

FREQUENTLY ASKED QUESTIONS FOR SILK'N SENSEPIL

How do I bypass the energy levels beyond "Level One"?

For your safety, when Silk'n SensEpil is being used for the first time, the system is automatically set to deliver the first 50 pulses at the lowest energy level, and the next 200 pulses at up to level 3. To cancel these settings press and hold the "+" and "-" buttons simultaneously until you hear 2 consecutive "beep" sounds.

We suggest you start your first Silk'n SensEpil hair removal session at the lowest energy settings. If you experience no discomfort after the hair removal session, raise the energy level by one indicator light at the next session, and so on for each subsequent session.

How can I maximize my treatment results?

1. Start with clean, shaven skin - NO WAXING.
2. Progress quickly to higher energy levels - once you have tested all treatment areas on the low energy setting we recommend you move up to higher levels. As a safety feature the system is designed to provide the first 50 pulses at level one, to unlock the energy levels - press "-" & "+" until you hear short consecutive beeps.
3. Schedule your treatments in two week intervals. Typically you will see results after the 3rd or 4th treatment - after this you can start treating monthly.

When will I see results?

As with any light-based or laser hair removal device, results are not immediate, and in fact you may not think anything happened at all. Most users see noticeable reduction after 4 treatments. Each time you treat, you should increase the energy level. It is important to be patient and consistent during your hair removal process as hair may sometimes appear to be growing back after a treatment, but typically after two weeks many of these hairs will simply fall out.

It is important to understand the hair growth cycle. Hair grows in three different stages and only hairs in an active growth stage will be affected by a Silk'n SensEpil treatment. This is one of the main reasons that multiple treatments are required to achieve the desired result.

Why is my hair growing, even though I treated it a week ago?

It is quite common for hair to appear as if it is still growing up to two weeks after a treatment with Silk'n SensEpil. These hairs will grow out naturally and not grow back. It is also possible that some hairs, due to missed treatment or different stages of growth, were not affected by the Silk'n SensEpil treatment. These hairs will be treated in follow-up sessions, hence the need for multiple treatments in order to get the best results.

Where on my body can I use Silk'n SensEpil?

The Silk'n SensEpil has been designed for body treatments with the most common areas being the legs, underarms, arms, back, chest and bikini line. Extra care should be taken to avoid sun exposure before and after treatments with Silk'n SensEpil.

Can I use Silk'n SensEpil on brown or black skin?

Do not use Silk'n SensEpil on naturally dark skin complexion. Silk'n SensEpil removes unwanted hair by selectively targeting hair pigment. Varied quantities of pigment also exist in the surrounding tissue of skin. Treating dark skin can result in adverse effects such as burns, blisters, and skin color changes (hyper- or hypo-pigmentation). Many other laser and light devices, professionally and at home, also have the same restrictions on naturally dark skin complexion.

Why can't I treat myself if I have an "active" suntan?

Do not use Silk'n SensEpil on tanned skin or after sun exposure! Tanned skin particularly following sun exposure, contains large quantities of the pigment Melanin. The presence of large quantities of Melanin exposes the skin to higher risk of adverse effects when using Silk'n SensEpil, or any other energy based treatment, including burns, blisters, and skin color changes (hyper- or hypo-pigmentation).

How often should I use Silk'n SensEpil?

Treatment sessions with Silk'n SensEpil should be spaced every two weeks for the first three to four sessions. After that treatments should be done if hairs have grown back, until the desired results are achieved.

Will Silk'n SensEpil hurt?

When used properly most users of Silk'n SensEpil report feeling a slight sensation of heat when the pulse of light is emitted. Users with thicker and darker hair may feel slightly more discomfort, but this discomfort subsides once a treatment is completed, and decreases with each treatment as fewer hair follicles are in the treatment area. For your convenience Silk'n SensEpil has five setting levels that can be used according to your sensitivity and desired result.

How often do I need to replace the lamp cartridge?

The lamp cartridge life is limited to approximately 750 pulse, which are enough to treat an entire body once, or achieve multiple treatments on the legs only, underarms only, and so on. The warning lights on the Silk'n SensEpil control panel will let you know when you are close to, or have reached, the 750 pulse limit.