

Service
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Philips Consumer Lifestyle

Service Manual

PRODUCT INFORMATION

SC2001/00

Light based hair removal

Safety:

- This product meets the requirements regarding interference suppression on radio and TV.
- After the product has been repaired, it should function properly and has to meet the safety requirements as officially laid down at this moment.

TECHNICAL INFORMATION

- Rated voltage : 100 V - 240 V
- Rated frequency : 50 Hz - 60 Hz
- Rated input : 7.5 W
- Protection against electric shock Class II Q
- Protection rating IP 30 (EN 60529)
- Operating conditions Temperature : +15 °C to +35 °C
- Relative humidity : 25 % to 75 %
- Storage conditions Temperature : 0° C to +60 °C
- Relative humidity : 5 % to 95 %
- Intense pulsed light lamp Spectrum : > 570 nm
- Lithium-ion battery : 2 x 3.7 Volt
1100 mAh

- Product size : Length : 230 mm
Width : 70 mm
Height : 145 mm
Weight : 550 g

ASSEMBLY & DISASSEMBLY ADVICE

- No specific issues

REPAIR INSTRUCTION


- No specific issues

OPTIONAL (accessories)

- No specific issues



Pos	Service code	Description
1	4203 035 86860	Recessed window Assy
2	4203 035 86870	Pouch
3	4203 035 60221	Adapter W Eu
	4203 035 60231	Adapter GB (not shown)

 = changed

INFO: Red marked letters mean link to homepage or others.

EFFICACY

1. What hair removal results can I expect from Philips Lumea IPL hair removal system?
 - If Philips Lumea is suitable for you (*see question "Is this appliance suitable for all skin and hair types?"*), you can achieve excellent hair removal results with it. The pulses of light delivered by Philips Lumea are gentler than those from professional devices yet still deliver excellent results. Our studies have shown a significant hair reduction already after two treatments. Optimal results were generally achieved after 4 - 5 treatments.
2. Can I really expect to enjoy smooth skin every day?
 - If Philips Lumea is suitable for you (*see question "Is this appliance suitable for all skin and hair types?"*), you can achieve long-lasting results. For armpit and bikini areas, we recommend you to use Philips Lumea every two weeks. For legs, start initially with bi-weekly treatments. Once you have noticed a significant reduction in regrowth and are happy with the results, use Philips Lumea once every four weeks. If hairs start to regrow, decrease the interval time between two treatments again.

SUITABILITY & TREATMENT AREAS

3. Is Philips Lumea IPL hair removal system suitable for all skin and hair types?
 - Philips Lumea is suitable for most women, except those with skin type VI (you rarely or never get sunburnt and you tan very darkly) and those whose body hair color is white, red, grey or light blond. Treating dark skin with a light-based depilation method can lead to skin reactions such as redness, burning and discoloration of the skin. Please check the *user manual* to see if the appliance is suitable for you.
4. On which body parts can I use Philips Lumea IPL hair removal system?
 - Philips Lumea has been designed for use below the neck. Use it to remove hair from underarms, bikini area and legs.
5. Can Philips Lumea IPL hair removal system be used to remove facial hair as well?
 - No. We do not recommend using Philips Lumea for the removal of unwanted facial hair. This requires a product specifically designed for facial hair removal.
6. Can this method be used for a full bikini area depilation, including sensitive areas?
 - Yes. Philips Lumea is safe and gentle enough for use on the entire bikini area (e.g. for 'Brazilian' or 'Hollywood' styles) On darker, more sensitive pigmented areas of the bikini-area, use a lower setting. Do not use in mucous areas (vagina and anus).
7. Can men use the Philips Lumea IPL hair removal system?
 - No. Philips Lumea has been tested on and developed specifically for use by women. This is because there are specific biological differences (hair density etc.) between male and female body hair.

SAFETY

8. Is Philips Lumea IPL hair removal system safe for me?
 - Yes. Your safety is our priority. Philips Lumea has been developed together with leading dermatologists and meets all home-use appliance safety regulations.
 - For added assurance, Philips Lumea comes with a built-in safety system. This ensures that a flash (the gentle pulses appear as flashes of light) will only be released if you have placed the appliance on your skin in such a way that it is correctly in contact with your skin.
 - Side effects and complications, while possible, are very unlikely as long as Philips Lumea is used according to the instructions and precautions included in the user manual.
 - For full safety, use Philips Lumea according to instructions in the *user manual*.
9. Is long-term use of the appliance harmful for my skin?
 - No, not if used according to *instructions*. Philips Lumea works with professional IPL technology adapted for home use. This technology has been used successfully and safely by the beauty industry for more than 15 years. No serious side effects or damage from long-term use of light-based hair removal devices has been reported.
10. Can the light used harm my skin?
 - No. Philips Lumea has an integrated UV filter that ensures that the light only affects the hair and not the skin, if the appliance is used correctly. For the right application mode for you, use the appliance according to instructions in the *user manual*.
11. Do I need to wear safety goggles?
 - No. It is not necessary to wear safety goggles. This is because Philips Lumea has a safety feature that ensures that a flash can only be released when the product is fully in contact with your skin.

12. Is the scattering light I see during flashing harmful to my eyes?
- No. The scattering light you see when the flash is released onto your skin is harmless to your eyes. The light you will see is largely a reflection of light from the skin.

CHARGING

13. How long do I have to charge the appliance?
- It will take up to 1.5 hours to charge the appliance fully. The quick charge function recharges Philips Lumea to 80% within one hour in case you want to continue your treatment sooner.
14. What does the charging light tell me?
- When the charging light flashes green, the appliance is charging.
 - When the charging light is continuously green, the appliance is fully charged.
 - When the charging light is continuously orange, the battery needs to be charged.
15. Why doesn't the adapter charge my appliance?
- Firstly, check that the socket is working by plugging another appliance into the socket.
 - Next, check that the small plug is inserted properly into the appliance socket and the adapter is inserted properly into the wall socket. Do this by removing both the small plug and the adapter and then reinserting them.
16. Is it normal for the adapter to feel warm during charging?
- Yes. It is completely normal for the adapter to get warm when used for longer periods of time.
17. Can I use the appliance from the mains when it is not charged?
- No. Philips Lumea uses battery power rather than mains power. This means it cannot be used when it is charging.
18. How long does the appliance run on a full battery?
- The length of time that you are able to use the appliance for before recharging depends on the size of the treatment area and the intensity setting used.
 - A fully charged battery will contain enough energy for at least 150 flashes at the highest intensity (level 5) before needing to be recharged. At lower intensities the appliance will last for more than 150 flashes. This is generally enough for both armpits and bikini area. To treat both legs entirely though you may need to recharge the battery at least once.
19. How many flashes can the appliance still release after the charging light lights up orange?
- If the charging light has changed to continuous orange, the battery will still contain enough energy for at least 30 flashes. This means that you still have enough flashes to treat one underarm or one side of the bikini line before putting the device on charge

TREATMENT INTERVAL

20. How often should I use Lumea IPL hair removal solution?
- We recommend that you use the appliance once every two weeks on armpit and bikini area to achieve long-lasting hair removal and to prevent hair regrowth. On legs, regrowth of hair is often slower. Therefore, a treatment once every four weeks should be all that is needed to keep legs smooth and hair free. If you see too many hairs grow back within four weeks, simply reduce the interval time between treatments again.
 - Do not use more often than once every two weeks. Use more often than is recommended, may increase the risk of skin reactions like redness and/or discoloration and will not increase the efficacy.
21. What happens if I use Lumea IPL hair removal solution more often than advised? Will I achieve better/faster results and is it safe?
- No. Using Philips Lumea more often than recommended will not speed up the hair removal process. An interval of 2 weeks is proven to give the best results on hair reduction because of the three-phased hair regrowth process. Better results are not anticipated if you increase or decrease the treatment frequency.
 - If you use Philips Lumea more often than recommended then you may run the risk of experiencing skin reactions such as redness and/or discoloration.
22. Why do I have to use Philips Lumea IPL hair removal system every two (or four) weeks?
- Optimal hair removal cannot be obtained with a single session, since only the hairs that are growing at the moment of the treatment will respond to treatment with light. During a treatment, hairs on the treated area are usually in different stages of the cycle of hair growth. Hair growth normally occurs in three phases: Growing phase, Degradation phase (hair growth stops and root starts to shrink), Resting phase (hair starts to drop out)
 - While we recommend you to use the device every two weeks on the armpit and bikini area, it might be sufficient to use it every four weeks on the legs. This because hair regrowth on the leg area is often slower. If you see too many hairs grow back within four weeks, simply reduce the interval time between treatments again.

PREPARING FOR USE

23. Do I have to use some kind of skin protection before or after the treatment?
- No. You do not need to use skin protection creams such as cooling gels or soothing creams before or after treatment.
 - We do not recommend the application of any type of cosmetics, creams or lotions to the areas that will be treated. By doing so you may increase the risk of skin reactions such as redness and/or discoloration.
24. How do I prepare my skin before treatment?
- The areas you intend to treat should be shaved carefully with a wet or dry electric shaver or razor blade. Your skin should also be entirely dry and free from greasy or oily residues such as moisturizers, body lotions etc. This is because they may increase the risk of the occurrence of skin reactions like redness and discoloration.
 - Do not use any method other than manual or electric shaving before the use of Philips Lumea. Hair removal methods like waxing and epilating pull hairs from the root and prevent this method from being successful. ("Read question 26" to understand why). With the use of other methods like chemical creams, you increase the risk of the occurrence of skin reaction like redness and discoloration.
 - If your most recent depilation method involved removing hairs by the roots (e.g. epilating, waxing etc.), we advise waiting until you have achieved significant hair regrowth before using Philips Lumea, on shaved skin.
 - If you find that shaving causes skin irritation, you may prefer to use a trimmer to trim the hair as short as possible. Light treatment after trimming can feel a little uncomfortable and you may notice the smell of burning hair. This is completely normal and it is not dangerous in any way.
25. Why do I have to shave the treatment area before use? How long do I have to continue shaving?
- Shaving hairs off the surface of the skin ensures that the light is channeled to the hair root in the most efficient way. Hairs that have not been shaved/trimmed enough can increase the heat sensation making the treatment feel less pleasant. Excess hair also increases the risk of skin reactions such as redness and/or discoloration.
 - Treatment on unshaved or improperly shaved areas can also have a number of undesired effects: Hairs on your skin can burn. Although this is not dangerous, it can result in an unpleasant smell. Furthermore the removable window can become contaminated with stray hairs and dirt. A contaminated removable window will reduce the lifetime and efficacy of the appliance. Additionally, burns/black spots on the removable window may cause treatment to become painful or result in skin reactions such as redness and discoloration.
 - You can stop shaving when all the hairs have stopped regrowing, usually after approximately five treatments.
26. Can I remove hairs with an epilator or, for instance, by waxing before I use Philips Lumea IPL hair removal system?
- No. Depilation, whether by epilator or wax, removes the hair by the root and prevents the light treatment from successfully treating the root and hair.
 - If your most recent depilation method involved removing hairs by the roots (e.g. epilating, waxing etc.), we advise waiting until you have achieved significant hair regrowth before using Philips Lumea.
27. How often do I have to shave before treatment with Philips Lumea IPL hair removal system?
- You will need to shave before treatment for as long as hairs are visible. In most cases, hair regrowth will stop after approximately five treatments. If you do not shave and clean the areas you want to treat properly you may increase the risk of the occurrence of skin reactions such as redness and/or discoloration.
28. Is it necessary to continue using Philips Lumea IPL hair removal system every two (or four) weeks when I have reached an almost fully hair-free result?
- Yes, it is. If you stop the treatment, hairs will start to grow back. Please stick to the recommended frequency of treatment to ensure you always remain smooth and hair free.
29. Is there anything else I need to know before I start treating myself?
- Yes. You need to be completely aware of the implications of using the device on tanned skin and also be aware of the warnings and contraindications as mentioned in the user manual.
 - Wait at least 48 hours after sunbathing before you use the appliance. Sunbathing can cause skin to darken (tan) and/or can cause sunburn (reddening of the skin).
 - After waiting for 48 hours, check the skin for sunburn. Do not use Lumea IPL hair removal system for as long as sunburn persists.
 - Once sunburn has disappeared, perform a skin test on the area you intend to treat in order to determine the appropriate light intensity.
 - If your skin is tanned, you run a high risk of developing skin reactions after treatment with Philips Lumea. Perform a skin test on the area to be treated to determine the appropriate light intensity.
 - For details of all warnings and contraindications, please read the Philips Lumea *user manual* carefully.

APPLIANCE

30. Why doesn't my appliance work anymore?
- First, check whether the battery is charged.
 - Make sure the appliance is no longer connected to the mains. If it is, remove the small plug from the appliance socket and take out the adapter from the wall socket.
 - Make sure that the appliance is not defective. If you are unsure about the status of the appliance please contact the Customer Care Center in your country, your Philips dealer or a Philips service centre.
31. Why am I not able to release a flash while Philips Lumea IPL hair removal system is still turned on (the cooling fan is working)?
- Check that you have placed the appliance properly on your skin. Correct application is when all contact switches are in complete contact with your skin. When this happens you should be able to see the green "Ready-to-flash" light turned on. Only then will the device release a flash, (see *Philips Lumea user manual*).
 - It is possible that the overheat protection may have switched on. This maybe why the cooling fan is still working but you are not able to flash. Leave the appliance switched on and wait approximately 15 minutes before trying to use it again. The cooling fan accelerates the cooling down of the appliance.
 - Allow a few seconds for the appliance to reload before each flash.
32. The "ready-to-flash" light is turned on, but I am not able to flash. What should I do?
- Lift the appliance and place it onto your skin again. Make sure all contact switches are fully in contact with the skin. When you've done this, press the flash button.
 - Reset the appliance by switching it off and on again.
33. Is it normal that the appliance becomes warm during use?
- Yes, it is normal that the appliance becomes warm when used for longer periods of time.
34. Why does the appliance switch off completely when I am using it?
- The battery pack may be empty. Check to ensure that batteries have been fitted.
35. What parts of the appliance can be replaced?
- The adapter, the pouch and the removable window can be replaced.
36. What should I do if I drop the appliance?
- If a part of the device is broken or if you think something inside the appliance may be damaged, for instance because the appliance makes a strange noise, take your appliance to your dealer or to the nearest Philips service center or contact the Consumer Care Center in your country. We're sorry but damage caused by dropping the appliance is not covered by the guarantee.
37. How can I optimize the lifetime of my appliance?
- Look after your Philips Lumea to optimize its lifetime.
 - Clean the appliance after every use according to the instructions provided in the *user manual*.
 - Even if you do not use the appliance for long periods, fully charge the battery every three to four months.
 - Try to limit use of the appliance to just one person. Use by more than one person or more frequent use than indicated in the *user manual* can adversely affect the efficacy of the appliance.
38. Are there any contraindications, warnings or cautions with regard to the use of the appliance?
- Your safety is our priority and this appliance has been developed with your safety in mind. However, there are certain conditions that are a contraindication for use of this appliance. Please read the warnings and cautions in the chapter 'Important' of the *user manual* carefully before you start using the appliance.

DURING USE

39. Does the treatment hurt?
- No. This is because you can adjust the light intensity to just a level you find comfortable. In order to become accustomed to the appliance, we recommend that you test it on your hip first. Start at the lowest recommended intensity and increase the intensity step by step, so you can work out the best intensity for you.
40. What should I do if the sensation on the skin is uncomfortable?
- First, check whether the device is suitable for you by referring to the “Skin and Hair type” table on the packaging, in the Quick Start Guide or user manual. Philips Lumea is suitable for most women, except those with skin type VI (characteristics) and women whose body hair color is gray, red, light blond or white.
 - Check to see if you have selected the recommended intensity suitable for your hair and skin color. If the treatment is still not comfortable, take a lower setting.
 - Check that you have shaved the treatment areas well.
 - Check that the area you are going to treat is one of the areas (leg, bikini area, underarms) recommended for treatment with Philips Lumea.
 - Tanning can affect the comfort of the treatment. This applies to exposure to natural sunlight as well as artificial tanning methods such as tanning lotions, tanning appliances etc. If the treatment feels uncomfortable because of tanned skin, select a lower intensity.
 - Bony areas such as shinbones and ankles are more sensitive than other areas of the body. When you press the window onto these areas, the skin can be more susceptible to skin reaction like irritation and redness. Take extra care on areas such as these.
41. Why is the skin sensation suddenly more intense than before?
- You may be using it at a higher intensity than what you were using it at in earlier treatment sessions.
 - Check if the filter glass in the light exit window is broken. If so please do not use the appliance anymore.
 - Check if you have shaved the treatment area properly and if the areas you are treating are free from oily substances like creams and lotions and water.
 - Check if your skin is tanned. Tanned skin is more sensitive to light and therefore treatment of a tanned skin is more perceptible. Choose a lower intensity when your skin is tanned.
 - As soon as the treatment starts to be uncomfortable and more intense and reduce the intensity to prevent the occurrence of skin reactions like redness and/or discoloration.
 - Check if on the removable window, the metallic surface inside the removable window and/or the light exit window with filter glass there is any contamination visible. This could increase the sensation of the treatment on skin and the risk of the occurrence of skin reactions like redness, burning and discoloration.
42. Why do I suddenly smell burning hair during treatment?
- Check that you have shaved the treatment areas well enough.
 - If there are hairs left, they may get burnt, which causes a burning smell and sometimes you may see wisps of smoke. Although unpleasant this is not dangerous.
43. How long does it take to treat the underarms, the bikini area and both legs?
- Both underarms and bikini-area can take approximately 8 minutes to treat.
 - Each lower leg requires approximately 15 minutes. The treatment of an entire leg takes about 30 minutes.
 - With a fully charged battery, you will be able to achieve 150 flashes at intensity 5. This takes around 15 minutes. Treatment at lower intensities can last longer.
44. Can I use the appliance in the shower or bath tub?
- No. The appliance is not suitable for use in wet areas such as the bath or shower.

AFTER USE

45. After using Philips Lumea IPL hair removal system, the hair follicle sheds hair naturally. Isn't that messy?
- No. Although the hair sheds naturally during the next couple of days after treatment, it will not fall out all at once. You will not even notice this process .
46. Are there any side effects from using the appliance?
- The appearance of slight to moderate redness immediately after the treatment is both harmless and normal and will disappear quickly.
 - You may feel warmth, itching and a burning or tingling sensation during the treatment. Again, this is normal and you will find that the sensation disappears immediately after treatment.
 - Longer-lasting skin reactions are not common so long as the appliance is used according to the instructions in the user manual. Please read the user manual carefully and follow the instructions at all times. We recommend that you also read the *list of contraindications* carefully. Misuse of the appliance such as using it at a setting that is too high can be linked to skin reactions such as redness, burns and/or discoloration. To prevent the occurrence of skin reactions reduce the intensity as soon as the sensation feels uncomfortable.
 - If these reactions do not disappear within 3 days, we advise you to consult a doctor. Wait until the skin has healed completely before treating again and be sure to use a lower light intensity.
 - Skin discoloration may occur very rarely and will manifest as either a darker or lighter patch than that of the surrounding area. This is the result of using a light intensity that is too high for your skin color. If the discoloration does not disappear within 2 weeks, we advise you to consult a doctor. Do not treat discolored areas until the discoloration has disappeared and skin has regained its normal color.
 - Skin infection and inflammation may occur very rarely and can be caused by using the appliance on wounds or cuts caused by shaving, on existing wounds or on ingrown hairs.
 - Excessive pain can occasionally occur during or after treatment if you have used the appliance on unshaved skin, if you use the appliance at a light intensity that is too high for your skin color, if you flash the same area repeatedly or if you use the appliance on open wounds, inflammations, infections, tattoos, burns, etc..
 - Please read the *user manual*, especially the contraindication list carefully and follow the instructions at all times.
47. Why do skin reactions occur?
- The appliance uses light and light involves heat. Slight redness of the skin after the treatment is a normal reaction to the heat of the light.
 - Be careful when selecting the light intensity and follow the instructions listed in the user manual to determine the correct intensity for your skin type. You may increase the risk of the occurrence of skin reactions like redness and/or discoloration if you select a too high intensity.
 - If you treat one and the same area twice without lifting the appliance, you may increase the risk of skin reactions such as redness and/or discoloration. It is in gentle enough to treat each area once with the overlap described in the Philips Lumea *user manual*.
 - If the removable window, the metallic surface inside the removable window and/or the light exit window with filter glass is not cleaned properly, you may increase the risk of the occurrence of skin reactions like redness, burning or discoloration.
 - All types of tanning - exposure to natural sunlight as well as artificial tanning methods such as tanning lotions, tanning appliances etc. - may cause skin reactions after the treatment with Philips Lumea. Perform a skin test on the area you intend to treat in order to determine the appropriate light intensity for you.
48. What can I do to prevent skin reactions?
- Choose a lower intensity the next time. Do not use an intensity that you find uncomfortable.
 - Check the *list of contraindications* to see if any of those listed applies to you. If a skin reaction lasts longer than 3 days, consult your doctor.
 - Keep the removable window and the light exit window clean at all times.
 - To avoid longer-lasting redness, cool the skin with cloth which has been dipped in cold water.
 - Never treat the same area twice without lifting the appliance (see instruction in *user manual*).
 - Select the intensity for the treatment areas very carefully. Do not use an intensity - however high or low - that you find uncomfortable.
 - If the treatment becomes too painful at any time, reduce the light intensity setting until the treatment becomes comfortable again. If you notice skin reactions stronger than slight redness, stop using the appliance immediately.
49. Do I have to take any precautions after the treatment?
- For 48 hours after treatment, avoid intensive sunbathing without proper skin protection (sun blocker) and do not apply cosmetic products.
 - If you feel warm in the areas treated for a long time after the treatment is over, you may wish to cool your skin with cloth dipped in cold water. Use a lower intensity the next time.

50. Can I expose my skin to the sun or artificial light after use of Philips Lumea IPL hair removal system?
- Wait for at least 24 hours after treatment before exposing treated areas to the sun or to artificial light. Even after 24 hours, make sure that the treated skin does not show any redness from the treatment. Do not expose it to the sun or to artificial light until the redness has gone away.
 - Cover up treated areas when you go out in the sun or use a non-perfumed sun block for the two weeks after the treatment.
 - Exposing treated areas to the sun or to artificial light immediately after treatment without protection may increase the risk of adverse side effects and skin reactions.
 - If you have used artificial tanning lotion, wait until the artificial tan has fully disappeared before you use Philips Lumea
51. How and when should I clean the device?
- Please clean the appliance after every treatment carefully according to the instruction in the *user manual*.
 - Clean the appliance (especially the removable window, metallic surface inside the removable window and the light exit window with filter glass) frequently after and, if necessary, during usage to ensure it remains completely free of dirt, hair, fabric particles, etc. Contamination of the appliance can reduce its effectiveness. Moreover, if you do not clean the appliance properly you may increase the risk of skin reactions such as redness, burning and discoloration.
 - Use the cloth provided in the packaging to clean the different parts of the device as advised, do not use a paper tissue as that generally leaves behind fibre and residue. Regular cleaning will help to ensure best results and a long life for your appliance.
 - Clean the appliance by moistening the soft cloth supplied with a few drops of water. Clean the surface of the filter glass, the outside surface of the removable window and the metallic frame inside the removable window.
 - If necessary use the soft cloth (dry only) supplied with the appliance to clean the outer surface.

Ad) EFFICACY

52. When can I expect the hair removal result to become visible?
- You will be able to notice the effects within two weeks of use, as hairs will start to fall out.
 - It is normal for some hairs to still be visible after the first few treatments.
53. Why do I not get a satisfactory hair removal result with Philips Lumea IPL hair removal system?
- It is normal for some hairs to still be visible after the first few treatments.
 - If you have used Philips Lumea more than 5 times but hairs are still visible, it is possible that you may have selected an intensity lower than the one recommended for your skin and hair type. Try a higher setting and use it *ONLY* if it is not uncomfortable to use.
 - Check if you have used the appliance every two weeks for the underarms and bikini line and once every four weeks for the legs.
 - Check that you have set up and are using the appliance correctly. Read the 'Important' section of the *user manual*.
 - Do not use the appliance on a skin that is already warm e.g. after a sauna. This is because skin that is already warm can prevent the light from reaching the roots of the hairs.
54. Why do hairs start to grow back on some spots of the treatment area?
- Some hairs grow back even though you have used the appliance frequently. This happens when the hairs are at different stages of the cycle of hair growth during treatment. The hairs that grow back tend to be softer and thinner and will eventually fall out.
55. How do I get the best results?
- Prepare the areas to be treated carefully by making sure that you have shaved or trimmed the hair from the areas and that they are free from greasy or oily residue.
 - Select the recommended intensity suitable for your skin and hair color from the "skin and Hair type table" in the user manual, packaging or Quick Start Guide
 - Use the appliance on the entire treatment area with enough overlaps to avoid missing certain spots.
 - Repeat treatments at a maximum of once every two weeks to maintain the hair removal result.
 - Follow the instructions carefully in the *user manual*.
56. Why do hairs grow back even though I used Philips Lumea IPL hair removal system a week ago?
- This because hairs fall out slowly within couple of days for approximately 2 weeks after the first treatment.
 - Hairs can regrow because you have missed spots or because the treatment was not effective on account of the hair being at a different stage of hair growth. The next treatment will remove these hairs successfully. This is why we recommend repeating the treatment every two weeks. This frequency of treatment will remove all hairs successfully and maintain the hair removal result.
 - Some hairs grow back even though you have used the appliance frequently. This happens when the hairs are at different stages of the cycle of hair growth during treatment. The hairs that grow back tend to be softer and thinner and will eventually fall out.

MISCELLANEOUS

57. What is the difference between IPL and Laser?

- **Intense Pulsed Light (IPL)** is the name for the technology used by **Lumea** IPL hair removal solution. IPL emits light at all visible wavelengths (like a photo flash) while laser emits a single beam of light at a very specific wavelength (like a laser pointer).
- When it comes to hair removal, IPL and laser are equally effective and safe to use. Laser is more expensive than IPL and usually requires a longer treatment due to the smaller light exit window.

	IPL	Laser
Technical principle	Emits light of all visible wavelengths (like a photo flash)	Emits a single beam of light at a very specific wavelength (like a laser pointer)
Efficacy (treatment interval)	+ (~2 weeks)	+ (~2 weeks)
Application time	+ (large appl. window)	-- (small appl. window)
Required hair length	++ (0 mm)	++ (0 mm)
Side effects	+	+
Pain level	+	+
Costs	+ (effective products start at 400 €)	-- (effective products start at 900 €)
Skin types	1,2,3,4,5	1,2,3,4,5
Hair types	Dark blond, brown, black	Dark blond, brown, black

58. Where can I find more information about Philips Lumea IPL hair removal system?

- Please visit our website www.philips.com/lumea or call the Philips Lumea consumer call centre in your country. Look for the toll free phone numbers in the worldwide guarantee leaflet.

NEW QUESTIONS

Ad) DURING USE

59. I can feel that the appliance gets warmer in the course of the treatment. What can I do to prevent this?

- The skin and/or the appliance may heat up in the course of the treatment. If you experience this, simply lift the appliance after each flash from the skin and/or take a short break to let your skin and the appliance cool down.

Ad) PREPARING FOR USE

60. How should I select the intensity for my different body areas?

- Select the right intensity for different areas of your body by performing a skin test near the area of treatments. This will not only ensure that you get the best results but will also reduce the risk of skin reactions.
- Start by using the lowest recommended intensity according to the skin- and hair type table. Increase the intensity, ensuring it is not inconvenient or painful. Pain is linked to skin reactions such as burning, redness and discoloration. If the application starts to become painful at anytime, reduce the intensity to the point that at which it is no longer uncomfortable. Different areas of the body can be more sensitive than others. Simply adapt the intensity according to the sensation you experience.
- Please consider the following in mind when using the device at higher light intensities:
 - The method may be more effective but you may also experience a higher risk of skin reactions.
 - The pain sensation may be stronger.
 - If your skin has been exposed to natural sunlight or an artificial tanning method, your skin may be darker than during the previous treatment. Perform a skin test on the area to be treated to determine if you should switch to a lower light intensity than usual.

Ad) PREPARING FOR USE

61. Is there anything I need to pay attention to before I use Philips Lumea IPL hair removal system for the first time?

- When you use the appliance for the first time, we recommend that you to perform a skin test on the area you want to treat. This allows you to check your skin's reaction to the treatment but also helps you to get accustomed to using the device. Choose an area close to the intended treatment area using the following instructions:
 - Press the on/off button. This will switch on the appliance. Intensity light 1 will come on automatically, telling you that the appliance is switched on at default intensity 1.
 - Apply one flash at the lowest recommended intensity for your skin type.
 - As long as it feels comfortable (ie not painful), increase the setting by one level at a time within the recommended range for your skin type and apply one flash for each setting. Do not apply more than one flash on the same spot.
 - After the skin test, wait for 24 hours before checking your skin for any reaction. If the skin shows a reaction, note the highest setting that did not result in a reaction and use at this setting.

Ad) PREPARING FOR USE

62. Are there any preparations of the appliance I have to do before I start a treatment?

- Before every treatment, ensure that the removable window, filter glass and metallic surface on the Philips Lumea is clean and free of trapped hair, dust and fibers. If you see any contamination, clean the appliance by following the instructions in your *user manual*.

Ad) MISCELLANEOUS

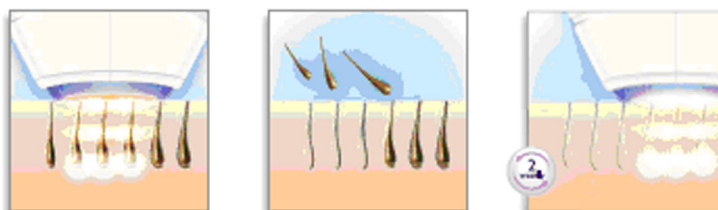
63. Do I need to purchase additional replacement lamps?

- Based on consumer research and to be able to deliver upon our simplicity promise, Philips decided to use a specific lamp type which does not require replacement - as most other IPL appliances do. The lamp used is one which is specifically designed for Philips Lumea only.
- Philips Lumea comes equipped with a lamp that lasts 40,000 light flashes, enough to last you the product's lifetime, if used according to instructions. This allows you to enjoy using Philips Lumea without having to worry about purchasing expensive replacement lamps.

Ad) EFFICACY

64. How does hair removal with IPL work?

- Intense Pulsed Light technology is a popular technology employed by the professional beauty industry to effectively and easily remove unwanted body hair.
- Intense Pulsed Light provides longer-lasting results while leaving skin smooth and silky. Philips has adapted this popular technology for at-home use.
- IPL technology works by heating up the hair and root beneath the skin. The melanin in the hair and hair root absorbs the released light pulses. The darker the colour of the hair, the more heat can be absorbed. This process stimulates the hair to go into the resting phase. The hair now sheds naturally and the hair growth is inhibited. Hairs can take one or two weeks to shed. Optimal hair removal cannot be obtained with a single session, since only hairs in the anagen phase are susceptible to treatment with light. During a treatment, hairs on the treated areas are usually in different stages of the cycle of hair growth.



Ad) MISCELLANEOUS

65. How and where can I buy Philips Lumea IPL hair removal system?

- Philips Lumea is available at larger retail stores ([click here to find the nearest store](#)) and directly on-line via our *Philips online Shop*.

Ad) MISCELLANEOUS

66. How much does Philips Lumea IPL hair removal system cost?

- The suggest retail price for Philips Lumea is € 499 (local price). Note that you do not need to purchase expensive replacement lamps, while most other IPL appliances do require you to do so.

Ad) MISCELLANEOUS

67. How is Philips Lumea IPL hair removal system different from other home-use IPL or laser methods on the market?

- Philips has been bringing meaningful innovations to consumers' homes for decades and always ensures this is done in the most effective and safe to use way. In cooperation with leading dermatologists, Philips has been researching how to use light for longer lasting hair removal for almost 10 years and as a result has launched Philips Lumea. It is the only cordless IPL hair removal appliance by a trusted A-brand in the market for maximum freedom to use it whenever and wherever you want. It's equipped with a lamp designed specifically for Philips, which does not require expensive replacement over time.

Ad) AFTER USE

68. What do I need to remember after treating myself with Philips Lumea IPL hair removal system?

- Clean the appliance carefully after use by following the instructions in the *user manual*.

Ad) MISCELLANEOUS

69. Can I share the device with friends and family?

- We strongly recommend not sharing the device with anyone and keeping it for personal use only. Philips Lumeas has been designed for one person usage. Use by more than one person can affect the lifetime of the device.
- We do not recommend sharing the device from a hygiene perspective as well.

Ad) SUITABILITY & TREATMENT AREAS

70. Is Philips Lumea IPL hair removal system suitable for everybody?

- No unfortunately Philips Lumea is not suitable for everybody. The method is not suitable for women with skin type VI (description) and those whose body hair color is white, red, grey or light blond. Furthermore there are also some diseases which inhibit the use of Philips Lumea. For more detailed information check the *user manual* to see if the appliance is suitable for you.

Ad) EFFICACY

71. What is the difference between professional and at home light based treatments?

- Light based solutions are both available in professional salons for hair removal and as at home hair removal solutions. Professional salons in general use light intensities at a much higher energy level, which makes hair removal results last longer. However, removing 100% of hairs permanently with laser or IPL is highly unlikely even in professional salon treatments. Permanent hair reduction, as defined by the FDA (Food and Drug Authority of the United States), is the long-term, stable reduction in the number of hairs regrowing after a treatment regime, which may include several sessions. The number of hairs regrowing must be stable over time greater than the duration of the complete growth cycle of hair follicles, which varies from four to twelve months according to the body area. Permanent hair reduction does not necessarily imply the elimination of all hairs in the treatment area.
- At home laser or IPL solutions work in a similar manner and quite often use gentler light intensities. Although this may result in hair removal that doesn't necessarily last as long as after a professional treatment, it is far better and more "permanent" than any other at home hair removal method such as waxing, epilating, shaving etc.