

Sensilight Pro FAQs

General FAQs

Q: How does RPL™ Technology work? A: RPL™ (Reactive Pulsed Light) is an advanced technology that uses clinically proven IPL (Intense Pulsed Light) in conjunction with a skin tone and skin contact sensor. The light emitted penetrates the skin and is absorbed by the melanin pigment in the hair shaft. The heat produced generates a local thermal effect that disables the hair follicle, causing a reduction in hair growth while leaving the surrounding skin unaffected and cool.

Q: Who should NOT use the device? A: You should not use the device if you are under 18 years of age, pregnant or nursing, suffer from epilepsy, have skin cancer or areas at risk of malignancy, or have an active implant such as a pacemaker or insulin pump. Additionally, it should not be used on dark brown or black spots (like freckles, birthmarks, moles, or blisters) or over tattoos and permanent makeup.

Q: Does RPL™ work on blonde, grey, red, or white hair? A: This device is not recommended for use on grey, red, or very light hair, as it has been proven to be less effective on these hair colors due to the lack of melanin.

Q: Can I use the device if my skin is naturally dark or tanned? A: The device is not suitable for naturally very dark skin, as dark skin absorbs too much light energy and is more prone to injury. You should also not use the device on artificially or naturally tanned skin, or after recent sun exposure. Avoid sun exposure for 4 weeks before your treatment and for at least 2 weeks post-treatment.

Q: Is the flash harmful to my eyes? Do I need to wear safety goggles? A: The flash of light emitted with each press of the trigger button will not harm your eyes. You do not need to wear safety goggles. However, never look directly at the light coming from the applicator, and never use the device around or near your eyes.

Q: Do I need to shave before using the device? Can I wax or pluck instead? A: Make sure the hair in the treatment area is shaved or trimmed before use. **DO NOT** wax, epilate, or pluck hair before the first treatment or between treatments. Plucking removes the hair shaft from the follicle, and the hair shaft is what absorbs the light energy during treatment.

Q: How do the different treatment modes work on the Sensilight Pro? A:

- **Pulse/Stamp mode:** Press the trigger button once to release a single flash. This is recommended for smaller, precise areas such as the face, bikini line, and underarms.

- **Trigger-less Glide mode:** Move the device continuously across the skin. Because the Sensilight Pro has an advanced trigger-less glide feature, it will automatically release flashes continuously as it detects skin contact and movement. This is recommended for larger areas like the legs and back.

Q: Does the Sensilight Pro need to be plugged in during use? A: No, the Sensilight Pro is a cordless, rechargeable device, giving you freedom of movement during your treatments. Ensure it is fully charged before beginning your session.

Q: Can I use the device over tattoos, freckles, or moles? A: No. Do not use the device on dark brown or black spots such as freckles, birthmarks, moles, or blisters. Do not use it over tattoos or permanent makeup. If you must treat near a tattoo, cover it securely with a white plaster before treatment.

Q: Is the treatment painful? A: During your treatment, it is normal to experience a flash of light, a pop noise, and a mild, stinging sensation. Some mild red or pink color may appear during or just after using the device, but it should not be painful.

Q: What should I put on my skin after a treatment? Can I go out in the sun? A: After treatment, you may use a calming lotion. Avoid using peeling and bleaching creams for at least 24 hours. Avoid direct sun exposure for at least 2 weeks post-treatment, and apply sunscreen of SPF 30 or higher if exposing recently treated skin to sunlight.

Q: How often should I use the device? A: For body hair, treatments 1–4 should be two weeks apart, and treatments 5–8 should be four weeks apart. For facial hair, treatments 1–5 should be two weeks apart, and treatments 6–8 should be four weeks apart. To maintain results, perform a treatment once a month or as required.

Q: When will I see results? A: It may take up to 3-4 treatments (6-8 weeks) before initial results can be seen. Hair will continue to grow for up to two weeks after a treatment session, but as you progress through the protocol, hair will naturally and gradually fall out.

Q: Can men use this device? A: Yes, the device is suitable for men. However, male body hair, especially on the chest, will require more treatment sessions.

Troubleshooting

Q: The device does not turn on. What should I do? A:

- Make sure that the device is fully charged. If the battery is depleted, plug the power supply into the device and the electrical outlet to charge it.

- Make sure the power outlet has power.

Q: The device does not trigger a pulse. Why? A:

- Verify there is full contact between the device and your skin. The device will activate a pulse only when it is in full contact with the skin.
- Verify that the area you are trying to treat is not too small, curved or bony. The entire treatment window should touch the treatment area. Pulling the skin flat can help to achieve this.
- If the skin tone identified by the skin tone and contact sensor is too dark, the flash activation will be blocked, and the status indicator will turn “momentarily” red.

Q: I am experiencing a general error or pulse delay. A:

- **Reset the device:** Turn the device off, wait 10 seconds, and turn it back on.
- **Pulse delay:** In case of a pulse delay after repositioning the device on a different treatment area, you should consider performing the treatment in a cooler environment. The device may pulse at a slower rate in a warm environment to prevent overheating.
- **Dirt or debris:** In case of dirt or debris is stuck on the treatment window, you should clean the treatment window according to the cleaning section. If you can't get the area clean, contact our customer service.