

FAQ™ 411

MICROCURRENT LED BODY SCULPTING DEVICE

Online Manual

FULL USER MANUAL

GETTING STARTED

Congratulations on taking the first step into a new era of anti-aging body care by acquiring FAQ™ 411. Before you begin to enjoy all the benefits of professional skincare 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™ 411 OVERVIEW

Visibly firm skin on the thighs, buttocks, arms and abs. FAQ™ 411 uses low level current to tighten and firm the muscles in your body, while near-infrared and red LED penetrate the skin to boost collagen and elastin production - helping skin appear smoother & more toned, with fewer visible wrinkles and dimples. Goodbye cellulite!

GETTING TO KNOW FAQ™ 411

[\[insert diagram of device\]](#)

RED, GREEN & BLUE LED LIGHT

Promotes collagen production, improves texture, and reduces signs of aging through 3 different wavelengths.

4D MICROCURRENT SPHERES

Deliver microcurrent directly to skin and the muscles below, to help firm and sculpt the body.

ANTI-SHOCK SYSTEM™ 2.0

Scans skin's resistance to electricity & adjusts microcurrent for maximum comfort.

T-SONIC™ PULSATIONS

Enhance absorption of active ingredients in your skincare & gently massage skin to boost radiance.

UNIVERSAL BUTTON

Turns device on and off, and puts device in Bluetooth pairing mode.

PLUS & MINUS BUTTONS

Adjust intensity of microcurrent to perfectly suit your skin's needs.

INTENSITY INDICATOR LIGHTS

Light up to indicate the microcurrent intensity level of your device. Flash to indicate when device is in Bluetooth pairing mode, Remote Control mode and when device needs to be charged.

CHARGING PORT

Up to 180 mins per charge with included USB charging cable. 100% waterproof closure.

SMART SWISS DESIGN

Lightweight and gently curved to fit the contours of your face and hand, with guided treatment videos on the FAQ™ Swiss app.

TYPES OF MICROCURRENT

[\[please make this part look different to how it looks in the BEAR 2 body online manual\]](#)

FAQ™ 411 features 2 types of microcurrent. Each has its own special benefit:

Sculpting Microcurrent™ - Channels microcurrent deeper into muscles to effectively tone them, for a firm & sculpted appearance.

Advanced Microcurrent™ - Steady current stimulates muscles to strengthen them, while tightening skin above.

HOW TO USE FAQ™ 411

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:

[\[insert FAQ Swiss QR code\]](#)

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. Follow the instructions on the app and fill in the purchase information.

And your device is ready to use!

HOW TO USE FAQ™ 411

1. APPLY SERUM

Make sure both your skin and FAQ™ 411 device are clean and dry. Then apply FAQ™ Body Sculpt Serum evenly across all areas you wish to treat, leaving a thin mask-like layer on the surface of the skin.

2. SELECT PREFERENCES

Press the universal button to turn your FAQ™ 411 on. Adjust the microcurrent intensity with the + and - buttons. Access the LED and other settings via the FAQ™ Swiss app.

Note: FAQ™ 411's default setting is 'Standard Mode' (microcurrent intensity levels 1 - 5). If you wish to access 'Pro Mode' (microcurrent intensity levels 6 - 10), you can do so via 'Settings' in the app. Once you select 'Pro Mode', the intensity indicator lights on your device will refer to the Pro Mode levels (6 - 10).

3. FIRM & SCULPT

Press all four metallic spheres to your skin with medium to hard pressure, and slowly glide the device upward over the legs, buttocks, abs & arms, as desired – for up to 5 mins per area. Access guided treatment videos for specific problem areas on the FAQ™ Swiss app.

THINGS TO NOTE:

- Recommended usage: Once in a 24 hour period. For the first 60 days, we recommend at least 5 times per week. After 60 days or once desired results are achieved, 2-3 times per week for maintenance.
 - Shave any excessive hair in the treatment area as it can create a tingling sensation.
 - Microcurrent devices like FAQ™ 411 must be used with a conductive serum. For optimal results, we recommend using FAQ™ Body Sculpt Serum – developed specifically for use with FAQ™ microcurrent body devices.
 - Leave a thin, mask-like layer of FAQ™ Body Sculpt Serum on skin, so the device can glide smoothly. If treating many areas in one session, you can apply the serum to each area before you use the device on that area.
 - Make sure that all four microcurrent spheres are touching your skin during your treatment.
-

WARNINGS

FOR OPTIMUM SAFETY:

- Do not use this device if you have a history of epilepsy or seizures.
- Do not use if you have had recent surgery or other surgical procedure – consult your healthcare provider.
- Do not use this device if you have a heart pacemaker, heart rhythm stimulator placed in your body (implanted defibrillator), or other electronic device put inside your body. Such use could cause electric shock, burns, electrical interference, or death.
- Do not use if you have any active cancer or over any suspicious or cancerous lesion – consult your healthcare provider.
- Do not use this device if you are pregnant because the safety of electrical stimulation during pregnancy has not been established.
- Do not use on infants and children under the age of 18, and keep device out of the reach of children.
- This device is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the device.

Consult your healthcare provider if any of the contraindications above apply to you.

- If you are under the care of a physician, consult your physician before using this device.
- Do not operate this device in the presence of electronic monitoring equipment (e.g., heart monitors, heart tracing) or in close proximity (e.g. 1 m) to shortwave, microwave or electromagnetic therapy equipment as it may cause the medical equipment to malfunction. Such equipment may produce instability in the device output and cause burns at the stimulation site.
- Stimulation should not be applied over or near cancerous wounds or open wounds such as rashes, red, swollen, infected, or inflamed areas or skin eruptions, e.g., phlebitis, thrombophlebitis, broken capillaries, varicose veins, etc.
- Stimulation should not be applied over your neck as this could cause severe muscle spasms resulting in closure of your airway, difficulty in breathing, or adverse effects on heart rhythm or blood pressure.
- Apply stimulation only to normal, intact, clean, healthy skin.

Consult your healthcare provider:

- if you experience an adverse reaction from using the device and discontinue use.
- before using the device if you have painful areas.

Do not apply stimulation / use the device:

- across your chest (thorax area) may increase the risk of cardiac fibrillation or other rhythmic disturbances, which could be lethal.
- on the head, face (including directly on the eyes and covering the mouth), neck (especially the carotid sinus), groin, upper back, chest area or crossing over the heart.
- over areas of skin that lack normal sensation.
- while sleeping, bathing or showering.
- when there is a tendency to bleed following acute injury or breaks in bones.
- while driving, operating machinery, or during any activity in which uncontrollable muscle twitching may put the user or the public at unnecessary risk of injury.
- if it is not functioning normally, or not operating properly due to damage caused by dropping or accidental submersion in water.
- if you have a body-worn medical equipment such as an insulin pump.

Discontinue use:

- If the device begins to overheat, turn the device OFF immediately.
- Keep all electrical appliances (including this device) away from water (including baths, showers, and sinks).
- Never drop or insert any object into any openings on the device.
- If you suspect the device to be malfunctioning, or not operating properly please contact FAQ™ Swiss.

- Use of accessories and cables other than those specified, except for cables sold by the manufacturer of this device as replacement parts, may result in increased emissions or decreased immunity of the system.
- Keep this device out of the reach of children and pets.
- Use of controls or adjustments, or the performance of procedures other than those specified herein, may result in injury.
- Do not disassemble the device as this may cause damage, malfunction, electrical shock, fire, or injury. There are no user-serviceable parts inside. **Note: Disassembly voids the warranty.**

PRECAUTIONS

This device is designed for cosmetic use only and for individuals in good health. If this is not the case for you, please consult your doctor before use.

- The long-term effects of transcutaneous electrical stimulators are unknown.
- If you have suspected or diagnosed heart disease, you should follow precautions recommended by your physician.
- Use caution if stimulation is applied over the menstruating uterus.
- A slight tingling sensation may occur while using this device, which is normal and not cause for any concern. Lowering the intensity may reduce or eliminate this sensation. If you suspect that you have had a negative reaction from using the electrical stimulation device, consult your doctor immediately.
- Skin irritation and burns beneath the electrodes have been reported with the use of other powered muscle stimulators. If you experience skin irritation or burning, discontinue use immediately.
- If using this device causes persistent pain or discomfort, discontinue use immediately.
- This device contains a non-replaceable battery. 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.
- This product contains no serviceable parts.
- Inspect the device and do not use the device if you see any signs of internal battery leaks.
- Do not store this device in the sun or on a hot surface. High temperatures may be damaging.
- The device should be operated, transported and stored in the manner specified in this manual.
- Failure to use and maintain the device in accordance with the instructions outlined in this manual will void the warranty.
- Only use the USB cable provided with this device.
- 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.
- This device is intended for cosmetic use on the body as described. Any consequence resulting from misuse, application to other parts of the body or face, connection to improper voltage sources, dirty conductive solution

or spheres or any other improper applications are not the responsibility of FAQ™ Swiss.

CLEANING YOUR FAQ™ 411

Always clean FAQ™ 411 thoroughly after use. Wash the metallic spheres and silicone surface with water and soap, then rinse with warm water. Pat dry with a lint-free, non-abrasive cloth or towel. 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 skin and damage the silicone.

TROUBLESHOOTING

Precautions to be taken in the event of changes in the performance of FAQ™ 411.

If FAQ™ 411 is not activated when pressing the universal button:

- Battery is empty. Recharge using USB charging cable for up to 1.5 hours until fully charged and then restart your device by holding down the universal button.

If FAQ™ 411 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™ 411 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 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 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).



EUROPEAN
CONFORMITY



PACKAGING IS MADE OF
RECYCLABLE MATERIAL



UK DECLARATION
OF CONFORMITY



TYPE BF
APPLIED PART



GARBAGE WASTE
ELECTRICAL & ELECTRONIC
EQUIPMENT DIRECTIVE



CONSULT INSTRUCTIONS
FOR USE

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 BEAR 2 body, but with FAQ 411 device instead]

SPECIFICATIONS

MATERIALS: Body-safe silicone, ABS, PC, Chrome-Plated Zinc Alloy

SIZE: TBC

WEIGHT: TBC

BATTERY: TBC

USES PER CHARGE: Up to 180 mins of use per TBC 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.

L'appareil contient des émetteurs/récepteurs exempts de licence qui sont conformes aux CNR exempts de licence d'Innovation, Sciences et Développement économique Canada. L'exploitation est soumise aux deux conditions suivantes :

- (1) L'appareil ne doit pas produire de brouillage,
- (2) L'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

FAQ™ Swiss 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.fagswiss.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