

# FAQ™ 301

## LED HAIR STRENGTHENING SCALP MASSAGER

### Online Manual

---

## FULL USER MANUAL

### GETTING STARTED

Congratulations on taking the first step into a new era of hair loss solutions by acquiring FAQ™ 301. Before you begin to enjoy all the benefits of professional hair strengthening technology in the comfort of your home, please take a few moments to carefully read the instructions in this manual.

Please **READ ALL INSTRUCTIONS BEFORE USE** and utilize this product only for its intended use as described in this manual.

**WARNING: NO MODIFICATION OF THIS EQUIPMENT IS ALLOWED.**

---

### FAQ™ 301 OVERVIEW

Grow thicker, healthier hair with the power of red LED light and T-Sonic™ massage. Designed to help strengthen thinning, lifeless strands by stimulating the scalp and revitalizing follicles, FAQ™ 301 restores your hair and confidence!

---

### GETTING TO KNOW FAQ™ 301

[insert diagram of device]

#### 20 RED LED LIGHTS (650nm)

Red LED light is clinically proven to stimulate hair follicles so they produce thicker hairs, helping to prevent hair loss.

#### PATENTED T-SONIC™ MASSAGE

Gently stimulates the scalp, helping to boost blood flow, so oxygen and essential nutrients can reach the hair follicle.

## **INTENSITY INDICATOR LIGHTS**

Light up to show the **T-Sonic™ massage** intensity setting of your device.

## **UNIVERSAL POWER BUTTON**

Press once to turn on. Press again to switch intensities. Press for 3 sec to turn off. From off, press for 3 sec to put device in Bluetooth pairing mode to connect to the app.

## **ULTRA-HYGIENIC BRISTLES**

637 silicone bristles gently yet effectively loosen buildup on the scalp to stop dead skin, sweat and oil from clogging hair follicles and causing hair loss. They also help part hair, so laser and LED light can fully reach the scalp.

## **BACTERIA-RESISTANT SILICONE**

100% waterproof, quick-drying and non-porous to prevent bacteria buildup.

## **CHARGING PORT**

Up to 100 mins of use per USB charge. 100% waterproof closure. Charging cable provided.

## **SMART SWISS DESIGN**

Ultra-lightweight, compact and ergonomically shaped to fit perfectly in your hand, for comfortable treatments.

-----

## **WARNINGS**

### **FOR OPTIMUM SAFETY:**

- FAQ™ 301 should be comfortable – if you experience any discomfort, discontinue use immediately and consult a physician.
- Do not use on wound ulceration, trauma, and post-operative wounds.
- Do not use if you have light-sensitivity or sunburnt or inflamed skin.
- Do not stare directly at the laser or LED lights.
- This product should not be used by children. Close supervision is necessary when this product is used by, on, or near children and those with reduced physical and mental abilities.
- For reasons of hygiene, we do not recommend sharing your FAQ™ 301 with anyone else.
- Avoid leaving your FAQ™ 301 in direct sunlight and never expose it to extreme heat or boiling water.
- Discontinue use if this product appears damaged in any way.
- This product contains no serviceable parts.
- Do not tamper or attempt to disassemble the product as this may cause damage to the unit.
- Do not use while driving or operating heavy machinery.
- Do not insert any object into any opening of the device.
- Do not use the device if it is overheating or you suspect that it is malfunctioning.

- This device should only be used with a SELV power adapter.
- It is recommended that IEC60950 standard power suppliers are used to charge the device.
- Before charging, make sure that the plug and socket are completely dry. Failure to do so may result in electric shock, short circuit, or fire.
- Do not use the device while charging. Discontinue use if this device or charger is not working properly or appears damaged in any way. Only use the power cord supplied with your device.
- The battery must be removed from the appliance before it is disposed of. The appliance must be disconnected from the supply mains when removing the battery, and the battery is to be disposed of safely.
- Given the efficiency of the device, we recommend that you do not use FAQ™ 301 for more than 3 minutes per treatment area.

WARNING. Possible eye injury (potentially leading to loss of vision) or skin injury if instructions are not followed. Read and follow the instructions.

WARNING. Misuse can lead to eye damage. Protect the eye from exposure. Do not use the appliance over the eye lids or close to the eye.

WARNING. If taking a photosensitizing medication or herbal remedy, seek medical advice prior to application of the appliance as use may harm the skin.

do not use the appliance in areas where skin integrity has been impaired (for example, in the presence of burns, lesions, blisters, scars, cuts, open wounds, active skin disease, recent sun tan or sun burn, and/ or infection);

this appliance is not intended for the treatment of medical conditions. Medical advice should be sought to address, for example, moles, skin rash, itchy skin, skin fungus or infection, skin bumps, or skin tags

This appliance contains batteries that are non-replaceable

- Use this device only for its intended use as described in this manual. If you do not find the answer to your specific question, or if you have any other questions regarding the device's operation, please visit [faqswiss.com/support](https://faqswiss.com/support).

## HOW TO USE FAQ™ 301

### UNLOCK YOUR DEVICE

In order to use your device, you must first unlock it. You can do this automatically by registering your device via the FAQ™ Swiss app for the first time. Simply follow the steps below:

[insert QR code]

1. Download the FAQ™ Swiss app on your mobile phone by scanning the QR code.
2. Log in to your existing account, or sign up for a new one.
3. Add device (on the top of your screen).
4. Choose the device series.
5. Press and hold the universal button to connect your device to the app.

6. Fill in the purchase information.

And your device is ready to use!

## HOW TO USE

Imagine your scalp divided into 4 treatment areas:

[insert image of scalp separated into 4 areas, with these 4 labels: top, back, left side, right side]

Treat each area separately, as required.

[insert how to use images for each step. Below each image, add the corresponding text]

1. Press the universal power button to turn on the device. You can change the **T-Sonic™ massage intensity** by quick-pressing the button again. Access more settings via the FAQ™ Swiss app.
2. Press the device firmly on the scalp, and slowly glide it in very tight circular motions over one area of the scalp, until the timer pulses. Then repeat on the next area of the scalp, as required.
3. Once your treatment is complete, turn the device off by pressing and holding the universal power button for 3 seconds.

**Recommended use:** Every day, for 1-3 minutes per treatment area.

-----

## CLEANING YOUR FAQ™ 301

Always clean your FAQ™ 301 device thoroughly after use. Wash the brush surface with water and soap, then rinse with warm water. For optimal results, we recommend spraying the device with FAQ™ Silicone Cleaning Spray **once a week**, and rinsing with warm water.

**NOTE:** Never use cleaning products containing alcohol, petrol, or acetone, as they may irritate the scalp and damage the silicone.

-----

## TROUBLESHOOTING

Precautions to be taken in the event of changes in the performance of FAQ™ 301:

If FAQ™ 301 is not activated when pressing the universal button:

- Battery is empty. Recharge using the USB charging cable for up to **2 hours** until fully charged, and then restart your device by pressing the universal button.

If FAQ™ 301 cannot be switched off and/or the universal button does not respond:

- Microprocessor is temporarily malfunctioning. Press and hold the universal button to restart the device.

If FAQ™ 301 won't sync to the FAQ™ Swiss app:

- Switch your Bluetooth off and then on again to try reconnecting.
- Close the FAQ™ Swiss app and then reopen it to start the process over.
- Check to see if the app needs to be updated in your mobile device's app store.

-----

## **WARRANTY TERMS & CONDITIONS**

### **REGISTER WARRANTY**

To activate your 2-Year Limited Warranty, register through the FAQ™ Swiss app, or visit [faqswiss.com/product-registration](https://faqswiss.com/product-registration) for more information.

### **2-YEAR LIMITED WARRANTY**

FAQ™ Swiss warrants this device for a period of TWO (2) YEARS after the original date of purchase against defects due to faulty workmanship or materials arising from Normal Use of the device. The warranty covers working parts that affect the function of the device. It does NOT cover cosmetic deterioration caused by fair wear and tear, or damage caused by accident, misuse or neglect. Any attempt to open or take apart the device (or its accessories) will void the warranty.

If you discover a defect and notify FAQ™ Swiss during the warranty period, FAQ™ Swiss will, at its discretion, replace the device free of charge. Claims under warranty must be supported by reasonable evidence that the date of the claim is within the warranty period. To validate your warranty, please keep your original purchase receipt together with these warranty conditions for the duration of the warranty period.

To claim your warranty, you must log in to your account at [www.faqswiss.com](https://www.faqswiss.com) and then select the option to make a warranty claim. Shipping costs are nonrefundable. This undertaking is in addition to your statutory rights as a consumer and does not affect those rights in any way.

-----

## **DISPOSAL INFORMATION**

Disposal of old electronic equipment (applicable in the EU and other European countries with separate waste collection systems).



This device should not be treated as household waste, but rather be brought to the appropriate collection point for recycling of electrical and electronic equipment. By ensuring this device is disposed of correctly, you will help prevent the potential negative consequences for the environment and human health which could be caused by inappropriate waste handling of the device. The recycling of materials will also help conserve natural resources.

For more information about the recycling of your device, please contact your local household waste disposal service or your place of purchase.

-----

## BATTERY REMOVAL

**NOTE:** This process is not reversible. Opening the device will void its warranty. This action must only be undertaken when the device is ready to be disposed of.

Because this device contains a lithium-ion battery, the battery must be removed before disposal and should not be thrown away with household waste. In order to do this, remove the silicone outer layer, open the inner plastic shell, remove the battery, and dispose of it in accordance with your local environmental regulations. Wear gloves during this process for your safety. Detailed visual instructions are provided below:

[insert images - very similar to LUNA 4, but with FAQ 302 device instead]

-----

## SPECIFICATIONS

**MATERIALS:** Body-safe silicone, **PC + ABS plastic**

**SIZE:** **203 x 197 x 25 mm**

**WEIGHT:** **104 g**

**BATTERY:** **Li-ion 680mAh 3.7V**

**USES PER CHARGE:** Up to 100 mins of use per **2 hour** charge

**STANDBY:** 90 days  
**MAX NOISE LEVEL:** <50 dB

-----

## **DISCLAIMER**

Users of this device do so at their own risk. Neither FAQ™ Swiss nor its retailers assume any responsibility or liability for any injuries or damages, physical or otherwise, resulting, directly or indirectly, from the use of this device. Furthermore, FAQ™ Swiss reserves the right to revise this publication and to make changes from time to time in the contents thereof without obligation to notify any person of such revision or changes.

**CAUTION:** Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**NOTE:** This device complies with Part 15 of the FCC Rules and contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:  
(1) This device may not cause interference.  
(2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radioexempts de licence. L'exploitation est autorisée aux deux conditions suivantes :  
(1) l'appareil ne doit pas produire de brouillage, et  
(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

FOREO declares that this device is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity for the product is available at [www.foreo.com/support/eu-conformity](http://www.foreo.com/support/eu-conformity).

Model may be changed for improvements without notice.

**Additional legal and regulatory information is available on the app. To view, simply follow the steps below:**

Step 1: Open FAQ™ Swiss app & select profile icon

Step 2: Select 'Legal & Regulatory'

Step 3: Select your device.

[\[Insert relevant app images\]](#)

©2024 FAQ GmbH. ALL RIGHTS RESERVED. MANUFACTURED FOR FAQ GmbH.

EU DISTR.: FOREO AB, KARLAVÄGEN 41, 114 31 STOCKHOLM, SWEDEN.

US DISTR.: FOREO INC., 1525 E PAMA LANE, LAS VEGAS, NV 89119, USA.

AUS DISTR.: FOREO AUS, 6 PROHASKY STREET, PORT MELBOURNE, VIC, 3207 AUSTRALIA.

MANUFACTURED BY: VIS (SHANGHAI) TECHNOLOGY CO. LTD., NO.58 LINSHENG ROAD,  
TINGLIN TOWN, JINSHAN DISTRICT, SHANGHAI, CHINA.

DESIGNED AND DEVELOPED BY FAQ GmbH.

WWW.FAQSWISS.COM