

Sensismooth FAQs

General FAQs

Q: Is Sensismooth safe to use? A: Yes, Sensismooth has been designed to meet the safety standards for a home use device and has a built-in safety mechanism that will stop it from working when it is pressed too hard on the body or after 10 minutes of continuous operation.

Q: Does it hurt to use Sensismooth? A: No, using Sensismooth should not involve any discomfort or pain. Usage can create a warm sensation in the treated area as a result of the device's movement on the skin, but it should never hurt.

Q: How long do the pads last, and when should I replace them? A: For best results, the Pedicure and Peeling (Exfoliation) pads should be replaced after completing 20 treatments.

Q: Can I use the Sensismooth in the shower or bath? A: No. Do not let the device become wet. Keep it away from bathtubs, showers, basins, or other vessels containing water.

Q: Can I use the body exfoliator pad on my face? A: No, the body exfoliator pad should not be used on the face, front of the neck, scalp, underarms, or genitals.

Q: How often can I use the pedicure pad on my feet? A: While the device can be used as needed, it is recommended to avoid treating the same area (for peeling or pedicure) more than once a week.

Q: How should I clean the pads after I finish using them? A: Clean the pads with soap and water, do not wipe, and leave them to air dry. Do not use abrasive cleaners or chemicals, and never put any part of the device in a dishwasher.

Q: How long should I carry on with a single treatment? A: This depends on the treatment pad you are using:

- **Cleanse Pad:** Up to 20 seconds per area.
- **Pedicure Pad:** 10-15 seconds per area.
- **Exfoliator Pad:** 3-4 seconds per area.

Q: Can men use Sensismooth? A: Yes, Sensismooth is suitable for both men and women. The beauty of Sensismooth is that you can personalise and select the right treatment and pads' coarseness according to your needs.

Troubleshooting

Q: The device does not turn on. A: Make sure that the device is fully charged.

Q: The device stopped working during a treatment session. A:

- You may have reached the 10-minute time limit. Sensismooth automatically shuts off when left on for 10 minutes as a battery conservation and safety precaution.
- Try using less pressure as you glide it over the treatment area. If it is pressed too hard, the built-in safety mechanism will temporarily stop the attachment from rotating; relieve pressure to continue treatment.