



ageloc
WellSpa iO

FREQUENTLY ASKED QUESTIONS

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General Questions

1. How does ageLOC WellSpa iO System work?

ageLOC WellSpa iO is an exclusive beauty, wellness and self-care device system designed to help you look and feel your best. From the amazing ageLOC formulas to the unique design of the device, adaptive microcurrent and connected iO experience, the ageLOC WellSpa iO system provides an all-in-one experience with different routines and regimens: revitalising, restoring and relaxing beauty and wellness benefits.

2. Can I use the ageLOC WellSpa iO device with other Nu Skin products?

These products have been specifically formulated to be used with the device in the ageLOC WellSpa iO regimen and routines¹:

- ageLOC Body Activating Gel
- ageLOC Body Serum

You can also include the ageLOC Body Polish (In-shower use Exfoliant) and the ageLOC Dermatic Effects (body lotion) in your Revitalise regimen (both products are not to be used directly with the WellSpa iO device).

3. What is the difference between the ageLOC Body Shaping Gel (used with ageLOC Galvanic Body Spa) and the ageLOC Body Activating Gel (used with ageLOC WellSpa iO)?

The ageLOC Body Shaping Gel was developed to work in conjunction with the ageLOC Galvanic Spa device using the properties of galvanic currents: repulsion of similar charges and attraction of opposite charges. Therefore, the Body Shaping Gel contains charged ingredients and thanks to Galvanic devices, we can facilitate their delivery into the epidermis.

On the other hand, the ageLOC Body Activating Gel was developed specifically for the ageLOC WellSpa iO device, which utilises a patent-pending adaptive biphasic pulsing microcurrent. The gel is a conductive medium, necessary to the optimal functioning of the device, ensuring a proper, continuous flow of the adaptive microcurrent and also offers a good "glide" of the device and a long-enough working time (i.e., ensuring it won't dry out too fast so you can perform the whole 5 min session).

Both formulas are very different, and we therefore do not recommend using the Body Shaping Gel with the WellSpa iO device.

4. How often should I use ageLOC WellSpa iO system?

The use of the ageLOC WellSpa iO device and the ageLOC WellSpa iO topicals is dependent on the regimen chosen: for the Revitalise Regimen we recommend using the ageLOC Body Polish (not with device) and the ageLOC Body Serum (with device) three to five times per week, and ageLOC Dermatic Effects twice daily. For the Restore & Relax routines we recommend using the ageLOC Body Activating Gel (with device) up to once daily.

¹ *Revitalise regimen: ageLOC Body Polish as an exfoliating cleanser, three times per week, the WellSpa iO device with ageLOC Body Serum for three minutes, three times per week or five minutes, five times per week, and ageLOC Dermatic Effects twice daily. Restore & Relax routines the WellSpa iO device with ageLOC Body Activating Gel up to once daily.

General Questions

5. How do you integrate beauty & wellness in one device system?

We consider our bodies like an ecosystem and want holistic solutions that complement our evolving personal wellbeing needs. The ageLOC WellSpa iO system does just that. From the amazing ageLOC formulas to the unique design of the device, adaptive microcurrent and connected iO experience, the ageLOC WellSpa iO system provides revitalising, restoring and relaxing beauty and wellness benefits that help you look and feel your best.

6. How does the microcurrent in ageLOC WellSpa iO differ from ageLOC Galvanic Body Spa?

ageLOC Galvanic Body Spa utilises a pulsing direct microcurrent. ageLOC WellSpa iO on the other hand, utilises an adaptive microcurrent. This is a biphasic pulsing microcurrent that continuously adapts to the conductivity of the skin in real time. The ability to adjust to the skin's conductivity allows the device to provide the optimal current intensity without compromising comfort at every single moment during your ageLOC WellSpa iO session.

7. How is ageOC WellSpa iO System unique?

ageLOC WellSpa iO system is a reimagination of the at-home spa experience. The accompanying topicals (ageLOC Body Serum and ageLOC Body Activating Gel) are a seamless leave-on experience with carefully selected ingredients. At the same time, ageLOC Body Polish provides complementary benefits of cleansing and polishing the skin for a smooth, radiant finish while ageLOC Dermatic Effects works to improve the appearance of skin firmness as your daily body contouring lotion. The ageLOC WellSpa iO device incorporates a one-of-a-kind, US patent-pending metallic nodes design that helps provide a smooth, comfortable manual massage while contributing to skin stimulation. This unique design of these metallic nodules optimally fits the contours of your body and glide smoothly over your skin. The device also utilises an adaptive microcurrent (adaptive biphasic pulsing microcurrent) that continuously adapts to the changes in your skin conductivity throughout each session to provide you with an optimal, personalised, and comfortable experience. This system not only helps contour and beautify the skin, but it also revitalises for an overall uplifting experience and empowers you to personalise your beauty and wellness journey.

8. Why do the metallic nodes have such a unique shape?

The ageLOC WellSpa iO device's one-of-a-kind metallic node design was created to help provide a smooth, comfortable manual massage that contributes to skin stimulation. The device was designed to optimally fit the contours of your body and glide smoothly over your skin. We believe the design is so unique that it is patent-pending (in the US and other markets)

9. What type of current is used in the ageLOC WellSpa iO device?

Our patent-pending Adaptive Microcurrent Technology is the first step in the personalisation of ageLOC WellSpa iO system.

The device continuously assesses the skin's conductivity as it is in use. It then utilises this information to adjust the current intensity based on the skin conductivity helping you get the highest yet most comfortable current available. This ability to provide on-going personalised current intensity optimises each session, helping you get the most out of it.

General Questions

10 Are there any clinical studies made for the ageLOC WellSpa iO system?

Revitalise Regimen:

Healthy female subjects between 25–60 years of age with mild to moderate cellulite on their upper thigh, upper arms and/or abdomen were recruited to use an ageLOC WellSpa iO - **Revitalise regimen**. Parameters were evaluated by cutometer instrumentation and a clinical grader.

Group 1: 33 subjects were instructed to use the Revitalise regimen as follows: ageLOC Body Polish three times weekly, ageLOC WellSpa iO device + ageLOC Body Serum 3 minutes, three times weekly and ageLOC Dermatic Effects, twice daily; on the arms, abdomen, and upper thighs.

Group 2: 32 subjects were instructed to use the Revitalise regimen as follows: ageLOC Body Polish three times weekly, ageLOC WellSpa iO device + ageLOC Body Serum 5 minutes, five times weekly and ageLOC Dermatic Effects, twice daily; on the arms, abdomen, and upper thighs.

Group 3: 33 subjects were instructed to use the Revitalise regimen as follows: ageLOC Body Polish three times weekly, ageLOC WellSpa iO device + ageLOC Body Serum 3 minutes, three times weekly, ageLOC Dermatic Effects, twice daily; on the arms, abdomen and upper thighs and consume 1 capsule of Pharmanex Beauty Focus MultiBeauty supplement a day. ²

Restore Routine:

Healthy female (70%) and male (30%) subjects between 25-65 years of age were recruited to use an ageLOC WellSpa iO system **Restore routine**. Parameters were evaluated through self-perception.

32 subjects were instructed to use the ageLOC Body Activating Gel with the ageLOC WellSpa iO device four times weekly for 10 minutes over body targets areas (1 minute on each arm, 2 minutes on each thigh, 1 minute on each lower leg, and 2 minutes on the abdomen).

Relax Routine:

Healthy female (50%) and male (50%) subjects between 25-60 years of age who are moderately to very active (working out/exercising at least 4 or more times per week) were recruited to use an ageLOC WellSpa iO system - **Relax routine**. Parameters were evaluated through self-perception.

32 subjects were instructed to use the ageLOC Body Activating Gel with the ageLOC WellSpa iO device four times weekly on at least three muscle groups for 1 minute each time.

You can find the detailed results in the clinical study presentation available on the Assets Library.

11. How does ageLOC WellSpa iO device support Nu Skin's commitment to sustainability?

As responsible stewards of our planet, we have designed the ageLOC WellSpa iO Device with a rechargeable battery increasing the device's longevity. Please check your local device recycling capabilities and recycle where possible. Please visit www.nuskin.com/sustainability for more information and details on how to recycle.

We also made the decision to avoid printing the User Manual and made it available in all languages online. You can find it [here](#).

² The composition of MultiBeauty used in the study varies slightly with the Europe & Africa formula (folic acid, beta carotene, zinc and selenium). The slight difference in formula is not expected to impact the study results.

Regimen and routines

1. What are the different regimens and routines of ageLOC WellSpa iO system?

ageLOC WellSpa iO device can be used with the following regimens and routines:

- Revitalise Regimen: Use ageLOC Body Polish + ageLOC WellSpa iO device & ageLOC Body Serum + ageLOC Dermatic Effects to revitalise your skin appearance, promoting a feeling of self-confidence.
- Restore Routine: Use ageLOC WellSpa iO device & ageLOC Body Activating Gel to restore your overall wellbeing for better holistic wellness.
- Relax Routine: Use ageLOC WellSpa iO device & ageLOC Body Activating Gel to relax your body for better pre- and post-workout feeling.

2. What is the difference between routine and regimen?

We talk about a **routine** when using the ageLOC WellSpa iO device with one topical (e.g., **Revitalise routine** consists of using the ageLOC WellSpa iO device and the ageLOC Body Serum). This is for instance the wording used in the Vera app, as Vera always only refers to the usage of the device + the Body Serum/Body Activating Gel.

We talk about a **regimen** when the usage of WellSpa iO includes a routine (the device + the Body Serum for instance), as well as other topicals (e.g., **Revitalise regimen** consists of using the ageLOC WellSpa iO, the ageLOC Body Serum, the ageLOC Body Polish and the ageLOC Dermatic Effects, and **Revitalise Focus regimen** consists of using the ageLOC WellSpa iO, the ageLOC Body Serum, the ageLOC Body Polish, the ageLOC Dermatic Effects and consuming Beauty Focus MultiBeauty).

3. How do I know which routine is right for me?

You know your beauty and wellness needs best, and there are plenty of routines to choose from once you're in the Vera app. Feel free to try them all to get all the amazing benefits we're sure your skin and body will love.

4. Can I do multiple routines at the same time?

You can adopt multiple routines in your lifestyle, but we recommend to only do one routine / regimen per day. For example, Revitalise regimen on day 1, Relax routine on day 2, etc.

We did not evaluate the potential impacts of doing two routines on the same day. It would also be best to follow the maximum amount of use tested for best results for each regimen; Revitalise Regimen: 5 min per body area, 5 times a week, Relax Routine: 1 min per muscle group, 3 muscle groups a time, 4 times a week, up to daily, and Restore Routine: 1 min on each arm, 2 min on each thigh, 1 min on each lower leg, 2 min on the abdomen, 4 times a week, up to daily.

Usage

1. What are the different usage movements for the ageLOC WellSpa iO device?

Those looking to revitalise their appearance will want to use movements that are directed up and/or inward while providing some gentle manual massaging of the area to help improve the appearance of the skin.

Revitalise regimen

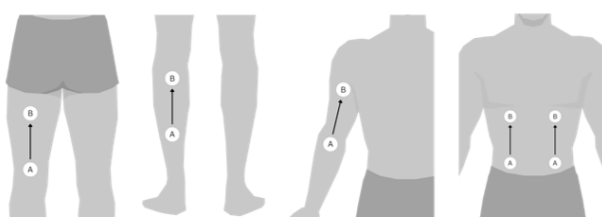
- Upper arms
- Abdomen
- Upper Thighs / Buttock



Those looking to restore their wellbeing and target an entire area (e.g., the whole thigh, the entire arm) are recommended to focus on basic upward and inward movements.

Restore routine

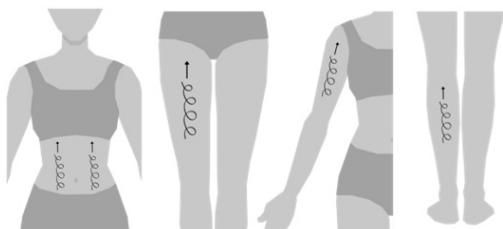
- Lower and Upper legs
- Arms



During a relaxing routine, specific muscles groups are being targeted through gentle manual massage to help them relax. Therefore, smaller, circular, upward/inward motions are desired.

Relax routine

- Abdomen
- Hamstrings
- Calves
- Quads
- Glutes
- Shoulders



2. Do I have to connect with the app to use my ageLOC WellSpa iO device?

You'll still enjoy all the great beauty and wellness benefits if you don't connect. However, ageLOC WellSpa iO device is created to connect so you'll want to benefit from all the features developed to elevate consumer's experience, including personalised usage goal setting, guided tutorials, customised routines, and usage tracking.

Usage

3. I don't feel anything when I use the ageLOC WellSpa iO system, am I doing something wrong?

When using the ageLOC WellSpa iO system, most people will not feel anything. The specially formulated topicals help to ensure a proper, continuous flow of the adaptive microcurrent and to conduct a seamless leave-on experience that help you to look and feel your best. The ageLOC WellSpa iO device will make a soft white noise while it is working. If you lose conductivity, you will hear the pause tone. Add more product to the area if needed, then place the device back on your skin.

4. How firmly should I press with my ageLOC WellSpa iO device?

To ensure comfort during the application, you should only glide the ageLOC WellSpa iO device on the skin and maintain constant device contact with the skin. Pressing the device hard onto the skin is not recommended.

5. What is the maximum amount of time recommended to use the ageLOC WellSpa iO system?

The maximum amount of time recommended to use the ageLOC WellSpa iO System is dependent on the regimen / routine chosen:

For the Revitalise regimen: 5 min per body area, 5 times a week, for the Relax routine: 1 min per muscle group, 3 muscle groups a time, 4 times a week, up to daily, and for the Restore routine: 1 min on each arm, 2 min on each thigh, 1 min on each lower leg, 2 min on the abdomen, 4 times a week, up to daily.

Please make sure to follow the usage instructions.

6. Where can I find instruction videos?

You can find the ageLOC WellSpa iO System Quickstart Guide EA video on the Assets Library, in the ageLOC WellSpa iO – Videos section. Or connect to the Vera app to enjoy guided sessions with video tutorials.

7. Can I use ageLOC WellSpa iO on my back?

As stated in the user's manual, we recommend avoiding the head/face, chest, décolleté, neck, or groin. Moreover, we would also recommend not to use the system on the upper back and along the spine.

Other parts of the back, that are away from the spine, can be targeted.

Results

1. What are the benefits of the ageLOC WellSpa iO system?

Revitalise Regimen:

- Designed for skin with an appearance of cellulite, it helps visibly firm and contour skin to deliver radiant, smoother looking skin.
- Helps visibly firm and contour skin to deliver radiant, smoother looking skin.

Restore Routine:

- Helps depuff the skin's appearance for a smooth look through its manual massage movement.
- Supports overall feelings of wellbeing, helping you look better and feel more centered and balanced.

Relax Routine:

- Supports your body via a manual massage to help invigorate or relax sore muscles pre- or post-workout.
- Helps you unwind and feel refreshed after a long day.

Please refer to the PIP for a list including all benefits.

2. How soon can I expect to see results with the ageLOC WellSpa iO system?

Revitalise regimen:

When following correct directions and frequency of use, you should notice visible results after 4 weeks, and greater results if used for 12 weeks or longer. Results will vary depending on the routine / regimen you are following as well as by individual.

Restore & Relax routines:

When following correct directions and frequency of use, participants have reported to agree with Restore & Relax benefits after 4 weeks and 2 weeks, respectively. Results will vary depending on the routine / regimen you are following as well as by individual.

Please refer to the PIP for the correct use of the system in the Revitalise regimen and the Restore & Relax routines.

3. Where can I find official before and after pictures?

You can find official, approved before and after pictures on the Assets Library, in the ageLOC WellSpa iO – Before & After pictures section.

Technical Questions

1. What is the warranty on the ageLOC WellSpa iO device?

Nu Skin guarantees your device to be free from defects in materials and workmanship for a period of two years from the original date of delivery to you. This warranty does not cover damage to the product as a result of misuse, accident or normal wear & tear.³

2. Is it best to recharge my ageLOC WellSpa iO device after every use or should I wait until the battery is low?

For optimal battery life, we recommend charging your device whenever the battery is low. We also recommend avoiding leaving the device unused for months at a time.

3. Can I keep my ageLOC WellSpa iO device attached to the charger on an everyday basis?

It is recommended to unplug the ageLOC LumiSpa iO device when the battery is fully charged. Do not keep the charger plugged in when not in use.

4. How do I clean the ageLOC WellSpa iO device?

Use a slightly damp, lint-free wipe(s) to wipe away any serum, gel, or debris from the handheld device and charger after each use. Continue to wipe until visibly clean. Store in a cool, dry place. Do not immerse the device in water or any liquid at any time. Using dry, non-linting wipe(s), thoroughly dry the external surfaces of the handheld device and charger.

³ Any commercial warranty offered by Nu Skin does not affect your legal rights as a consumer for nonconformity of the product as provided by local law. Any lack of conformity existing at the time of delivery of the product, or that becomes apparent between such delivery and the end of the period of time, and that meets the criteria of and is reported to Nu Skin in accordance with the statutory warranty provisions provided by your local law, is covered by Nu Skin.

Safety Questions

1. Can women who are pregnant use ageLOC WellSpa iO System?

Please consult with your physician or healthcare provider before using the device system if you are pregnant or may become pregnant.

2. Can the ageLOC WellSpa iO device be used by someone with an implanted cardiac device (e.g., cardiac monitors, ICDs, pacemakers, ECG alarms)?

Please do not use the ageLOC WellSpa iO device if you have an implanted cardiac device.

3. Can I use the ageLOC WellSpa iO device in the shower or in the bath?

Do not operate the ageLOC WellSpa iO device while bathing or showering. Do not submerge the device in water.

4. When should I not use the ageLOC WellSpa iO System on my skin?

Do not use over or near irritated skin, cancerous lesions, diseased tissue, skin eruptions, or areas of skin that lack normal sensation as it could result in irritation.

Do not use if you have open sores, wounds, or rashes, are prone to pityriasis rosea, have allergies to metal, or if you have problematic or overly sensitive skin.

Do not use over swollen, red, infected, or inflamed areas; or over skin eruptions (e.g., phlebitis, thrombophlebitis, varicose veins).

Please consult with your physician or healthcare provider before using the device system if you have sensitive skin, are epileptic, wear body piercings, have a metal implant, or are ill, have bleeding tendencies, bruise easily, have undergone a recent surgical procedure, or have an ongoing or previous medical condition such as heart disease, stroke, high blood pressure or liver disorders.

For all warnings and precautions of use, please refer to the [user's manual](#).

If you need help, we're here for you!

Learn about the many ways Nu Skin offers support, answers questions, and helps you get where you want to go!

 <https://www.nuskin.com>

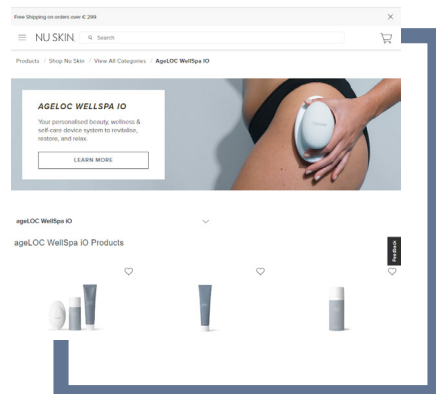
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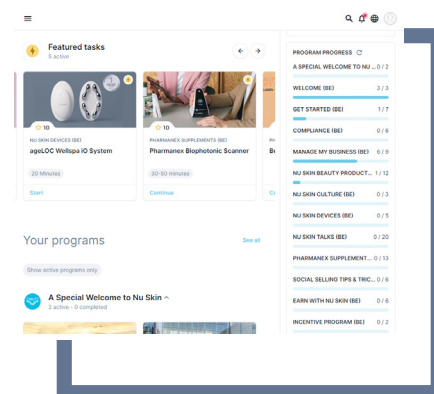
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