

LASER DIODO  
**VIC EOS 3D**

**Diode laser 808nm+755+1064nm User Manual**





## Preface

Dear user:

Thanks for using our company`s products,in order to fully make use of the products,we sincerely suggests follow:

- 1, Please read the instruction in detail and keep it well for further reading and consulting.
- 2, Please follow the instruction to fit and operate the machine correctly.
3. Please do not remove and change any accessories of the machine 4, It forbids others to open and remove the mainframe except the authorized people in the company.
- 5, Please contact us if there is any trouble during operation.

This product does not belong to medical,please don`t use for disease treatment!

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### Chapter 1 Safety

#### Security feature:

The design of the laser is safe and convenient for both operators and patients.

Descriptions in below are the most important safety-related characteristics.



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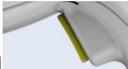
Described in this chapter is the most important thing related to the safety, please make sure to be familiar and follow, otherwise may cause personal injury and property damage.

## ★ Safety interlock

Vic Eos ICE 3D has a comprehensive monitoring system. The system can only work normally when a few security conditions are met. Before the laser back to normal work, each error must be ruled out and make the system reset. Customers can control following parts of Safety interlock

( 1 ) **Key switch:** 

Laser systems are equipped with a key switch, which is to prevent the unauthorized people operating. The keys should be removed when laser system not in use.

( 2 ) Under normal circumstances, when everything is ready, press the hand switch , the laser head will give laser firing. Releasing hand switch can stop the laser firing.

**please note the laser safety!**

(3) Under normal circumstances, when everything is ready, step the foot

brake , the laser head will give laser firing. Releasing foot brake can stop the laser firing.

**please note the laser safety!**

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(4)Emergency switch :In case of emergency, press the emergency stop switch to cut off the laser emission. To return to normal state, press the button clockwise until it pops up again.

(The emergency stop switch is not regular way)

## ★Laser Safety

Ensure that all staffs have carefully read the following safety instructions. Only those who has formal training and professional skills can operate or provide maintenance for this laser system.Only the factory or an authorized local engineers can carry out repairs and maintenance on the system.

- ( 1 ) Do not look directly at the end of the hand where the laser emits from even if you wear laser safety goggles.That may cause serious eye damage and even blindness.
  - ( 2 ) Do not treat eyebrows, eyelashes, or other thin skin around the eyes area.
  - ( 3 ) The laser can not shoot outside of the treatment area.
  - ( 4 ) Make sure the laser foot brake clean and in good working condition. Place the foot brake in a place where it will be confused with other devices.
  - ( 5 ) All the persons involved in laser light must wear national and international standard goggles. All goggles must reach level 5 or more optical density during 790 nm -830 nm range.
- (6)Close all the windows in the laser room in order to avoid the laser shooting outdoor;  
Keep out When the laser is being operated except those who have the necessary training.

## ★ Electrical Safety

(1) AC 230V 50Hz” or “AC 110V 60Hz” refers to input power specifications identification. (2) Do not disassemble unauthorized host. As some of electric charge still remains after power off, it is unsafe. Therefore, any person without authorization can not open the cover. (3) Do not wet or spray liquids on the host because it would damage the equipment and cause electrical shock

(4) Can not boot the device once water leaking founded in the main power or operation handle, it must shut down immediately if the device is on power.

(5) The device use yellow/green wire as the ground wire, good ground is essentially important for safety of operation.

(6) Make sure all staff in the operation room are familiar with control of the device and know how to quickly shut down the device.

## ★ Fire Prevention

(1) Do not use this device in potentially explosive environment.

(2) Use medical alcohol to disinfect the device parts, and can only use the device after all parts dry completely.

(3) All injections and inhalation of narcotic drugs must be non-combustible.

(4) Especially pay more attention to oxygen, because it can improve the flammability of combustible materials.

(5) In operating area, do not use of flammable substances, such as gauze and shop towels. If it is necessary, please soak them in water first to improve its anti-flammable.

(6) Can not let the device on unworking and unattended condition for long time.

(7) Unplug the power cord if no use for long time.

### ★ Safety device

- (1) Key switch: the device power switch control instrument, rotate it clockwise to 90° to open.
- (2) Emergency stop switch: the emergency shutdown instrument, press to disconnect the device power during emergency conditions, it can open dextrally.
- (3) Fuse: during over current, the fuse will automatically fuse, so as to protect instrument and personal safety.

### ★ safety identification

- (1)“AC 230V 50Hz” or “AC 110V 60Hz” refers to input power specifications identification.
- (2)“F250V L15A” refers to Fuse models and rating values.

## Chapter 2 System Structure

### ★ Product Description

Vic Eos ICE 3D semiconductor laser emit pulsed infrared light laser system for hair removal and leg vein treatment. Based on a solid art known semiconductor laser technology, it has a very competitive advantages.

- (1) High efficiency, high frequency 20HZ, the treatment time is greatly shortened.
- (2) Excellent effect for various hair.Shorten treatment times, 5 times reduced to 3 times.
- (3) Super cooling, integration skin cooler, Treatment of good comfort and no pain.
- (4) Touch-screen computer control, integrated skin cooler, a good user interface design makes treatment more convenient use.

### ★ Machine structure

◆ **Figure 1 identifies the following parts:**

- 1.Touch-control screen      2.Laser Handle      3.Hook of handle      4.Bracket
5. Host 6. Emergency switch 7. Switch keys

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Figure 1



Figure 2

◆ **Figure 2 identifies the following parts:**

1. Water inlet   2. Overflow socket   3. Water outlet   4. Laser handle socket  
 5. Foot pedal switch   6. Power Jack

★ Accessories list

Name	Picture
Laser Handle	
Protective glass	
Protective goggle	

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Foot switch	
CPC head of a drainage	
Filling funnel	
Power cord	
Bracket	

## Chapter 3 Parameters

### ★ Main Parameters

- ( 1 ) Power supply : AC220V/50Hz
- ( 2 ) Laser 808nm  
+755+1064nm wavelength:
- ( 3 ) Frequency : Slow(1 ~ 4HZ)、 Mod(5 ~ 9HZ)、 Fast(10HZ、 15HZ、 20HZ)
- ( 4 ) pulse width : 100ms、 200ms、 400ms or Auto
- ( 5 ) Energy density : 1 ~ 100 J/cm<sup>2</sup>

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- ( 6 ) Laser handle cooling:1 ~ 6 degree
- ( 7 ) Cooling system: Water + Air + Semi-conductor + Sapphire
- ( 8 ) Work Mode: Expert mode and intelligent mode
- ( 9 ) Expert mode and intelligent: 24 hours continuous working
- ( 10 ) Treated handle lights: Green
- ( 11 ) Dimension: 68cm×44cm×54cm
- ( 12 ) Net weight: 19kg
- ( 13 ) Fuse models: F250V L10A ( Vic Eos ICE 3D )
- ( 14 ) Working temperature:5°C ~ 40°C Storage temperature:5°C ~ 55°C
- ( 15 ) Relative humidity:≤80%

## Chart 4 Installation

### ★ Installation step

The follow picture is the finished installation, detailed steps are as follows:

- ( 1 ) Open packing and put the host on the smooth ground carefully.
- ( 2 ) Fixing the bracket on the machine and locking screw.
- ( 3 ) assemble the handle hook on the top of bracket, and locking screw.
- ( 4 ) Put the laser handle on the hook.
- ( 5 ) Put the end of the foot pedal switch to the socket
- ( 6 ) Installation finish

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## ★ Adding Water



▼ Make sure the machine has been in accordance with water and finish installing

before starting.

( 1 ) Use purified water or distilled water;

( 2 ) Put the CPC head of a drainage  on the overflow socket ;

( 3 ) Use water funnel  to connect to Water inlet socket;

( 4 ) Use water funnel;

( 5 ) Add water until there is water flowing out from the Overflow socket, leave the white

CPC head there, just take down the water Funnel;

( 6 ) Add water successfully first time; ( 7 ) Connect power supply line.



**Note:**

Make sure the machine is filled with distilled or deionized water for the first time and change water about every 20 days.

We do suggest replace the filter element every 3 months.

Make sure your power outlet has protective grounding wire and in safe condition.

## ★ How to clear the water

If you need to clean water in the water tank, put the other CPC connector  into the drain, the water will flow out. After that, you need to take off CPC connector, or water tank cannot store water.

## Chapter 5 Operation

This chapter describes the instrument system, method of operation, rather than a specific treatment approach, standard methods of treatment see chapter 6th-for treatment and application.

### ★ Boot steps

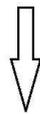
- ( 1 ) Make sure the machine has been in accordance with water and finish installing before starting. (before start other operations, it is necessary to keep 2 minutes after adding or changing water, to plant water circulation and machine self. For the sake of safety, please do in steps. )
- ( 2 ) Machine's power cord has been connected
- ( 3 ) Emergency switch is in the up position.
- ( 4 ) Turn on the key switch 90 degree right ,the working light on the top of the machine is on. ( After added water, wait 2 minutes to do other operations. So that the water cycle of the machine and testing)

## ★ Machine interface operation

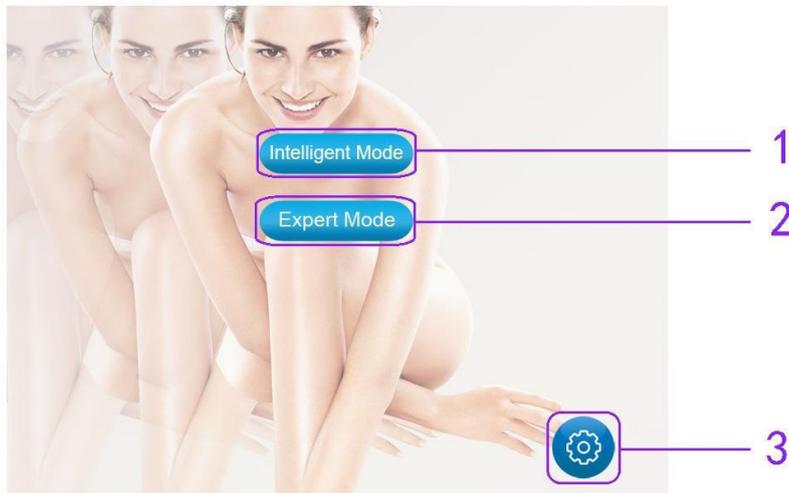
(1) Logo shows on screen interface after powering on, as Picture 1 shows:



Picture 1



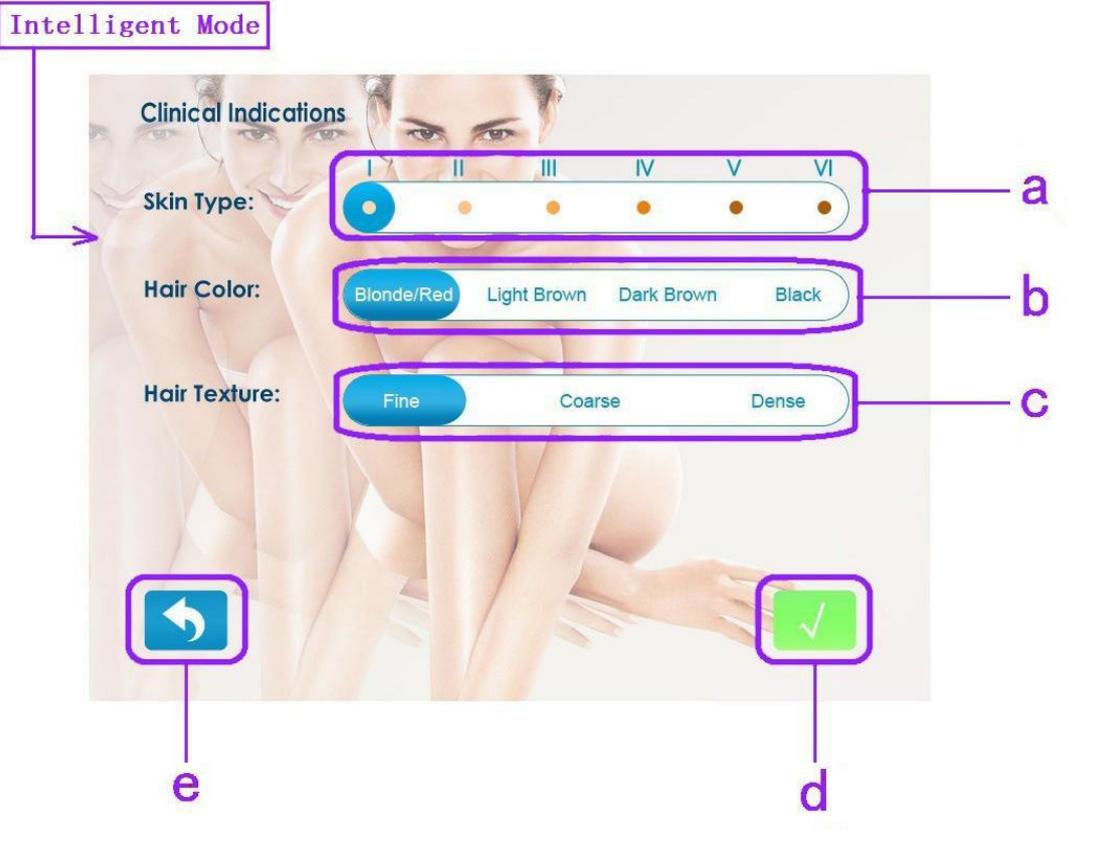
( 2 ) Enter the mode selection interface ,as Picture 2 shows:



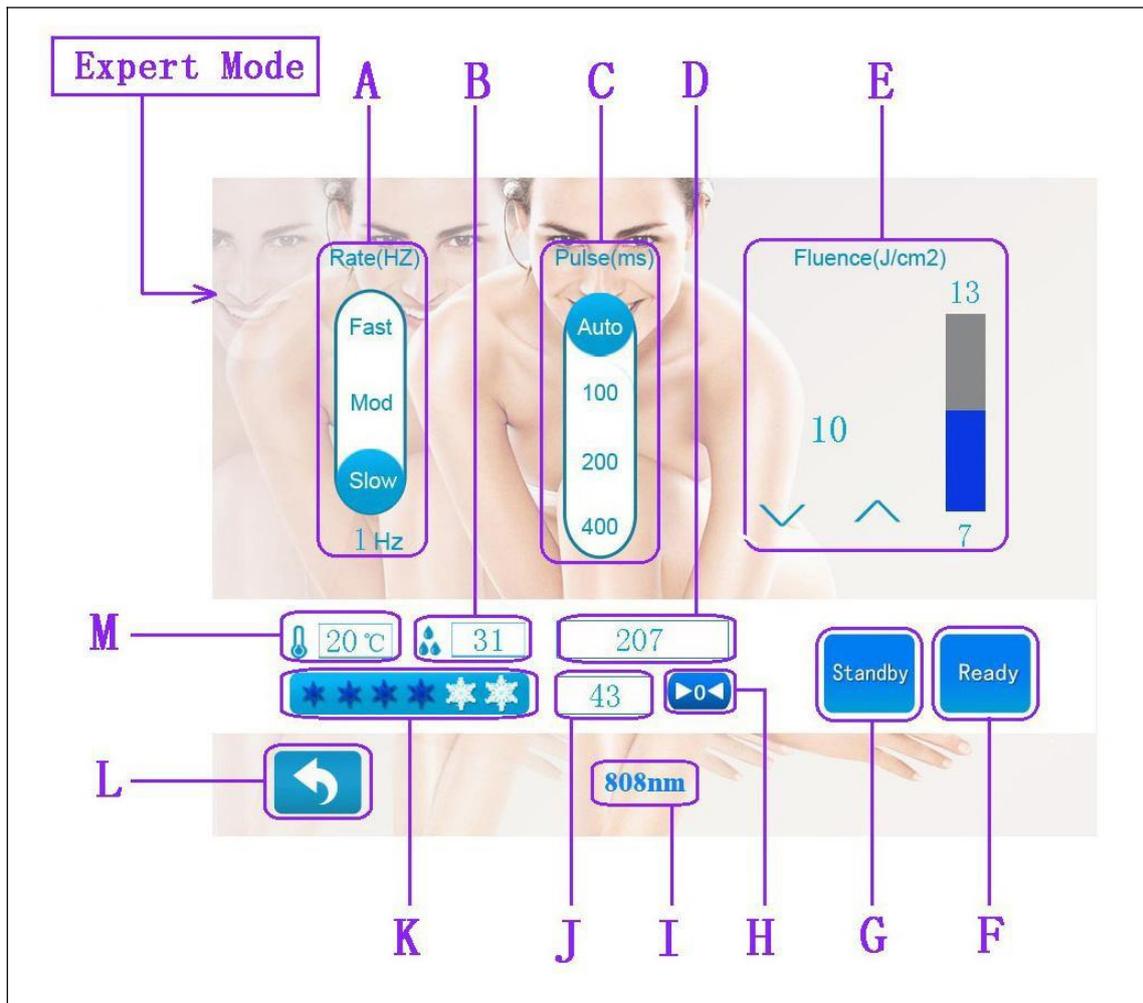
Picture 2

In picture 2, each part of the note is as follows:

1 : Touch 1, enter the intelligent mode (shown in the following table)

 <p>The screenshot displays the 'Intelligent Mode' interface. At the top, a box labeled 'Intelligent Mode' has an arrow pointing to the 'Skin Type' section. The 'Skin Type' section features a horizontal row of six colored dots labeled I through VI, with the first dot (I) selected. Below this, the 'Hair Color' section has four buttons: 'Blonde/Red', 'Light Brown', 'Dark Brown', and 'Black'. The 'Hair Texture' section has three buttons: 'Fine', 'Coarse', and 'Dense'. At the bottom left is a blue back arrow button labeled 'e', and at the bottom right is a green checkmark button labeled 'd'.</p>
<p><b>a: Skin type</b>, divided into 6 levels from light to deep, according to clients' skin type to choose similar level, click on the appropriate grade can be selected.</p>
<p><b>b: Hair color</b>: Divided into 4 levels from light to deep, choose the similar grade according to clients' hair color.</p>
<p><b>c: Hair texture</b>, Divided into 3 levels based on the hair diameter and density, choose the similar texture according to clients' need.</p>
<p><b>d: Confirm button</b>, click to confirm the above the choice of the project.</p>
<p><b>e: Return key</b>, to return to the previous page.</p>

2 : Click 'Expert Mode' in Picture 2 to enter into the interface (shown in the following table).



**A : Laser Frequency:** Divided into 3 grades. Slow: 1 ~ 4HZ , Mod:5 ~ 9HZ , Fast:10,15and 20HZ. Click on letter to select the grades, repeated clicking on the rate letter can change frequency value.

**B : Representative water flow**, when the flow is insufficient, the number behind icon  will flash, and will prompt Error1: Low water flow! , system will not work.

**C : Pulse width:** range: 100ms, 200ms, 400ms

**D : Total treatment times**, is laser handle shot times, this number is cumulative and cannot be zero.

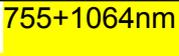
**E : Energy density**, the number in the left of box represents energy, by click  and

 to adjust the energy; the right number is adjustable range of energy density; When you select a different pulse width, adjustable range of energy densities are different.

F : **pre-combustion**, click button, green  means start working, blue  mean quit.

G : **Cooling key** , green  means start cooling function, blue  means quit.

H : **clear key**, click the button to clear the single treatment shots to zero.

I : **Laser wavelength:**    
m +°

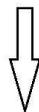
J : **Single treatment shots**, this value can be zero.

K : **Refrigeration**, adjustable from 1-6. click  to adjust the cooling levels.

L : **Back button**, Click to return to the previous page.

M : **Cooling water temperature**, when the water temperature is below 5 ° c or above 30 c,

the system will stop working and prompt  .



( 3 ) Begin treating after all preparations.

User warning: for safety, the system setting programs interlock, before working, you need to click standby, then click ready. Finish working, click ready and then standby.



Before using this system, please make sure to be familiar and abide the following suggestions, otherwise may cause personal injury and system damage.

- ( 1 ) Once Precombustion key starts, press foot switch or hand switch, will export laser firing. Please pay attention to the laser safety, laser safety precautions can be found in the first chapter.
- ( 2 ) It is strictly prohibited to pull laser handle when the system is on.
- ( 3 ) Water must be deionized water, it is necessary to change the cooling water once about 20 days.
- ( 4 ) If the temperature is too low or users don't use the instrument for continuous several days, when users use the instrument again, the instrument must be recovered to above 5 °C, then turn on the instrument.
- ( 5 ) This instrument is not suitable to use under humid and strong sunlight environment. ( 6 ) Please connect the machine by the power cord, keep the machine away from strong magnetic and radio waves. Please keep the machine away from the heavy dust and high temperature.

808+755+1064n  
m

## Chapter 6 Treatment and Application

### ★ Principle of treatment

According to selective light absorption theory, laser penetrates deeply into the dermis, where the laser energy is absorbed by the melanin in the hair to give priority to the detriment of the hair shaft and follicle is quickly heated, thus destroying the hair follicle to achieve long-lasting or permanent hair removal. The lasers damage the chromospheres by selectively heating them while leaving surrounding tissue

unharmful. The diode laser is complemented by cooling technology and pain reducing methods which improve treatment efficacy and patient comfort.

Permanent hair reduction is the long-term, stable reduction in the number of hairs regrowing after a treatment regime. The generative hair must keep stable in a certain period of time and the length of the time range must be longer than a whole growth cycle of hair follicle. One life cycle is from 4 to 12 months due to different body parts. Permanent hair removal doesn't equal that all the hair of the treatment area is completely dislodged.

This also can be used for the cure of the pseudo-folliculitis. The pseudo-folliculitis is inflammatory response caused by the outside body substance, such as beard lumps or endogenous hair which emerged as curled hair are ingrown under the skin. Inflammation can be divided into papules, pustules, or small nodules which occurs around 1-3mm of hair follicle.

Based on the selective light absorption principle, semiconductor laser system can also be used in the treatment of leg veins and the other benign vascular lesions, including angioma, hemangioma and telangiectasis.

## ★ Operation

During treatment, the beautician should wear protective glasses, the patient should wear protect goggle.

### **Step 1: Cleaning**

Before treatment, you need clean the treating area in advance, disinfecting it.



### **Step 2: Shave the hair**

In order to make the laser conducting more efficiently during treatment, the surface hair should be shaved.



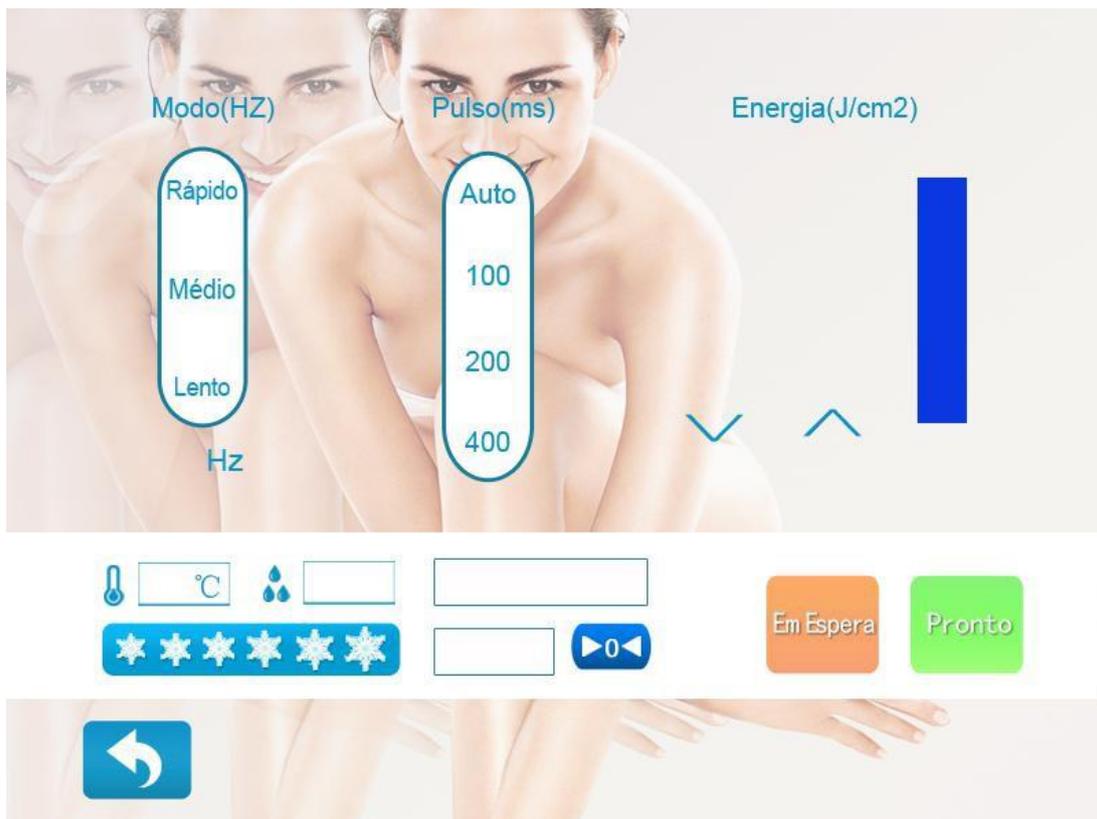
### **Step 3: Apply gel cream with 1 mm thickness**

In order to protect the skin better, minimizing uncomfortable feeling greatly, please evenly apply the gel cream on the treating part .



#### Step 4: Set parameters

Please gradually adjust the intensity of output energy, output frequency and pulse width, ensuring that patient can get the best treatment.



**Step 5:** click Standby turn to green Standby; then click Ready turn to green Ready, Laser hand trailing green light is on.

#### Step 6: Hair removal

Please closely place the handle head on the skin, sliding it 6-7 times constantly.

### Step 7: Cleaning

After cleaning, please apply cool gel cream. Wash it 3-5 minutes later.

### Step 8: Record the treatment details.

Record the operating parameters each time.



Put the sapphire tip on the treated skin, then press hand switches or pedal foot

- (1) After treatment, click turn to blue , click turn to blue , finish working. Use cotton gauze wipe clean handle and Sapphire Crystal, and place it on hook. Please turn off if need.
- (2) Clean patient's treatment area, do ice treatment if need.
- (3) Tell the customer note: a: Patient can use ice to relieve pain if skin appears red and swollen or hot feeling, it's a normal phenomenon, will disappear within 24-48 hours.  
b: May have crusting or itching after treatment or during treatment, it's normal, pls the skin moist c: 3-6 months after hair removal, pay attention to sun protection from UV damage. d: Avoid hot water or hard scrubbing the treatment area.
- (4) Record the treatment parameters, reference for next treatment.
- (5) A complete course need 3 treatments.

switch, laser start working.

In general, the laser handle has two skills: "put" and "sliding". For hair removal and pigmented lesions, we usually contact with the skin without pressure. In order to cooled skin properly, sapphire pulse Jing and skin contact should be lasted for 1/10 seconds -1/4 seconds. "Lifting" method is that after laser emission, the tools will be removed from the skin immediately, until to the next treatment, the tools will be placed upon the skin again. "Sliding" technology is generally used in higher frequency, make sure the sapphire crystal of treatment head always keep in touch with the skin.

According to the emission frequency, sliding on the skin, the sliding speed should make sure that the laser can irradiate the hair removal treatment area. Generally, it can be repeated 3 times. Cooled the skin through conduction, reduce the skin temperature increase. It is necessary to avoid the thermal damage, cooling head can improve the energy density range allowed and provide local anesthesia. It is very important that keep the tools head in touch with the skin before laser emitting.



### ★ Treatment considerations

- ( 1 ) The safe use of lasers in the treatment process is particularly important, see chapter 1th laser safety section.
- ( 2 ) The darker skin or individual which shined by sunshine, has high risks of changing the skin pigment of treated area. Such patients would use the lower energy and wider pulse width than those who have the same skin type, but without sunshine.
- ( 3 ) After operation, patients who shined directly on the treated skin immediately or within one month, also will increase the risk of changing the skin pigment.

( 4 )

The higher energy density of laser and the deeper skin pigment, the more risks. In general, the treatment effect and inflammatory reaction after skin injury are related to the energy density. Higher energy density will produce better results and greater inflammatory responses, at the same time the similar epidermal damage is heavier. Start with the conservative treatment, test spot treatment in the patients, then increase the energy density, until they are satisfied.

( 5 ) The allowed maximum energy density is inversely proportional to the patients' skin

color

( 6 ) In order to achieve the same effect, Patients with lighter hair color need to use high energy density, because there are less melanin in their hair

( 7 ) Pulse width is generally proportional to the hair diameter, short pulse width for thin

hair is better, and a longer pulse width is thicker hair better.

### ★Therapeutic Range

( 1 ) Fit for all types of skins including the tannic.

( 2 ) Removing all kinds of hair of all types of skins (cheek hair, lip hair, beard, down

rights, back wool, chest hair, armpit hair, arm hair, bikini hair and leg hair)

( 3 ) Treatment of iatrogenic femoral pseudoaneurysm Folliculitis.

( 4 ) Treatment of leg veins and the other benign vascular lesions (including angioma and couperose skin).

### ★Classical research

Clinical result shows that to make sure the time period during which the treatment area has got a long term, stable and permanent hair loss, it depends upon the different body parts. If the time of hair loss in the treatment area is longer than the hair life cycle of the corresponding section, we can say that the hair loss of this body part is long term, stable and permanent. Table 1 presents the growth cycle of different body part which got from this clinical report.

Part	Hair Regression Cycle ( Monthly )	Hair Growth Cycle ( Monthly )	Total ( Monthly )
Back	3-6	3-6	6-12
Thigh	3-6	3-6	6-12
Arm	3-5	1-2	4-7
Shank	3-4	4-5	7-9

Clinical study has proven that it is safe and effective that using Vic Eos ICE 3D the fourth generation laser system to remove hair. Totally 102 patients have been treated 1-2 times by using Vic Eos ICE 3D the fifth generation laser system. Moreover, they were followed up randomly after 1st, 3rd, 6th and 9th month of treatment, among whom 35 patients have been followed for 12 months. Hair loss defines by the comparison of the final hair count after treatment and those before cure. After 1- 2 times of treatment, patients would perform the evaluation of hair loss removal percent

This study result shows that there are 2 independent effects: hair regeneration delaying and hair losing permanently. These 2 effects have occurred in all the patients. Temporary hair loss can usually lasts for 1 to 3 months.

Afterward and 6 months later, hair regeneration goes steady. In addition, there is no obvious difference in the following visit after 6th, 9th, and 12th month of treatment. The extent research report of this one publishing recently presents that there is a steady effect for average 20 months after treatment.

This indicates that lots of confirmed hair was removed, which matched to the definition of permanent hair loss. The regeneration period of the back and thigh hair is about 6 to 12 months. While hair in other parts of the body maybe shorter.

Compared with non-treatment area, average the twelfth month, we can see obvious permanent hair loss in the all patients' test points and energy density. The amount of lost hair will be larger by increasing the energy density and treatments. About 89% of the patients show the permanent hair loss in the twelfth month.

To the traditional treatments of pseudo folliculitis (such as taking tretinoin cream, eye of steroids, FESCO or oral antibiotics, operation hair removal, electrolysis and tedious shaving method), the results were disappointing. The system provides

the hair follicle an effective tissue penetration, cause the treatment area hair's density reduced, bring the hair follicle temporary and permanent loss, then improve the acute and chronic changes of pseudo folliculitis.

### ★ Contraindications

At present, there is no contraindications for semiconductor laser specially, When curing, the below patients should pay more attention:

- ( 1 ) The people with scar physique and easier to have scar after laser treatment.
- ( 2 ) People with cicatricose
- ( 3 ) People suffering from infectibility or having herpes in treatment area.
- ( 4 ) People who use pluck hair removal treatment method in past 6 weeks, for example waxing.
- ( 5 ) People who have immunodeficiency.
- ( 6 ) If using hydroquinone or the other decolorizer, should know whether the patients have hypersensitivity reaction.
- ( 7 ) Having had Accutane (Isotretinoin) in past 6 month.
- ( 8 ) People who use anticoagulants in past six months.
- ( 9 ) Having melanoma individually or familiarly.
- ( 10 ) Dysplastic mole.
- ( 11 ) People who had livedo autoimmune blood disease because of color changing in legs or arms caused by blood block or straitness.
- ( 12 ) People who had erythema. It is a kind of acquired, durable mesh and pigment red rash resulting from continuous or repeated exposure to intense heat and infrared radiation.
- ( 13 ) Once received laser treatment and have problems.
- ( 14 ) Can't or don't want to have treatment according to time schedule.

## Chapter 7 Maintenance and repair



Make sure to know and comply with the following recommendations, or they may damage the instrument, give you unnecessary losses and trouble.

### ★ Maintenance touch screen

- ( 1 ) Don't attack the screen by sharp tools.
- ( 2 ) Please keep the screen without drugs and other stains pollution.
- ( 3 ) Please keep the screen against humidity and water.
- ( 4 ) Don't scrub the touch screen by alcohol and detergent, if necessary, please scrubbed by the Microsoft clean cotton fabric.
- ( 5 ) Don't impact and extrusion the touch screen.

### ★ Machine storage

- ( 1 ) After the instrument is packed well, users can store it in a drafty room: the temperature is  $-10^{\circ}\text{C}\sim 50^{\circ}\text{C}$ , relative humidity is not above 80%, without corrosive gas.
- ( 2 ) Do not store the instrument in dusty and corrosive gas environment.
- ( 3 ) Do not leave the machine by sun exposure, do not shake or move the machine.
- ( 4 ) If not used for a long time, you must instrument may be stored within the water drain.

### ★ Handling Safety

- ( 1 ) This device is a precision component, do not transport for long distance after

installing and testing.

( 2 ) Packing the device carefully when transport.

**Correct packing method:** First of all discharge the cooling water, then use a plastic package sealed device, put in the device's shock-proof box. Use plastic bags to sealed the related documents and accessories, then put into box. Filled the shock-proof box with collision-proof material.

( 3 ) be careful of moisture proof, anticollision, protect from the strong sun light.

( 4 ) If special handling measure have to be taken during transport or storage,

the packaging shall be marked accordingly (see ISO 780).

The permissible environmental conditions for transport and storage shall be marked on the outside of the packaging(see ISO 15223).

## ★ Trouble shooting

When the machine is in operation fails, user could troubleshoot and resolve refer to the following instructions. If couldn't solve, pls contact our customer service department for consultation.

★ What happen if the machine cannot turn on?

Step 1: Confirm whether the power supply of AC Power is normal.

Step 2: Confirm whether the power cable is damaged

Step 3 : Make sure the fuse is properly. If the fuse is broken, please replace with new one.

★ How to judge the fuse and replace it?

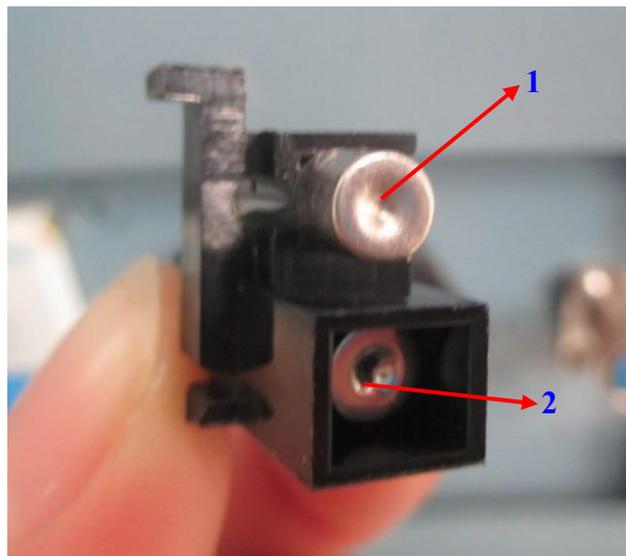
Step 1: Unplug the power cord.as below picture



Step2: Prepare a flat screwdriver, open the black cover as picture below.

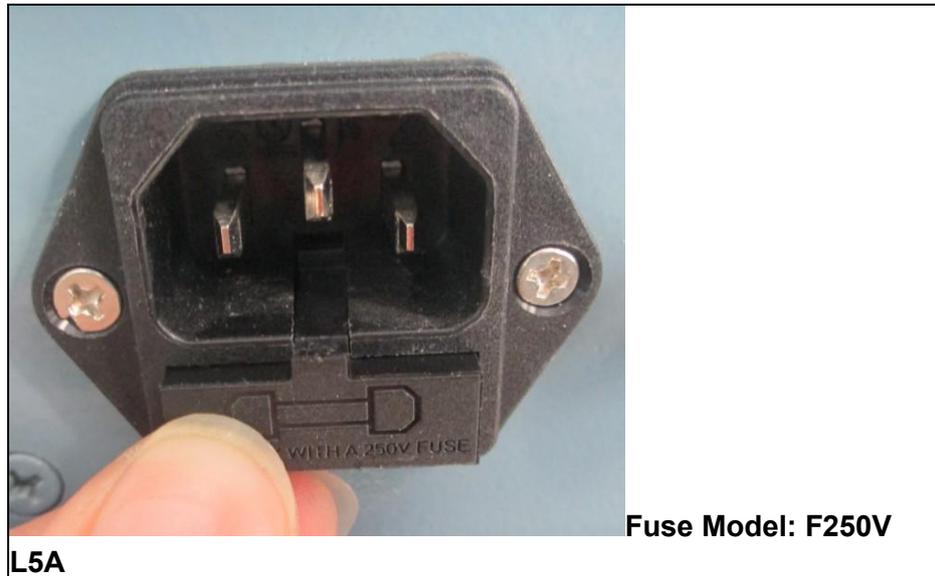


Step 3: Pull out the holder, the fuse is inside it.

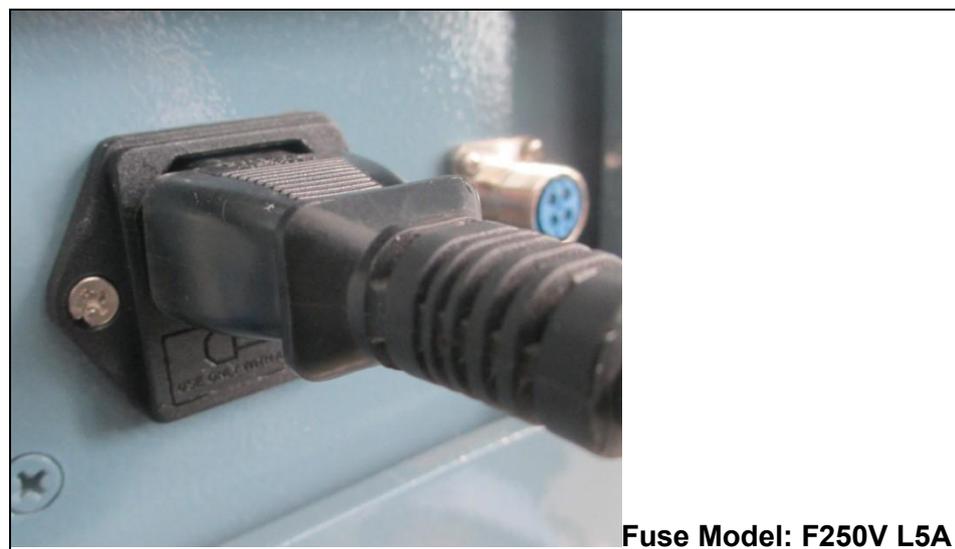


Take number 1 fuse out, (it is the one you are using now) then put in a new one. We enclose 5 extra fuses in a plastic bag. If can't find the extra fuses, please use number 2 fuse to instead of number 1 fuse.(The fuse is 5A, model: F250V L5A.)

Step 4: Put back the fuse holder after changing the fuse.



Step 5: Connect the power plug, finish.



★ The touch screen failure:

Maybe the touch screen is pressed, please use one finger to press on anywhere of the screen continuously and quickly, and when you hear “di di ” sound, release your finger quickly, then gently press the center of the three corners.



After above, the normal operation interface will appear. If the problem still exists.

Please call the customer service department.

★ If the touch screen is broken. Please call the customer service department.

★ Touch screen display error:

Please turn the power off, wait one minute after a reboot. If the problem still exists, please call the customer service department.

★ After turn on, the screen displays:

Error1: Low water flow!

Step 1: Be sure to add enough water. If unsure, you can fill up the tank again (add water outflow from overflow)

Step 2: Still couldn't work after the above steps, please contact our customer service department, it needs open the machine to check water pipes and pumps, However, user couldn't open the machine without authorization.

★ Laser cannot light:

Please check whether the laser light is bright. If not, please check whether the



is ready; if yes, please notice whether the



is working. If

still cannot work, please call the customer service department.

## ★ Warranty

Strict examination presents with all products before sale. ONE-years guarantee of service without payment from the date of purchasing is authorized to clients. During the guarantee period, a malfunction due to the quality of machine shall be responsible by manufacturer. (the main power system is given 1 years guarantee ,the treatment handle used less than

10,000,000 spots in one year can be maintained freely )

If there is some problem during the warranty, we provide the unconditionally maintain.

The machines are provided technical support for life time, And if there is some spare

parts need to be changed we only charge for the cost fees. Malfunctions caused by following reasons are out of guarantee service:

Malfunctions caused by incorrect operation

Malfunctions caused by unauthorized transferring, dismantling, collision or other human errors.

Malfunctions caused by force majeure.

Energy reduction caused by bad environment of moisture and dust.

Malfunctions caused by unsound spare parts and accessories

The system is maintained for lifetime, when the components need to be changed, we only charge the cost fee and traffic fee accordingly.

### **Environmental protection:**

When the instrument is out of its life time, please follow the local laws to do the recycling and processing to avoid the environmental pollution.

### **Contact us:**

[www.viclaser.com](http://www.viclaser.com)

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**Thank you for reading!**