

# FAQ™ LED PANEL

## User Manual



[FAQSWISS.COM/SUPPORT](http://FAQSWISS.COM/SUPPORT)

**EN GETTING STARTED:** This booklet contains all essential instructions. If you have any further questions regarding the device's operation, or would like to access additional product resources, visit [faqswiss.com/support](http://faqswiss.com/support).

**WARNING: No modification of this equipment is allowed.**

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

**INDICATIONS FOR USE:** FAQ™ LED Panels are over-the-counter (OTC) devices intended for the treatment of wrinkles and mild to moderate inflammatory acne.

## PACKAGING INCLUDES & DEVICE FEATURES

### FAQ™ LED PANEL



## FAQ™ DUAL LED PANEL



### CONTRAINDICATIONS

- This device is not recommended for pregnant or lactating women.
- This device cannot be used by people who cannot clearly express their own will, including infants.
- This device should not be used by people who have chapped skin and open trauma, skin diseases, skin allergies (such as severe acne, sunburn, skin infections etc.).
- This device should not be used by people who have a pacemaker, implanted device or metal prosthesis.
- This device should not be used by people with photosensitivity, such as sunlight allergy.

### WARNINGS AND PRECAUTIONS

- Do not use the device while driving or operating heavy machinery.
- There may be a perception of flashing lights during the use of your device, resulting from the stimulation of your optic nerve. If you notice this condition constantly without the use of your device, consult your doctor.
- Do not make direct eye contact with LED light while the device is in operation. Excessive exposure to LED light can cause eye damage.

- The device should be completely dry before activating. Do not use the device if it has been submerged in water, and do not use it with wet hands.
- Do not use the device immediately after shaving.
- Do not use the device if you are taking drugs known to cause photosensitivity reactions.
- Do not use the device if you are currently undergoing or underwent in the last 2 months, skin related procedures, cosmetic surgery or procedures for hair loss. Please only use the device after consulting with your doctor.
- Do not disassemble the device without permission. Do not repair the device by yourself. Repairs can only be done by FAQ™ Swiss.
- Do not use this device in strong electromagnetic interference environments.
- Do not drop the device from a high place.
- The device is not recommended for people with a weak immune system.
- Depending on an individual's skin condition, the device may cause skin irritation. If irritation persists, consult a doctor.
- Consult a doctor before use if you have a serious disease or are under treatment.
- Regardless of product use, your skin conditions may change temporarily due to change of season and other external elements. In addition, internal factors such as drinking or stress can change the condition of the skin. If the condition of your skin changes, discontinue use. We recommend using the device after your skin condition returns to a normal state, or after consulting your doctor.
- Consult your doctor if you have a thyroid related disease or if you are under treatment.
- Do not use the device if it is overheating or you suspect that it is malfunctioning.
- Avoid leaving the device in direct sunlight and never expose it to extreme heat or boiling water.
- Consult your doctor or dermatologist before using the device over any suspicious or cancerous lesions.
- Do not insert any object into any opening of the device.
- For reasons of hygiene, we do not recommend sharing the device with anyone else.
- Close supervision is necessary when the device is used, cleaned or stored near children or those with reduced physical or mental abilities.
- 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.
- Discontinue use if the device or power cable is not working properly or appears damaged in any way. Use the power cable supplied with your device only.
- The device contains no serviceable parts.
- Use this device only for its intended use as described in this manual. Any harmful consequences resulting from misuse, connection to improper voltage sources, or any other improper applications are not the responsibility of FAQ™ Swiss.

## HOW TO USE

Before using your FAQ™ LED Panel for the first time, you must unlock it. You can do this automatically by registering your device via the FAQ™ Swiss app, and activating the warranty:

1. Download the FAQ™ Swiss app on your mobile phone by scanning the QR code at the beginning of this manual.
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 FAQ™ LED Panel is ready to use!

### **SAFETY & SECURITY:**

To ensure the safety and security of your device:

- Ensure the network to which your mobile phone is connected is safe.
- Ensure the FAQ™ device firmware is up to date with the latest version.
- Do not connect the FAQ™ device to an unofficial application through Bluetooth.
- Ensure optimal Quality of Service (QoS) of wireless function, by making sure your phone supports Bluetooth Low Energy (BLE) with a version above 4.0.
- Ensure that the operating range is less than 1 meter between your phone and your FAQ™ device.

### **CAUTION:**

- Keep the power port dry to prevent corrosion.
- This product must be completely dry before starting your treatment.
- Do not use the device after application of skincare products that contain silicones, acid, or photosensitive ingredients such as Vitamin A, Retinol, AHAs, Benzoyl Peroxide and Vitamin C.

### **Directions for use:**

#### **1. TURN ON**

Plug the power cable into your FAQ™ LED Panel, and a wall outlet. You can choose to place the LED Panel on the stand, hold it in your hands, or leave it free-standing on a flat surface. Then put on the protective eyewear, and press the universal power button to turn on your LED Panel.

#### **2. SELECT PREFERENCES**

You can change the LED color on your FAQ™ LED Panel by quick-pressing the universal power button.

#### **3. RELAX AND ENJOY**

Sit back, and enjoy the benefits of LED light therapy for up to 15 mins. Once finished, press and hold the universal power button to turn your device off.

**Treatment Frequency:** 5-15 mins, 3-5 times per week.

### **TROUBLESHOOTING**

PROBLEM	SOLUTION
The device does not turn on.	<ul style="list-style-type: none"> <li>- Make sure the power supply is plugged in.</li> <li>- Your device is locked. To unlock it, register your device via the FAQ™ Swiss app (instructions above under 'How To Use').</li> </ul>
The device won't sync to the FAQ™ Swiss app.	<ul style="list-style-type: none"> <li>- Switch your Bluetooth off and then on again to try reconnecting.</li> <li>- Close the FAQ™ Swiss app and then reopen it to start the process over.</li> <li>- Check to see if the app needs to be updated in your mobile device's app store.</li> </ul>
The device, power supply or cable are damaged, broken, cracked or appear defective.	DO NOT USE. If you are in any doubt about the safety of the device or suspect it is damaged in any way, it must not be used. And you should refer to the website.

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](http://faqswiss.com/support).

## TECHNICAL PARAMETERS AND SPECIFICATIONS

Input	XX
Output	XX
Continuous running time	XX
Dimensions	XX
Light source	Light emitting diodes
Wavelength	<p><b>Near infrared light 854±5 nm</b> Intended to stimulate the production of collagen and accelerate the repair of damaged skin cells.</p> <p><b>Red light 637±5 nm</b>  <b>Amber light 605±5 nm</b>            Intended to improve the appearance of wrinkles.</p> <p><b>Blue light 465±5 nm</b> Intended to improve the appearance of mild to moderate inflammatory acne.</p>
Energy level	XX

## ENVIRONMENTAL REQUIREMENTS

Emission Test	Operation	Storage and Transport
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Temperature	5 to 40°C	-10 to 50°C
Humidity	40% to 80%	30% to 80%
Pressure	800 - 1060 hPa	500 - 1060 hPa

Expected service life: **7 years**

**CLEANING & MAINTENANCE:** After treatment, always switch off the device by unplugging the power supply from the device and the electrical outlet. When the device surface gets dirty, use a damp lint-free cloth or towel to thoroughly wipe the device surface. NOTE: This product is not 100% waterproof, so do not wash it under running water. Never use cleaning products containing alcohol, petrol or acetone.

**IMPORTANT INFORMATION REGARDING ELECTROMAGNETIC COMPATIBILITY (EMC):**

This electrical equipment needs special precautions regarding EMC and is put into service according to the EMC information provided in the user manual. The equipment conforms to this IEC 60601-1-2:2014+A1:2020 standard for both immunity and emissions. Nevertheless, special precautions need to be observed:

- The equipment with no essential performance is intended for use in a home healthcare environment.
- The use of accessories, transducers and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.

**WARNING:**

- Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally.
- Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 12 inches (30 cm) to any part of the device, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.
- Use of accessories and cables other than those specified or provided by FAQ™ could result in increased electromagnetic emission or decreased electromagnetic immunity of the equipment and result in improper operation.

**STATEMENT:** For the purpose of its operation, the equipment has wireless communication function, it includes RF transmitter and receiver, 2.4GHz, Pulse modulation.

**Table 1: EMC Compliance - Emission**

Phenomenon	Compliance	Electromagnetic environment
Conducted emissions	CISPR 11 Group 1, Class B	Home healthcare environment

RF emissions	CISPR 11 Group 1, Class B	Home healthcare environment
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**NOTE:** Emission tests for harmonic distortion. Limits for disturbance power are not applicable.

**Table 2: EMC Compliance - Enclosure Port**

Phenomenon	Basic EMC standard	Immunity test levels Home healthcare environment
Electrostatic discharge	IEC 61000-4-2 IEC 60601-1-2	±4 kV, ±8 kV contact ±2kV, ±4kV, ±8kV, ±15kV air
Radiated RF EM field	IEC 61000-4-3 IEC 60601-1-2	10 V/m 80MHz-2.7GHz 80% AM at 1kHz
Proximity fields from RF wireless communications equipment	IEC 61000-4-3	Refer to table 3
Rated power frequency magnetic fields	IEC 61000-4-8 IEC 60601-1-2	30A/m 50Hz and 60Hz

**NOTE:** EMC compliance tests for electrical fast transients / bursts, surges line-to-line, surges line-to-ground, conducted disturbances induced by RF fields, and electrical transient conduction along supply lines is not applicable.

**Table 3: Proximity fields from RF wireless communications equipment**

Test frequency (MHz)	Band (MHz)	Immunity test levels Home healthcare environment
385	380-390	Pulse modulation 18Hz, 27V/m
450	430-470	FM, ±5kHz deviation, 1kHz sine, 28V/m
710		Pulse modulation 217Hz, 9V/m
745	704-787	
780		
810		Pulse modulation 18Hz, 28V/m
870	800-960	

930		
1720		Pulse modulation 217Hz, 28V/m
1845	1700-1990	
1970		
2450	2400-2570	Pulse modulation 217Hz, 28V/m
5240		Pulse modulation 217Hz, 9V/m
5500	5100-5800	
5785		

## **WARRANTY TERMS & CONDITIONS**

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

**2-year Limited Warranty :** FAQ™ 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™ during the warranty period, FAQ™ 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](http://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.

**Disclaimer:** Users of this device do so at their own risk. Neither FAQ™ 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™ 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.

## **DISPOSAL INFORMATION**

These devices 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 these devices are 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 devices. 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.

## **FCC STATEMENT**

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 harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

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.

Model may be changed for improvements without notice.

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This device complies with the latest Safety and EMC Standards and Amendments applicable to Medical Devices. These are: IEC 60601-1:2005+A1:2012 +A2:2020, IEC 60601-1-2:2014+AMD1:2020, IEC 60601-1-11: 2015+ Ams, IEC 62304:2006 + Ams, ANSI/AAMI ES 60601-1:2005 + Ams, IEC 60601-2-83:2019+A1:2022, IEC TS 60601-4-2:2024



EUROPEAN  
CONFORMITY



CONSULT INSTRUCTIONS  
FOR USE



WARNING, ELECTRICITY



GARBAGE WASTE ELECTRICAL  
AND ELECTRONIC EQUIPMENT  
DIRECTIVE



PACKAGING IS MADE OF  
RECYCLABLE MATERIAL



FEDERAL COMMUNICATIONS  
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