wish® pro

by SYNOIA

Instruction Manual

Consult Instructions For Use

If the product should become defective within the warranty period, contact our local distributor for repair or replacement.
Synoia Technologies Ltd. reserves the right to replace a defective product with the most comparable product currently available.

This warranty does not cover products damaged by the following:

- Accident, misuse, abuse or alteration.
- Servicing by unauthorized persons.
- Use with unauthorized accessories.
- Connecting to incorrect current and/or voltage.
- Any other conditions beyond our control.

Synoia Technologies Ltd. shall not be responsible for any incidental, special or consequential damages resulting from the use of this product. All implied warranties including but not limited to implied warranties of fitness and merchantability are limited in duration given by the local distributor.

Contents

Know your WishPro

WishPro is an innovative skin treatment device that combines four different proven technologies. Together with WishPro advanced capsules, you can see results in only 15 minutes of pleasurable non-invasive treatment.

IMPORTANT!

Before the treatment collect the medical history and verify all contraindications were verified. See page 24.

IMPORTANT!

The handpiece is designed to be stored in the charger at all times when not in use. It is recommended to charge the device for 8 hours prior to initial use. See page 12.
The Handpiece uses RFID technology to automatically identify the treatment capsule.
For this purpose, an RFID module is part of the handpiece hardware.
Tampering with this module will render the handpiece inoperable and may void Synoia warranties and service contracts.

IMPORTANT!

Capsules are programmed for single use only. Handpiece and capsules are encoded. Capsules should be bought from the authorized distributer of Synoia in your region as other capsules won't support the system you have.

IMPORTANT!

Do not detach the technology head or capsule while the device is on the "ON" mode.

Please read the instruction manual thoroughly before using the device.

System contains:

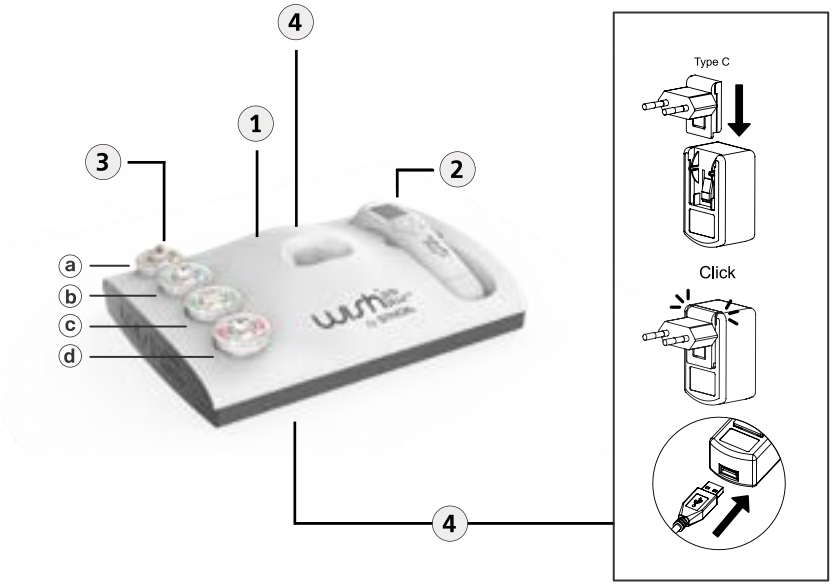
1. Charging Base - Model G

2. Handpiece - Model B

3. Technology Heads:

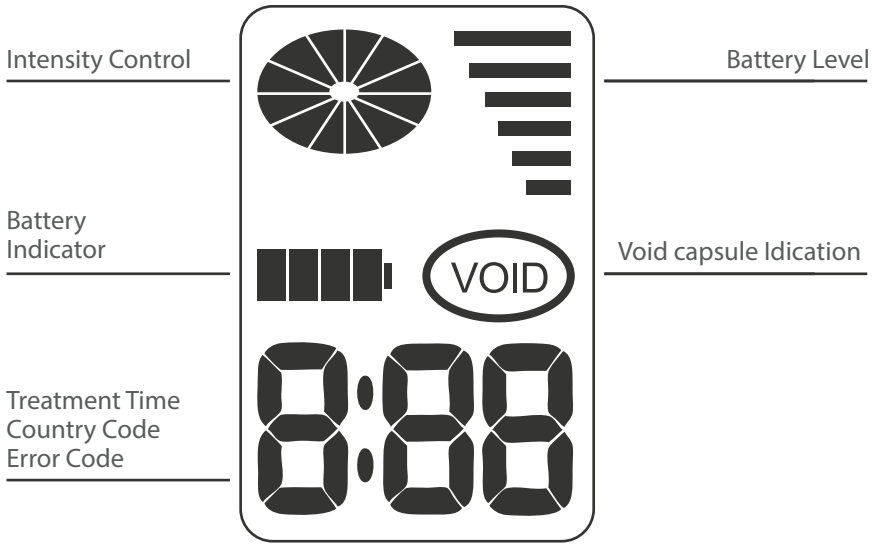
   a. Gold Technology Head - Model B
   b. Blue Technology Head - Model B
   c. Green Technology Head - Model B
   d. Red Technology Head - Model B

4. Power supply and plug adapter



The Handpiece

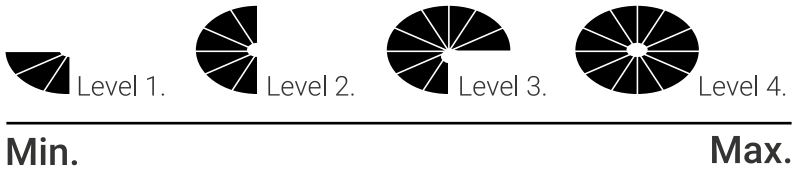
LCD Control Display



Controlling Device Intensity

To increase intensity level, press the right control button ▶

To decrease intensity level, press the left control button ◀



Frequency Of Use

Frequency of use depends on patient skin condition.
For best results it is recommended to perform at least two treatments per week.

Operating Instruction

Once the matching technology head and capsule are attached you can begin the procedure.

There are two ways to activate the handpiece and start the procedure:
1. Press the ON/OFF button to start at the maximum intensity.
2. Press the right button to start at the minimum intensity.

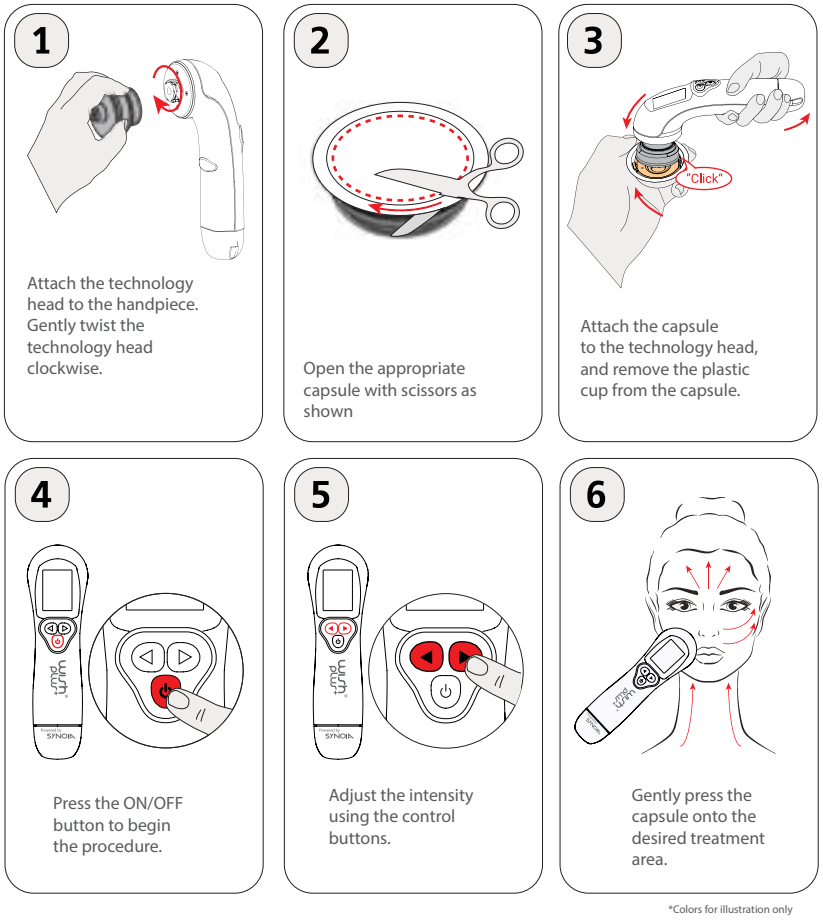
The device beeps once to notify the start of procedure.
The remaining time countdown is displayed on the screen.

After completing the procedure, detach the used capsule and dispose of it.
The capsules are designed for single-use only.

NOTE: Light will be emitted for Blue-light and Red-light Technology Heads

IMPORTANT!

Once a capsule is used with a specific handpiece it will not work with any other handpiece.



*Colors for illustration only

After Usage

1. Pause - the handpiece can be paused during procedure by pressing the ON/ OFF button, the remaining procedure time will be saved.
2. Resume - the procedure can be resumed by pressing the ON/OF button. The handpiece will automatically resume the procedure with the remaining time.

Sound Alert

1. The device beeps once to notify the start of procedure.
2. A beep is heard after half of the procedure session is completed.
3. A third and final beep is heard when the procedure session is completed. The display timer present 0:00.

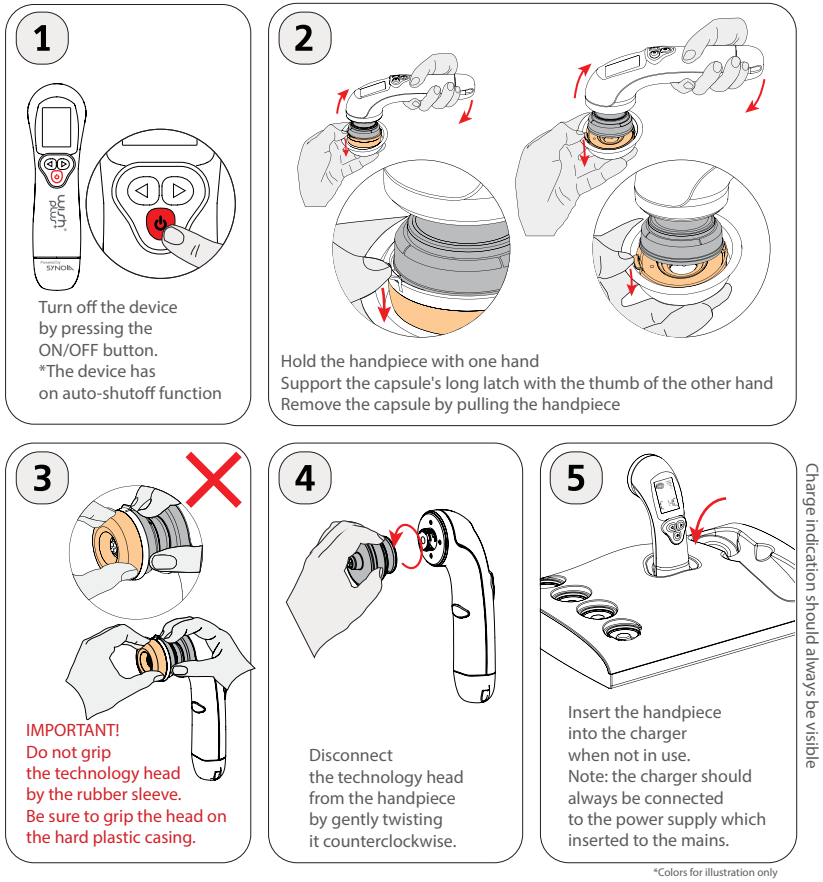
IMPORTANT!

To optimize battery life span, be sure to always return the handpiece to the charger when not in use. The handpiece is specifically designed to be placed in the charger for extended periods of time without harming the battery.

Device Hard-Reset

In case the handpiece does not respond, and the display is stuck, press the ON/OFF button for 5 continuous seconds.

After Usage



The capsules are designed for single-use only.
After completing the procedure, detach the used capsule and dispose of it.

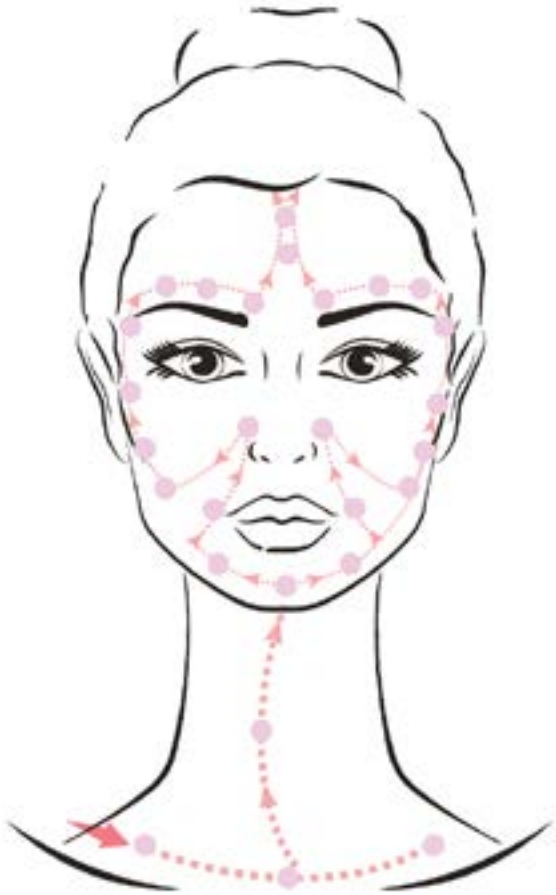
Before using the device, inspect all parts for damage, if damage is found it should not be used.
Make sure no metal objects are found near the handpiece and technology heads.
Place the charger on a firm, flat surface.

Preparations

1. Prepare the treatment area - remove all jewelry on or near the treatment area, for example - earrings, necklaces etc.
2. Clean the treatment area - remove all make up and be certain that skin is clean and dry.

Stage 1 - Skin Preparation

Set the treatment intensity to level 2 or 3.
Press the handpiece gently but firmly for 5-7 seconds in the locations marked in a circle, starting at the arrow, until all points have been covered.
Follow the diagram, starting at the décolleté and work your way upwards
The goal is to prepare the skin and moisten it before the next step.



Hold at each point for 5-7 seconds

Stage 2 – Exfoliation

IMPORTANT!

When working on the face, always support the skin with your other hand to make sure the skin does not stretch.
Repeat each motion at least twice on both sides of the face.
Full treatment lasts for 15 minutes
Throughout the time, the movements should cover the entire treatment area using firm wavy motions according to the following illustrations:

1. Start the movement from the eyebrows and move the handpiece towards the hairline.

2.Start the movement from the median facial line (chin, lips, nose) and move the handpiece towards the lateral line (ear).

3. Start the movement between the eyes (Glabella) and move the handpiece up towards the hairline. Afterward, start from the same location and move the handpiece along the eyebrow until the temple is reached.

4. Start the movement from the chin, along the jawline and temple until the center of the forehead.

5. Start the movement from the collarbone, move up along the side of the neck, cover the cheeks and around the eye until you reach the center of the forehead.

6. Start the movement from the décolleté upwards along the neck until the jawline.



Movement Protocol

The basic treatment motions are the same for all procedures.
Be sure to pay special attention to sensitive areas.

IMPORTANT!

When working on the face always support the skin
with your other hand to make sure the skin does not stretch.

Repeat each motion at least twice on both sides of the face.

1. Start the movement from the eyebrows and move the handpiece towards the hairline.

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5. Start the movement from the collarbone, move up along the side of the neck, cover the cheeks and around the eye until you reach the center of the forehead.

6. Start the movement from the décolleté upwards along the neck until the jawline.

After Care

Leave the nourishing serums on the treated area for at least 20 minutes so that the skin can further absorb the serum. Afterwards, simply wash or wipe off the excess serum with warm water or a moist cloth.

Avoid exposing the treated area to the sun for at least 24 hours after the treatment. Protect the treated areas exposed to the sun with SPF 30 sun screen throughout the course of treatment and for two weeks after the last procedure.

Device Maintaining

After use, detach the technology head from the handpiece.
Moist a cloth with 70% alcohol or use 70% alcohol wipes and wipe all surfaces of the Technology Head and handpiece.
Always be sure to return the handpiece to the charging base when not in use.

Verify that the device is charging properly by checking that the battery bars are ascending on the LCD screen.
It is very important that the device will be charged at any time when not in use in order to properly protect the battery from damage.

Some people may experience slight discomfort (heat or redness of the skin) when using the device - this is normal.
Clients may feel heat and a slight itch during the light procedure, possibly followed by localized redness on the skin.
This sensation stops at the end of the treatment.
Cool the affected area with calming gel.
It is normal to experience a slight tingling during the Gold Technology Head procedure.
This type of reaction usually disappears within 24 hours and is not a side effect that needs any special action.
Advice to your patient to use SPF 30 sun screen when expose to the sun.
Adverse reactions are usually immediate or appear within 24 hours.
In rare cases they may take up to 72 hours to appear.

Adverse reactions and possible solutions

Effect	Recommended response
Strong pain in the treatment area	Stop procedure immediately, cool the affected area with cooling gel packs and apply Biafine (or other calming cream). Ask for medical attention.
Itching in the treated area	Cool the skin with cooling gel packs and apply Biafine emulsion or other known over the counter emulsions used for skin calming. If itching continues past the first 24 hours, ask for medical attention.
Blistering or burning of the skin.	Stop the procedure immediately, cool the area with cooling gel packs. Apply Biafine (or other calming cream). Ask for medical attention.
Swelling and/or bruising	Stop the procedure immediately, cool the area with cooling gel packs. Apply Biafine (or other calming cream). Protect from sunlight for two weeks. If swelling continues after 48 hours, ask for medical attention.
Changes to the pigmentation (color) of the skin in the area treated	Stop procedure immediately and ask for medical attention. Moisturise with fragrance-free moisturiser and avoid exposure to sunlight. Apply SPF30 sun screen. The skin pigment should return to normal in time.

Device is not suitable for everyone.

Read the following warnings carefully and verify that procedure is suitable for your client. Always keep these instructions handy for future reference.

Safety Instructions

Handpiece can only be used with genuine interchangeable technology heads and disposable capsules.

When not to use

DO NOT USE:

- On children or allow children to use this product.
- If under the age of consent in your country.
- If pregnant, please consult with your doctor.
- For at least 24 hours after heavy drinking.

Medical warnings

If you have a medical condition or are taking any of the medicines described in Appendix A, procedure is not suitable for you.

Do not use if your client has any of the listed conditions:

- Heart disease
- Pacemaker or internal defibrillator
- Metal implants in the treatment area. Dental fillings or implants are not a concern
- Skin cancer or a history of skin cancer – premalignant moles
- Impaired immune system
- Any active skin condition in the treatment area – e.g. cold sores, psoriasis, eczema or rash
- Herpes Simplex – any condition stimulated by heat
- History of keloid scarring, abnormal healing of a wound or very fragile skin
- Diabetes – diabetics are more prone to skin ulceration, poor skin healing and dry sensitive skin
- Kidney disease – there is increased likelihood of skin bruising and medication is likely to be contraindicated
- Any surgical procedures such as laser resurfacing or deep chemical peeling with the treatment area within the last 3 months or in the process of healing from such procedures
- Any permanent dermal fillers within the treatment area. If your client has temporary dermal fillers in the treatment area, please consult a doctor before starting treatment
- Current use of medications, herbal preparations, vitamins or food supplements that cause your skin to become fragile or very dry

This is not an exhaustive list, if in doubt, please ask for medical attention.

If your client has a medical condition or you are taking medicines and are unsure about using device, ask for medical attention.

EUT is not intended for OXYGEN RICH ENVIRONMENT.

DO NOT:

- Sunbathe, or use a tanning bed or fake tan during or straight after treatment.
- Use bleaching creams or perfumed products for at least 24 hours after treatment. The above may cause irritation in the treated areas.

Electrical warnings

- DO NOT use if damage is found e.g. cracked case, hand piece, cracked or badly chipped Technology Heads, broken charger. Internal parts contain energy levels and voltages that are hazardous.
- DO NOT coil the power cable around the power supply charger during storage; this can lead to cable damage and early failure.
- DO NOT pull the power cable tight, bend it through very sharp angles or wrap it around the unit for storage, this may cause cable damage and early cable failure.
- DO NOT use if the power supply charger or the hand piece become too hot to touch.
- DO NOT apply excessive force to the buttons or display.
- DO NOT dismantle; system contains no user serviceable parts and internal energy levels and voltages are hazardous.
- DO NOT use a power supply or any other accessory unless they are specifically approved and supplied for use with device.
- DO NOT use of accessories, which are not approved, may be dangerous.

- Keep sharp objects away from the buttons.
- Keep away from mouth and eyes.
- Disposal of Capsules should be in accordance with any federal, state or local regulations.
- Use only approved cable and power supply that was provided with system.

Do not connect the USB charging cabel to other devices, like PC or unapproved power supply

Troubleshooting

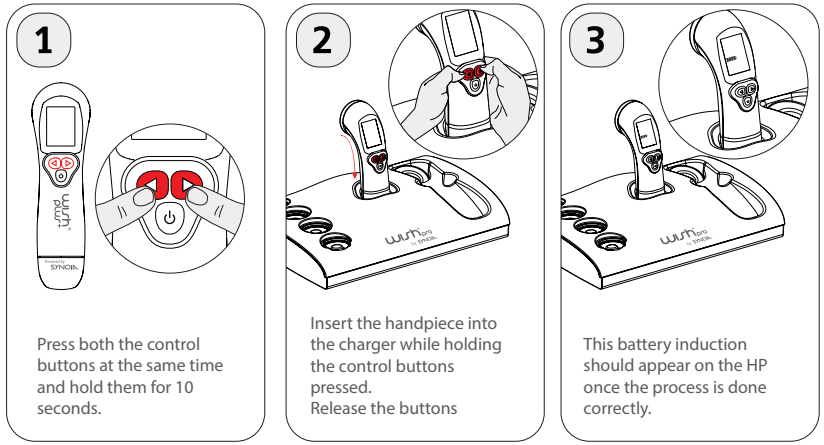
The following troubleshooting guide should be used initially to try to solve any problems you may experience with the device.
Please contact your local distributer or local customer service support if you are experiencing any other technical difficulties that are not covered in this section.

Problem	Possible Causes	Solution
System cannot be activated	Handpiece battery is empty	Place the handpiece into the charge for 8 hours
	Battery charger power supply plug is not connected to electrical outlet and therefore the battery is not charged	Connect the electric power supply to an electrical outlet and allow the battery to be recharged for 8 hours
	All above	Please check if the main source of power is connected
	Capsule is already used or not working	Attach a new Capsule to the device
Procedure suddenly paused	Accidentally pressed the ON/OFF button	Press ON/OFF button again to resume treatment

Battery Lock Recovery

The battery capacitance is always measured by the handpiece.
In some cases, due to misuse, the battery level can drop under the minimal capacitance. In that case, the battery will lock itself to protect the cell.

To recover the battery from that mode, please follow this procedure:



Leave the Handpiece in the charger for at least 8 hours until the full change.

Error Code Explanation

In case of malfunction an error notification code is displayed on the LCD screen.
The table below describes the possible error types and recommended action:

Error No.	Error Name	Action
E01	Not charging	Check power connection to the charger. Press the ON/OFF button for 5 seconds and wait 10 seconds, then return back to the charger. If the message continues to appear contact technical support.
E02	Over-charge	Take out the handpiece from the charger. If the message continues to appear contact technical support.
E03	Battery fault detection	Take the handpiece out of the charger. Press the ON/OFF button for 5 seconds and wait 10 seconds, then return back to the charger. If the message continues to appear contact technical support.
E04	Motor fault	Stop the procedure and turn the device off. Make sure that there are no metal objects attached or near the device and start the treatment again. If the message continues to appear contact technical support.
E05	Power issue	Power malfunction Turn off the device by pressing the ON/OFF button for 5 seconds and contact technical support.
E06	RF module fault	Contact technical support.
E07	Battery indication error	Unknown remaining capacity contact technical support.
E08	Capsule read error	Unreadable capsule.
E09	Charging overheat	Take the handpiece out of the charger until it cool down, charging should be done at operation conditions.

Technical Specifications

		Device	Capsule
Operating Conditions	Operating temperature Charging temperature	20 °c to 35 °c	12 °c to 30 °c
	Relative humidity	10-100%	20-50%
	Atmospheric pressure	700hPa to 1060hPa	700hPa to 1060hPa
Storage Conditions	Storage temperature	20 °c to 30 °c	12 °c to 30 °c
	Relative humidity	10-100%	20-50%
	Atmospheric pressure	700hPa to 1060hPa	700hPa to 1060hPa
Electrical	100V - 240V ~ 50/60Hz 10W max		
Device Shipping Conditions	Transportation temperature Relative humidity Atmospheric pressure	10 °c to 40 °c 10-100% 700hPa to 1060hPa	10 °c to +40 °c 15-60% 700hPa to 1060hPa

Electrical:

	Pulse repetition amplitudes	Pulse repetition frequency	Pulse duration
HP-Motor	5V	15.1kHz	60 µsec
Technology Red	2.016Vrms	68.8Hz	14 msec
Technology Blue	2.79Vrms	68.8Hz	14 msec
Technology MC	19.1Vrms	92.5Hz	10.8 msec

Blue Head

Risk	Action Spectrum	Symbol	Units	Emission Measurement	
				Exempt	
				Limit	Result
Actinic UV	$S_{UV}(\lambda)$	E_S	$W \cdot m^{-2}$	0,001	0.00069565
Near UV		E_{UVA}	$W \cdot m^{-2}$	10	0.008503
Blue Light	$B(\lambda)$	L_B	$W \cdot m^{-2} \cdot sr^{-1}$	100	0.061776
Blue Light, small source	$B(\lambda)$	E_B	$W \cdot m^{-2}$	1,0*	0.061776
Retinal thermal	$R(\lambda)$	L_R	$W \cdot m^{-2} \cdot sr^{-1}$	28000/α	1704.464695
Retinal thermal, weak visual stimulus**	$R(\lambda)$	L_{IR}	$W \cdot m^{-2} \cdot sr^{-1}$	6000/α	0
IR radiation, eye		E_{IR}	$W \cdot m^{-2}$	100	18.978000

Red Head

Risk	Action Spectrum	Symbol	Units	Emission Measurement	
				Exempt	
				Limit	Result
Actinic UV	$S_{UV}(\lambda)$	E_S	$W \cdot m^{-2}$	0,001	0
Near UV		E_{UVA}	$W \cdot m^{-2}$	10	0
Blue Light	$B(\lambda)$	L_B	$W \cdot m^{-2} \cdot sr^{-1}$	100	0.001124
Blue Light, small source	$B(\lambda)$	E_B	$W \cdot m^{-2}$	1,0*	0.001124
Retinal thermal	$R(\lambda)$	L_R	$W \cdot m^{-2} \cdot sr^{-1}$	28000/α	139.950430
Retinal thermal, weak visual stimulus**	$R(\lambda)$	L_{IR}	$W \cdot m^{-2} \cdot sr^{-1}$	6000/α	0
IR radiation, eye		E_{IR}	$W \cdot m^{-2}$	100	13.997000

Related for both TeH

For PULSED LS EQUIPMENT, for all intended operational settings of the equipment:	
-PULSE DURATION of individual pulses;	14m[Sec]
-Duration of a PULSE TRAIN;	14m[Sec]
-Pulse interval;	14m[Sec]
-Repetition rate;	68[Hz]
-Number of PULSES in a PULSE TRAIN.	14m[Sec]

Gold TeH Hazards

a. The application of electrodes near the thorax may increase the risk of cardiac fibrillation.
b. Operation nearby to a shortwave or microwave therapy me equipment may produce instability in the stimulator output.
c. Any electrodes that have current densities exceeding 2 mA/cm2 may require special attention of the operator.

Classification

Charger-Class II equipment
Handpiece-internally powered

Blue light Technology (LT1): class1 LED product
Red light Technology (LT2): class1 LED product

Handpiece, Technology Heads and Capsules-Type BF applied part

Degree of protection against ingress of water-IP 22

Safety

The CE mark on the Treatment Capsule Packaging refers only to the electronic components in the capsule and not to the cosmetic materials therein.

- IEC 60601-1 Edition 3.1
- IEC 60601-2-10
- IEC 60601-2-57
- IEC 62366
- IEC 60601-1-11
- IEC 60601-1-6
- IEC 62304
- IEC 62471

Australia/New Zealand
AS/NZS 3200-1-0
CAN/CSA C22.2 No. 601.1-M90

EMC

- IEC 60601-1-2 Ed. 4
- CISPR 11
- IEC 61000-3-2

FCC

FCC ID:ZAI-SYNOIAWISHA01

FCC Part 15 - Subpart B & Subpart C

This device complies with FCC Rules Part 15: Operation is subject to two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference that may be received or that may cause undesired operation.
Warning: changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Part 18- Compliance Information

This device complies with Part 18 of the FCC Ruler

CAUTION:

In some locations device could interfere with wireless reception.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy
and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to any radio or television reception, which can be determined
by turning the equipment off and on, the user can try to correct the interference by one or more of the following measures:
- Re-orient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from where
  the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Synoia is not responsible for any radio or communication interference caused by this device. Unauthorized changes or modification could void
the warranty of this product.

This device complies with part 15 of the FCC Rules. 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.

19 Appendix A - Incompatible Medications

Do not use device while your client is taking medication for the following:
- Medicines for cancer.
- Medicines for heart or blood pressure problems.
- Medicines for anxiety, depression and shizophrenia, insomnia and other Mental health conditions .
- Medicines for skin conditions such as acne or psoriasis.
- Medicines to treat bacterial, fungal or viral infections.
- Medicines for pain relief and swelling, including inflammatory and rheumatoid conditions.
- Medicines to treat allergies.
- Medicines to treat or prevent malaria.
- Medicines for epilepsy.
- Medicines for stomach problems.

Some medicines or products for these conditions may cause photosensitivity. Photosensitivity is a skin reaction that happens when skin is exposed to light.

For a full list of incompatible medications please refer to the distributor. This list is arranged by the active ingredient name of the medicine (check the label and leaflet of your medicine to find this).

If your client is taking medicines that are not listed on this manual, check the leaflet that comes with them to see if photosensitivity is listed as a side effect (it may be described as a skin rash which worsens when exposed to the sun, or similar phrase).

If you are unsure about using the device, please ask for medical attention.

wishpro®
by SYNOIA

The Aesthetic Revalution is here!

BDR GROUP

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PN: 016-08-017133-C-01
Release date: 29.10.2023

SYNOIA Technologies Ltd

WISHPRO-global.com