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Qualification

1. When can I start qualifying to get an S3?

As of 01 January, 2014 a qualification period starts every month and has a duration of 3 months. The first qualification period is January, February and March. The second one is February, March and April and so on, until all S2 have been replaced in EMEA.

2. How can I qualify to get an S3?

S3 allocations are only open to existing S2 Scanner Lease Holders (SLH) and the qualification criteria are the following:

1. Your S2 Scanner is leased for a minimum of 3 months.
2. You are among the top 100 EMEA SLH with the highest average of new (g3 or LifePak+/LifePak nano*) ADRs linked to your S2 Scanner during the 3-month qualification period.
3. You have 3,000 GSV each month during the 3-month qualification period.

Once you have qualified to receive your S3, you will need to pay an upgrade fee and sign your upgrade form and your new S3 Lease Agreement. **Please refer to the Nu Skin website for product availability in your country.*

3. How many people are able to qualify each month?

Each month in EMEA, a maximum of 100 Scanner Lease Holders are able to upgrade to the S3 model.

4. What will happen if I do not confirm my qualification in time?

You will be disqualified and you will need to re-qualify. For example, this is valid if you have not paid the upgrade fee or you have not returned the S3 upgrade form and Lease Agreement in time. No exceptions or deadline extensions will be accepted so that we can guarantee a successful and smooth upgrade to all.

5. I have met the qualification requirements; will I automatically receive the S3?

No. If you meet the qualification requirements, you will receive a notice from your Scanner Coordinator who will ask you to return your S2, sign the S3 legal documents and pay the upgrade fee. You will only receive the S3 when these 3 steps have been accomplished.

6. Who can I contact to get more information on the S3 qualification?

You can contact your local Scanner Coordinator or Account Manager.

For more details please visit OFFICE under BUILD>Tools> Scanner>S3>S3 Qualification Criteria

Upgrade

7. Why do I have to pay an upgrade fee?

Nu Skin wants to provide you with a more easy and effective way to do your Scanner business. So an important investment has been made by the company to develop a new device and offer you the latest portable technology. The upgrade fee is used to cover the logistics and development costs due to the upgrade. Returning your S2 to a local office does not exempt you from paying the fee as other costs (than shipping) are involved in the process.

8. Is the upgrade fee refundable?

No. The upgrade fee is non-refundable.

9. How and when should I pay my upgrade fee?

The upgrade fee can only be paid by credit card. It must be paid after your qualification once you received the notice from your Scanner Coordinator. The S3 will not be delivered to you until Nu Skin has the confirmation that the fee has been cleared.

10. When returning my S2 Scanner, where should I send it?

You should send it to the logistic warehouse of your related market. The exact address will be given to you by your local Scanner Coordinator. Returns to local offices are only possible depending on the office location and with the approval of your Scanner Coordinator.

11. Will I receive a shipping box to return my S2 in?

No. You will not receive a shipping box. It is your responsibility to return your S2 properly packaged so that it does not get damaged during transportation. You can use the white shipping box you received when the S2 was delivered to you.

12. Who pays for the shipping cost of my S2 Scanner return and the delivery of my S3?

Nu Skin pays for the shipping costs and organises the pickup of your S2 along with the delivery of your S3.

13. Should I keep the received shipping box of the S3?

This valuable box will offer the Scanner the best protection during transport. So yes, you should keep it in case you need to ship the S3 back for any reason (repair or return).

14. When I return my S2 Scanner, will the S2 down payment be refunded?

No. Your S2 down payment will not be refunded. It will be transferred to your S3 lease and be used as a deposit for your S3 unit.

15. Do I have to complete a new Scanner contract and lost and damaged waiver contract to have the S3?

Yes. As the S3 unit is new equipment with different components, you need to agree and sign a new contract, the S3 Master Lease Agreement. Without signing the Agreement, you cannot receive the S3.

Device

General

16. What is the positioning of S3?

The S3 is the next generation of business innovation. It still measures the same thing as the S2: the carotenoids level in the skin. It does not perform any other measurements so it is not a revolution. It is positioned as an evolution because it is smaller, faster and portable. It helps you to do business in an easier and more effective way.

17. What does the S3 Scanner measure?

Like the S2, the S3 measures the carotenoids level in the skin by scanning the palm of the hand and using the Raman Spectroscopy technology.

18. What is the difference between the S2 Everest and the S3?

The S3 is:

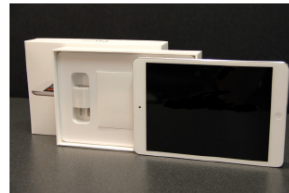
- Smaller: by 20-25%
- Faster: 30 sec scan vs. 90 sec with the S2
- Portable: Bluetooth, wireless and battery operated (500 scans or 6 hours of constant use on a single charge)
- New features with the Scanner app:
 - Overview of the Scanner status
 - Tracking of the scans records
 - Automatic reminders to test and synchronise the Scanner
 - Support and help services

19. What will be included in the S3 Scanner unit that I will receive?

- A. 1 S3 Pharmanex BioPhotonic Scanner device
- B. 1 iPad mini and a cover
- C. 1 charging kit and power cords
- D. 1 carrying case



A. S3 Scanner



B. Apple iPad Mini



C. S3 Scanner power supply & adapters



D. S3 Scanner carrying case

S3 & iPad mini

20. Which model of the iPad mini is provided by the company?

The S3 unit includes an iPad mini WiFi 16 GB. Visit apple.com/iPad to get more information on the model.

21. Does the S3 work with Android, a PC laptop, Windows or another computer device?

No. The S3 does not function with other operating systems or devices except the Apple iPad mini. There are no current plans to adapt the S3 Scanner app for Android, Windows or other platforms.

22. Can I use the S3 with my iPhone, iPad or Apple computer?

The initial release of the S3 is optimised only to work with the iPad mini and not with other Apple devices. There are plans to optimise the software in future releases for other Apple products. These updates will depend on whether Nu Skin Enterprises can develop the software in a way to provide an excellent user experience across multiple devices.

23. Can I use my own iPad mini instead of the one that was sent with the S3?

Yes. You can install the S3 Scanner app on any iPad mini using the given instructions. However, only one iPad mini can be linked to a S3 Scanner unit at a time.

24. Do I own the iPad mini that comes with the S3?

No. The iPad mini is only leased to you as a component of the S3 Scanner unit. Nu Skin remains the owner of the device like mentioned in the S3 Master Lease Agreement.

25. Will I be able to use the iPad mini for personal use as well?

In addition to the S3 Scanner app, the iPad mini contains several other functionalities, such as a Game Centre, an App Store, Calendar, Photos and Camera, etc. But please note that the iPad mini is leased to you as a business tool. Therefore, all the iPad mini functionalities (S3 Scanner app and others) should be used in strict accordance with the Company's instructions and for Pharmanex business purposes, and not for personal, family or household purposes.

Scanning with S3

26. Are there any cables with the S3?

Thanks to the Bluetooth and WiFi connections, the S3 is wireless. The only cables included with the equipment are the power supply chargers of the Scanner and the iPad mini.

27. How does the S3 connect to the iPad mini?

The S3 Scanner connects to the iPad mini via the Bluetooth wireless connection. This connection is possible if the Bluetooth button on the Scanner is switched on. It allows the Scanner and the iPad mini to be connected together without any cables.

28. Can I use S3 with WiFi?

Yes. The iPad mini only works with WiFi connection. To download the S3 Scanner app and to send your scan records to the Nu Skin database, you need to be connected to a WiFi network.

29. Do I need internet to scan?

No. Internet WiFi connection is not needed when scanning. Internet WiFi connection is needed to download the S3 Scanner app and to send your scan records to the Nu Skin database.

30. How long does it take to warm up and calibrate the S3?

The S3 does not have any warm-up, but it has two calibration steps: the dark scan, which is needed once per day, and the Scanner operator scan, which is required once every 14 days. One scan lasts 30 seconds. So the maximum calibration time of the S3 is 60 seconds.

31. What is the power need of the S3?

S3 needs a power of 20V or 2A.

32. How long does it take to be scanned by the S3 Scanner?

It lasts 30 seconds while the S2 scans in 90 seconds.

33. How long am I able to scan without charging the S3?

The first time you receive the S3 unit, you need to charge the Scanner and the iPad mini for 8 hours before using them. Once charged, you have 500 scans or 6 hours of constant use available.

34. Which materials do I need to perform a scan?

You need an active Scanner connected to the iPad mini and a Scan Card number to scan your client.

35. Am I able to use Scan Cards to scan with the S3?

Yes. The current Scan Cards that you use with your S2 work with the S3 as well.

36. Am I able to read the barcode from the Scan Card with the iPad mini?

Yes. With the S3 app, you can read the barcode from the Scan Card without downloading any extra software or applications.

37. Can I rescan someone with the S3 who has first been scanned on the S2?

Yes, you can.

38. How often do I have to upload S3?

The upload happens with the sync button of the Scanner app while connected to an internet WiFi network. It is recommended to upload your S3 after each of your scan sessions so you can access the most up to date Scanner reports. Otherwise, one upload per month is required.

39. Am I able to use the S3 app in my own language?

The S3 app has been developed in the following EMEA languages: English, Czech, German, Danish, Spanish, French, Hungarian, Italian, Hebrew, Dutch, Norwegian, Polish, Romanian, Slovak, Swedish, Finnish, Russian and Ukrainian.

40. Can I access my Scanner reports on the iPad mini to check my performance?

If connected to a WiFi network, you can access the Internet with your iPad mini. So you can log in to the Nu Skin website, your OFFICE and Volume and Genealogy platforms where you can access your Scanner reports. There is no direct access to your Scanner reports via the S3 app.

S3 Support

41. In case of problems, will I get an error code on the S3

Yes. Like the S2, the S3 displays some error codes to report any problems and small instructions on how to solve them. On top you can contact your local Scanner Coordinator to get support.

42. Will I get technical support for the iPad mini?

You will get technical support for any problems encountered with the S3 app. For every issue happening with the general functioning or other menus of the iPad mini excluding the S3 app, you can visit the website <http://www.apple.com/support/ipad/> or request support from a local Apple store.

43. How will the service of broken Scanners or iPad be provided?

As Nu Skin remains the owner of the S3 unit (Scanner and iPad mini), Nu Skin is responsible to replace any broken equipment and will ensure you are always provided with a working unit.

44. How can I upgrade IOS on iPad mini?

If your iPad mini needs an upgrade of its IOS version, you will be informed via a pop-up box asking to upgrade the version of your device. To upgrade it you just need to confirm you want the upgrade to happen by pressing one button and it occurs automatically.

45. How can I upgrade the S3 app?

If your S3 app needs an upgrade, you will be informed via a pop-up box asking to upgrade the version of your S3 app. To upgrade it you just need to confirm you want the upgrade to happen by pressing one button and it occurs automatically.

Lease programme

46. Does the monthly lease fee amount change?

No. It does not. The monthly lease payment remains the same.

47. Does the Maintenance and Free Programme requirements change?

No, they do not change. To keep the S3, you need to maintain each month a minimum of 3,000 GSV or 5 new qualified Automatic Delivery Rewards (ADRs). To be exempted from paying the S3 lease payment you need to achieve each month a minimum of 5,000 GSV or 5 new qualified ADRs.

48. Are the Scanner Operator bonuses the same?

Yes they are the same.

49. Is the S3 loss & damage waiver different?

Yes. It is different for three reasons:

- ✓ It is not optional anymore but it is compulsory to take for a monthly fee of €15 + VAT*
- ✓ It is one option and not two anymore, and it covers both the loss and damage cases
- ✓ It has new terms and conditions**

Due to the high value of the Scanner and the iPad mini and their high risk to be damaged or stolen we conceived a waiver that guarantees you a maximum protection. We please remind you that this service is a waiver meaning that whenever you face a loss or damage case, instead of paying the full price of the equipment replacement or repair you are asked to pay only a part of the cost. The waiver service does not mean you do not have to pay anything even if you pay the monthly €15 + VAT fee.

**Local currency equivalent*

*** Please see question 51.*

50. I can insure the S3 via my own personal insurance. Am I obliged to take the S3 loss and damage waiver from Nu Skin?

Yes, you are. The S3 loss and damage waiver is compulsory to have when leasing the S3.

51. What should I do if the iPad mini, iPad mini cover, S3 and/or the Scanner bag are accidentally damaged or stolen?

In case of damages you need to return the damaged piece to Nu Skin. In case of a loss, you need to get a certificate from the Police which states that your equipment got stolen. In both cases Nu Skin will take care of the repair and the replacement. Please see the waiver fees that apply below:

Item lost or damaged	Waiver fee to pay to Nu Skin*
The Scanner	€500 + VAT
The iPad mini	€75 + VAT
The Scanner bag	€10+ VAT
The iPad mini cover	€0 + VAT

**Local currency equivalent*

You can benefit from the waiver service only once per year. This means that if your equipment gets damaged or stolen more than one time within 365 days, you will have to pay the full price of the repair or the replacement from the second loss or damage case. Detailed terms and conditions of the S3 loss and damage waiver will be included into the S3 Master Lease Agreement.



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