

Sensilift FAQs

General FAQs

Q: How does Dynamic RF™ technology reduce wrinkles? A: Dynamic RF™ technology combines clinically proven Radio Frequency (RF) with advanced facial massage. The RF energy penetrates the skin to contract existing collagen fibers and stimulate the natural production of new collagen, while the massage improves skin conductivity. This reduces wrinkles, tightens skin, and renews elasticity.

Q: Can I use Sensilift around my eyes or on my eyelids? A: Sensilift can be used on "crow's feet" (next to your eyes), but you must NEVER use the device over the eyelids, eyes, or directly around the eyes, as this could cause serious eye damage.

Q: Can I apply makeup immediately after a treatment session? A: Yes, makeup may be applied immediately after a Sensilift treatment.

Q: How long does a full facial treatment take? A: The recommended treatment time is 5 minutes per side for the cheeks, jawline, neck, smile folds, and hands. For the forehead, the recommended time is 10 minutes.

Q: Will Sensilift help clear up my acne? A: No. Sensilift is intended for reducing wrinkles and tightening skin. You should not use the device if you have frequent breakouts, infections, acne, or extra dry skin.

Q: Do I need to wash my face before using the device and the Base Gel? A: Yes. Before use, make sure your skin is dry, clean, and free of any topical products such as moisturizers, liquids, or lint. Then, apply an even layer of the Base Gel.

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.