hours after heavy drinking
- For at least 24 hours after Botox injections
- For at least 24 hours after any injections.

MEDICAL WARNINGS

If you have a medical condition or are taking any of the medicines described in appendix a, procedure is not suitable for you.

Do not use if you have any of the listed conditions:

- Heart disease
- Pacemaker or internal defibrillator
- Metal implants in the treatment area. Dental fillings or implants are not a concern
- Skin cancer or a history of skin cancer - premalignant moles
- Impaired immune system
- Any active skin condition in the treatment area - e.G. Cold sores, psoriasis, eczema or rash
- Herpes simplex - any condition stimulated by heat
- History of keloid scarring, abnormal healing of a wound or very fragile skin
- Diabetes - diabetics are more prone to skin ulceration, poor skin healing and dry sensitive skin
- Kidney disease - there is increased likelihood of skin bruising and medication is likely to be contraindicated
- Any surgical procedures such as laser resurfacing or deep chemical peeling with the treatment area within the last 3 months or in the process of healing from such procedures
- Any permanent dermal fillers within the treatment area.
If you have temporary dermal fillers in the treatment area, please consult your doctor before starting treatment

- Current use of medications, herbal preparations, vitamins or food supplements that cause your skin to become fragile or very dry

This is not an exhaustive list, if in doubt, please ask for medical attention.

If you have a medical condition or you are taking medicines and are unsure about using device, ask for medical attention.

Do not:

- Sunbathe, or use a tanning bed or fake tan during or straight after treatment
- Use bleaching creams or perfumed products for at least 24 hours After treatment. The above may cause irritation in the treated areas.

ELECTRICAL WARNINGS

Do not:

- Use if damage is found e.G. Cracked case, hand piece, cracked or badly chipped technology heads, broken charger. Internal parts contain energy levels and voltages that are hazardous
- Coil the power cable around the power supply charger during storage; this can lead to cable damage and early failure
- Pull the power cable tight, bend it through very sharp angles or wrap it around the unit for storage, this may cause cable damage and early cable failure
- Use if the power supply charger or the hand piece become too hot to touch
- Apply excessive force to the buttons or display
- Dismantle; system contains no user serviceable parts and internal energy levels and voltages are hazardous
- Use a power supply or any other accessory unless they are specifically approved and supplied for use with device
- Use of accessories, which are not approved, may be dangerous.

Do:

- Keep sharp objects away from the buttons
- Keep away from mouth and eyes
- Disposal of capsules should be in accordance with any federal, state or local regulations
- Use only approved cable and power supply that was provided with system

Do not connect the usb charging cabel to other devices, like pc or unapproved power supply

TROUBLESHOOTING

The following troubleshooting guide should be used initially to try to solve any problems you may experience with device.

Please contact your local distributor or local customer service support if you are experiencing any other technical difficulties that are not covered in this section.

Problem	Possible Causes	Solution
System cannot be activated	Handset battery is empty	Place the Handset into the charge for 8 hrs
	Battery charger power supply plug is not connected to electrical outlet and therefore the battery is not charged	Connect the electric power supply to an electrical outlet and allow the battery to be recharged for 8 hrs
	All above	Please check if the main source of power is connect
	Capsule is already used or not working	Attach a new Capsule to the device
Procedure suddenly paused	Accidentally pressed the ON/OFF button	Press ON/OFF button again to resume treatment

TECHNICAL SPECIFICATIONS

		Device	Capsule
Operating Conditions	Operating temperature	0 °c to +40 °c	20 °c to +40 °c
	Charging temperature		
	Relative humidity	10-100%	10-100%
	Atmospheric pressure	700hPato 1060hPa	700hPato 1060hPa
Storage Conditions	Storage temperature	-20 °c to +50 °c	4 °c to +42 °c
	Relative humidity	10-100%	10-100%
	Atmospheric pressure	700hPato 1060hPa	700hPato 1060hPa
Electrical	220V- 240V, 50/60Hz, 8VA 1DOV - 127V, 50/60Hz, 8VA		
Device Shipping Conditions	Transportation temperature	-20 °c to +40 °c	D 0c to +30 °c
	Relative humidity	10-100%	10-100%
	Atmospheric pressure	700hPa to 1060hPa	700hPa to 1060hPa

CERTIFICATION AND COMPLIANCE

Classification

Charger-Class II equipment

Handset-internally powered

Blue light Technology (L T1): class1 LED product

Red light Technology (L T2): class1 LED product

Hand piece, Technology Heads and Capsules-Type BF applied part

Degree of protection against ingress of water:

- IPSO - Charger
- IP63 - Hand Piece
- IP65 - Technology Head

Safety



The CE mark on the Treatment Capsule Packaging refers only to the electronic components in the capsule and not to the cosmetic materials therein.

- IEC 60601-1:1988A1:1991 +A2:1995
- IEC 60601-1-2:2004
- IEC 60825-1 :2007
- IEC 529

Australia/New Zealand

AS/NZS 3200-1-0

CAN/CSA C22.2 No. 601.1-M90

EMC

- ETSI EN 301 489-3 V1 .4.1 (2002)
- ETSI EN 301 489-1 V1 .8.1 (2008)
- EN 55022-Class B
- I EC 61000-3-2

- I EC 61000-3-3
- IEC 61000-4-2
- IEC 61000-4-3
- I EC 61000-4-4
- I EC 61000-4-5
- I EC 61000-4-6
- I EC 61000-4-8
- IEC 61000-4-11

FCC

FCC Part 15-Class B

FCC ID: ZAI-SYNOIAWISHA01

caution: In some locations device could interfere with wireless reception.

FCC RADIO FREQUENCY INTERFERENCE STATEMENT

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to any radio or television reception, which can be determined by turning the equipment off and on, the user can try to correct the interference by one or more of the following measures:

- Re-orient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from where the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Synoa is not responsible for any radio or communication interference caused by this device. Unauthorized changes or modification could void the warranty of this product.

This 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.

APPENDIX A - INCOMPATIBLE MEDICATIONS

Do not use device while taking medication for the following conditions.

- Medicines for cancer
- Medicines for heart or blood pressure problems
- Medicines for anxiety, depression and shizophrenia, insomnia and other Mental health conditions
- Medicines for skin conditions such as psoriasis
- Medicines to treat bacterial, fungal or viral infections
- Medicines for pain relief and swelling, including inflammatory and rheumatoid conditions
- Medicines to treat allergies
- Medicines to treat or prevent malaria
- Medicines for epilepsy
- Medicines for stomach problems

Some medicines or products for these conditions may cause photosensitivity. Photosensitivity is a skin reaction that happens when skin is exposed to light.

For a full list of incompatible medications please refer to the distributor. This list is arranged by the active ingredient name of the medicine (check the label and leaflet of your medicine to find this).

If your client is taking medicines that are not listed on this manual, check the leaflet that comes with them to see if photosensitivity is listed as a side effect (it may be described as a skin rash which worsens when exposed to the sun, or similar phrase).

If you are unsure about using device, please ask for medical attention.

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