

# Sensifirm FAQs

## General FAQs

**Q: What exactly does Sensifirm do for my body?** A: Sensifirm uses Radio Frequency (RF) energy to reach deep into the skin layers. The deep thermal effect activates biological mechanisms that remodel collagen, decrease the volume of fat cells (adipocytes), and improve microcirculation. This leads to firmer, smoother skin and a reduction in cellulite and body circumference.

**Q: Do I absolutely need to use the Base Gel? Why is it important?** A: Yes, you must not use the Sensifirm device without first applying the Base Gel. The gel is specifically designed to work with Sensica RF devices to ensure the proper and safe delivery of RF energy.

**Q: How much Base Gel should I apply before starting?** A: Apply a thin, even layer of the Base Gel on the intended treatment area before beginning your session.

**Q: What if I don't feel the warming sensation during treatment?** A: If you do not feel a sensation of warmth after approximately 30 seconds, try moving the Sensifirm over a smaller treatment area, and/or manually increasing the RF energy level.

**Q: Can I use Sensifirm on my stomach or arms?** A: Yes. Sensifirm is designed to be used on the buttocks, thighs, abdomen, waist, and arms.

**Q: How long and how often should I use Sensifirm?** A: For long-lasting results, use Sensifirm once a week on each treatment area for a period of 8 weeks. A body area the size of two palms (about 15x30cm) takes approximately 20 minutes to treat.

**Q: Are the results permanent? How long do they last?** A: Since skin cellulite formation is an ongoing biological process, maintenance treatments are required. To sustain optimal results, you can repeat the Sensifirm treatment protocol as needed.

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## Troubleshooting

**Q: The device does not turn on. A:**

- Make sure that the power cord is plugged in properly, both to the electrical outlet and into the device socket.

- Make sure that the power outlet has power.

**Q: The device does not deliver RF signal energy and massage (i.e. you cannot feel the warm sensation or feel the gentle vibration). A:**

- Make sure that there is full contact of the electrodes with the skin. Gently press the device onto your skin.
- Make sure that there is enough Base Gel on the treatment area.
- The RF signal will be activated only when at least 2 electrodes are in full contact with the skin.

**Q: In case of general error. A:**

- **Reset the device:** Unplug the power cord from the electrical outlet on the wall, wait 10 seconds and then reconnect it.
- **Dirt or debris:** If dirt or debris get stuck on the electrodes, you should clean them. If you cannot get the area clean, contact customer service.