FAQ™

ANTI-AGING
EXPERTS



FAQ™ 402

DUAL MICROCURRENT + LED FACE & NECK TONING DEVICE

ONLINE MANUAL

FULL USER MANUAL

GETTING STARTED

Congratulations on taking the first step into a new era of skincare with FAQ™ 402. Before you begin to enjoy all the benefits of professional technology in the comfort of your home, please take a few moments to carefully read the instructions in this manual.

Please **READ ALL INSTRUCTIONS BEFORE USE** and utilize this product only for its intended use as described in this manual.

WARNING: NO MODIFICATION OF THIS EQUIPMENT IS ALLOWED.

FAQ™ 402 OVERVIEW

As our skin matures, it faces new challenges such as loss of firmness, deeper wrinkles & dullness. Featuring advanced microcurrent and LED light, FAQ™ 402 delivers unparalleled results to give you a youthful, contoured complexion at the push of a button.

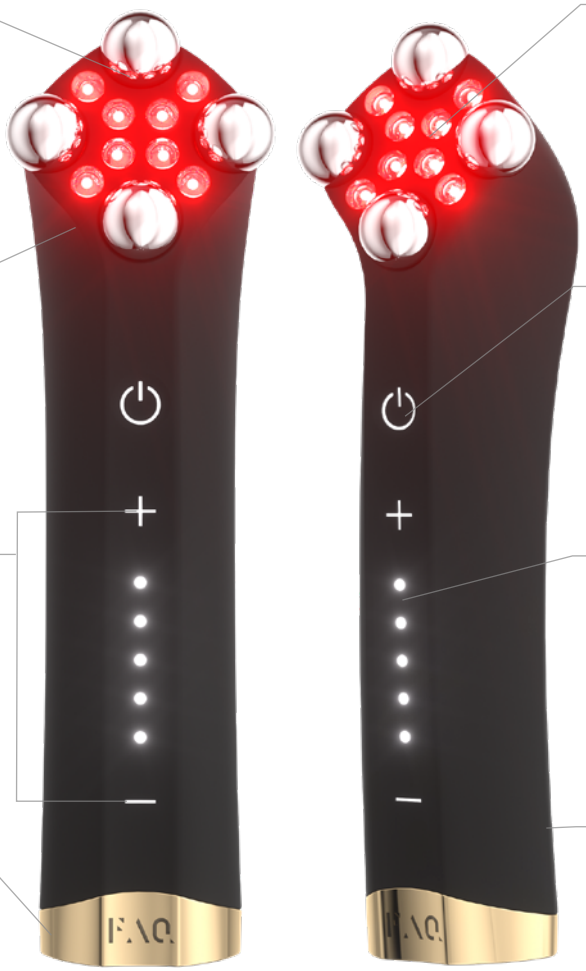
GETTING TO KNOW FAQ™ 402

4 METAL SPHERES
Deliver microcurrent directly to skin and the muscles below, to lift and contour the complexion. Also enhance absorption of active ingredients in your skincare via electroporation.

T-SONIC™ MASSAGE
Relaxes facial muscle tension points & improves lymphatic drainage, to prevent wrinkles, boost radiance & reduce puffiness.

PLUS & MINUS BUTTONS
Adjust intensity of microcurrent to perfectly suit your skin's needs.

SMART SWISS DESIGN
Lightweight and gently curved to fit the contours of your face and hand, with guided treatment videos on the FAQ™ Swiss app.



NIR, RED & BLUE LIGHT THERAPY
Promotes collagen production, improves texture, and reduces signs of aging through a diverse range of wavelengths.

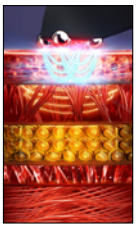
UNIVERSAL POWER BUTTON
Turns device on and off, and puts device in Bluetooth pairing mode to connect to the app.

INTENSITY INDICATOR LIGHTS
Light up to indicate the microcurrent intensity level of your device. Flash to indicate when device is in Bluetooth pairing mode, Smart Control mode and when device needs to be charged.

CHARGING PORT
Up to 240 mins of use per charge with included USB charging cable. 100% waterproof closure.

TYPES OF MICROCURRENT

FAQ™ 402 features 4 types of microcurrent. Each has its own special benefit:



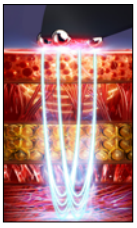
Tapping Microcurrent™

Quick and short waves of current flow through the upper layers of the skin and superficial muscle, to brighten, smooth and plump.



Lifting Microcurrent™

Repeatedly staggers current from low to high frequency, gently coaxing intermediate muscles into naturally lifting, for a contoured look.



Sculpting Microcurrent™

Channels microcurrent into deep muscle, effectively toning, for a firm & sculpted appearance.



Advanced Microcurrent™

Steady current stimulates muscles on each layer to strengthen them, while tightening skin above.

HOW TO USE FAQ™ 402

UNLOCK YOUR DEVICE

In order to use your device, you must first unlock it. You can do this automatically by registering your device via the FAQ™ Swiss app for the first time. Simply follow the steps below:

1. Download the FAQ™ Swiss app on your mobile phone by scanning the QR code.
2. Log in to your existing account, or sign up for a new one.
3. Add device (on the top of your screen).
4. Choose the device series.
5. Follow the instructions on the app and fill in the purchase information.

And your device is ready to use!

HOW TO USE



1. APPLY CONDUCTIVE PRIMER

Make sure both your skin and FAQ™ device are completely clean and dry. Then apply FAQ™ P1 Manuka Honey Primer evenly across the areas of the face / neck you wish to treat, leaving a thin mask-like layer on the surface of the skin.



2. SELECT PREFERENCES

Press the universal button to turn on your FAQ™ 402 device. Adjust the microcurrent intensity by pressing the + and - buttons. Access more settings via the FAQ™ Swiss app.



3. TIGHTEN, LIFT & CONTOUR

Lightly press all four metallic spheres to your skin, and slowly glide the device upward and outward across your cheekbones and forehead, around your mouth, and over your jawline and neck, as desired. Beginners may wish to use one of our video-guided treatments on the app, for more detailed guidance.

IMPORTANT INFORMATION:

- Microcurrent devices like FAQ™ 402 must be used with a conductive primer. For optimal results, we recommend using FAQ™ P1 Manuka Honey Primer – formulated with 17 repairing Amino Acids, and developed specifically for use with FAQ™'s facial microcurrent devices..
- Leave a thin, mask-like layer of FAQ™ P1 Manuka Honey Primer on skin, so the device can glide smoothly. If treating many areas in one session, you can apply the primer to each area before you use microcurrent on that area.
- Never use microcurrent devices like FAQ™ 402 on the midline bone of the neck, or within the orbital bone.
- For optimal results, make sure all 4 metal spheres are touching your skin during your treatment. For smaller areas of the face where this might not be possible, always ensure at least 2 of the metal spheres are touching your skin.
- Always glide the device in upward and outward motions, from the center of your face toward your hairline.
- Recommended usage: Once in a 24 hour period. For the first 60 days, we recommend at least 5 times per week. After 60 days or once desired results are achieved, 2-3 times per week for maintenance.

WARNINGS

FOR OPTIMUM SAFETY:

- Toning with FAQ™ 402 should be comfortable – if you experience any discomfort or irritation, discontinue use immediately and consult a physician.
- Do not use on the chest / breast area, eye area (circular muscle within the orbital rim), mid-line (bone) of neck, or the genitals / groin area.
- Do not use over red skin, raised moles, major arteries (eg. carotid), enlarged capillaries, metal implants, infected areas, or areas with no feeling in them.
- Do not use the device to treat rosacea, moles, warts, open sores, cancerous lesions, or any skin condition.
- Do not use if you have any existing medical conditions such as epilepsy, a hemorrhagic disease, cancer, tumors, or perceptual disturbance.
- Do not use if you have had a laser treatment, chemical peel, or have any other form of injured or damaged skin.
- Do not use if you have had cosmetic surgery on your face.
- Do not use if you have any implanted medical device or any other electronic instrument or body aids.
- Electronic monitoring equipment, such as ECG monitors and ECG alarms, may not operate properly when the device is in use.
- FAQ™ 402 should not be used on, near, or by children or those with reduced physical and mental abilities. Close supervision is necessary when this device is used, cleaned or stored near children or those with reduced physical or mental abilities.
- The long-term effects of microcurrent are unknown.
- The safety of the device for use during pregnancy has not been established. If you are pregnant, consult your physician before using this device.
- If you have a skin condition or any medical concerns, please consult a physician before use.
- If you have suspected or diagnosed heart disease, follow precautions recommended by your physician.
- Exercise particular care when toning the under-eye regions and do not bring the device into contact with the eyelids or eyes themselves.
- There may be a perception of flashing lights during the use of your device, resulting from the stimulation of your optic nerve. If you notice this condition constantly without the use of your device, consult your physician.
- A slight tingling sensation may occur while using the device, which is normal and not cause for any concern. Lowering the intensity may reduce or eliminate this sensation.
- Given the efficiency of the FAQ™ toning routines, we recommend that you do not use the microcurrent function of FAQ™ 402 for more than 3 minutes at a time, per area.
- For reasons of hygiene, we do not recommend sharing your FAQ™ 402 with anyone else.
- Do not use while driving or operating heavy machinery.
- Do not use the device when it is plugged in.
- Do not insert any object into any opening of the device.
- Do not use the device if it is overheating or you suspect that it is malfunctioning.
- Avoid leaving your FAQ™ 402 in direct sunlight and never expose it to extreme heat or boiling water.
- FAQ™ 402 should be completely dry before activating the microcurrent function. Do not use the device if it has been submerged in water, and do not use with wet hands.
- This device should only be used with a SELV power adapter.
- It is recommended that IEC60950 standard power suppliers are used to charge the device.

- Before charging, make sure that the plug and socket are completely dry. Failure to do so may result in electric shock, short circuit, or fire.
- Do not use the device while charging. Discontinue use if this device or charger is not working properly or appears damaged in any way. Use the USB charging cable supplied with your device only.
- The battery must be removed from the appliance before it is disposed of. The appliance must be disconnected from the supply mains when removing the battery, and the battery is to be disposed of safely.
- This product contains no serviceable parts.
- This device is intended for cosmetic use on the face and neck. Any harmful consequences resulting from misuse, application to other body areas, connection to improper voltage sources, dirty conductive solution or spheres, or any other improper applications are not the responsibility of FAQ™.
- Use this device only for its intended use as described in this manual. If you do not find the answer to your specific question, or if you have any other questions regarding the device's operation, please visit **faqswiss.com/support**

CLEANING YOUR FAQ™ 402

Always clean FAQ™ 402 thoroughly after use. Wash the metallic spheres and silicone surface with water and soap, then rinse with warm water. Pat dry with a lint-free, non-abrasive cloth or towel. For optimal results, we recommend spraying the device with FAQ™ Silicone Cleaning Spray once a week, and rinsing with warm water.

NOTE: Never use cleaning products containing alcohol, petrol, or acetone, as they may irritate the skin and damage the silicone.

TROUBLESHOOTING

Precautions to be taken in the event of changes in the performance of FAQ™ 402 :

If FAQ™ 402 is not activated when pressing the universal button:

- Battery is empty. Recharge using USB charging cable for up to 1.5 hours until fully charged and then restart your device by holding down the universal button.

If FAQ™ 402 cannot be switched off and/or the universal button does not respond:

- Microprocessor is temporarily malfunctioning. Press and hold the universal button to restart the device.

If FAQ™ 402 won't sync to the FAQ™ Swiss app:

- Switch your Bluetooth off and then on again to try reconnecting.
- Close the FAQ™ Swiss app and then reopen it to start the process over.
- Check to see if the app needs to be updated in your mobile device's app store.

WARRANTY TERMS & CONDITIONS

REGISTER WARRANTY

To activate your 2-Year Limited Warranty, register through the FAQ™ Swiss app, or visit **faqswiss.com/product-registration** for more information.

2-YEAR LIMITED WARRANTY

FAQ™ Swiss warrants this device for a period of TWO (2) YEARS after the original date of purchase against defects due to faulty workmanship or materials arising from Normal Use of the device. The warranty covers working parts that affect the function of the device. It does NOT cover cosmetic deterioration caused by fair wear and tear, or damage caused by accident, misuse or neglect. Any attempt to open or take apart the device (or its accessories) will void the warranty.

If you discover a defect and notify FAQ™ Swiss during the warranty period, FAQ™ Swiss will, at its discretion, replace the device free of charge. Claims under warranty must be supported by reasonable evidence that the date of the claim is within the warranty period. To validate your warranty, please keep your original purchase receipt together with these warranty conditions for the duration of the warranty period.

To claim your warranty, you must log in to your account at www.faqswiss.com and then select the option to make a warranty claim. Shipping costs are nonrefundable. This undertaking is in addition to your statutory rights as a consumer and does not affect those rights in any way.

DISPOSAL INFORMATION

Disposal of old electronic equipment (applicable in the EU and other European countries with separate waste collection systems).

PACKAGING IS MADE OF RECYCLABLE MATERIAL

GARBAGE WASTE ELECTRICAL & ELECTRONIC EQUIPMENT DIRECTIVE

EUROPEAN CONFORMITY

TYPE BF APPLIED PART

CONSULT INSTRUCTIONS FOR USE

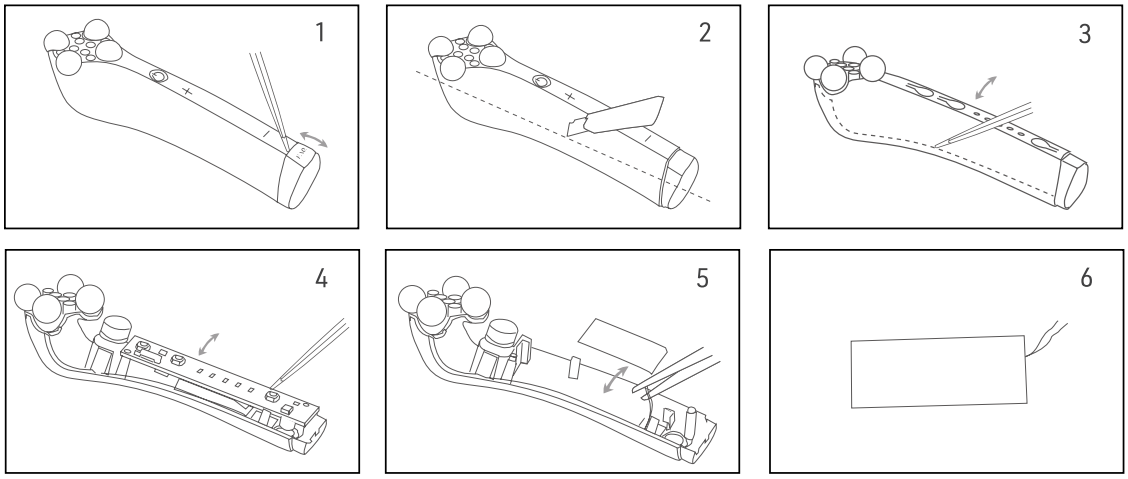
This device should not be treated as household waste, but rather be brought to the appropriate collection point for recycling of electrical and electronic equipment. By ensuring this device is disposed of correctly, you will help prevent the potential negative consequences for the environment and human health which could be caused by inappropriate waste handling of the device. The recycling of materials will also help conserve natural resources.

For more information about the recycling of your device, please contact your local household waste disposal service or your place of purchase.

BATTERY REMOVAL

NOTE: This process is not reversible. Opening the device will void its warranty. This action must only be undertaken when the device is ready to be disposed of.

Because this device contains a lithium-ion battery, the battery must be removed before disposal and should not be thrown away with household waste. In order to do this, remove the silicone outer layer, open the inner plastic shell, remove the battery, and dispose of it in accordance with your local environmental regulations. Wear gloves during this process for your safety. Detailed visual instructions are provided below:



SPECIFICATIONS

MATERIALS:	Body-safe silicone, ABS, PC, Chrome-Plated Zinc Alloy
SIZE:	143.3 x 40 x 43 mm
WEIGHT:	105g
BATTERY:	420mAh
USAGE:	Up to 240 mins of use per 1.5 hour charge
STANDBY:	90 days
MAX NOISE LEVEL:	<50 dB

DISCLAIMER

Users of this device do so at their own risk. Neither FAQ™ Swiss nor its retailers assume any responsibility or liability for any injuries or damages, physical or otherwise, resulting, directly or indirectly, from the use of this device. Furthermore, FAQ™ Swiss reserves the right to revise this publication and to make changes from time to time in the contents thereof without obligation to notify any person of such revision or changes.

CAUTION: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

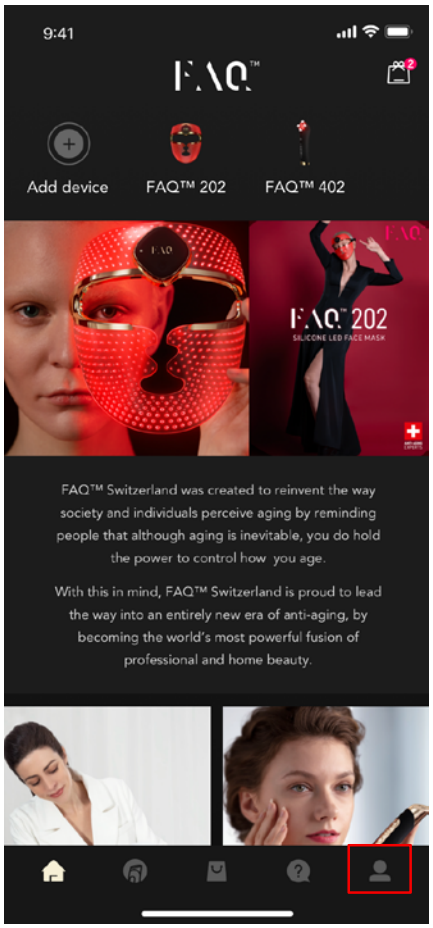
NOTE: This device complies with Part 15 of the FCC Rules and contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:
(1) This device may not cause interference.
(2) This device must accept any interference, including interference that may cause undesired operation of the device.

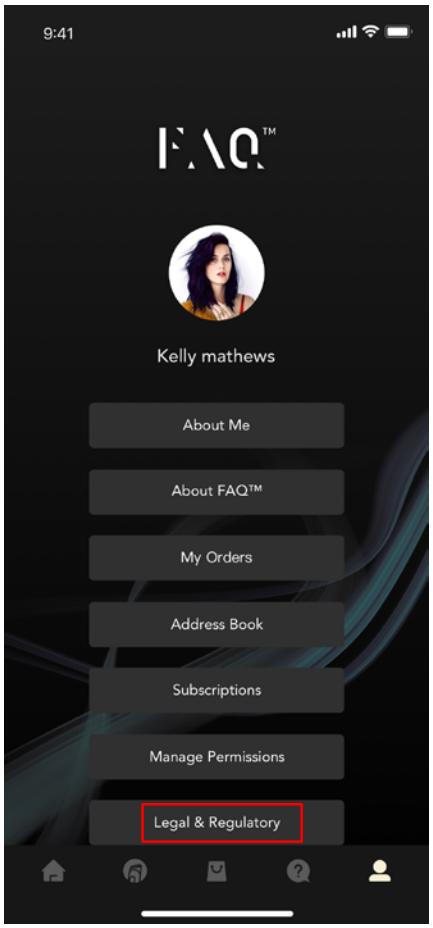
FAQ™ declares that this device is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity for the product is available at **www.faqswiss.com/support/eu-conformity**.

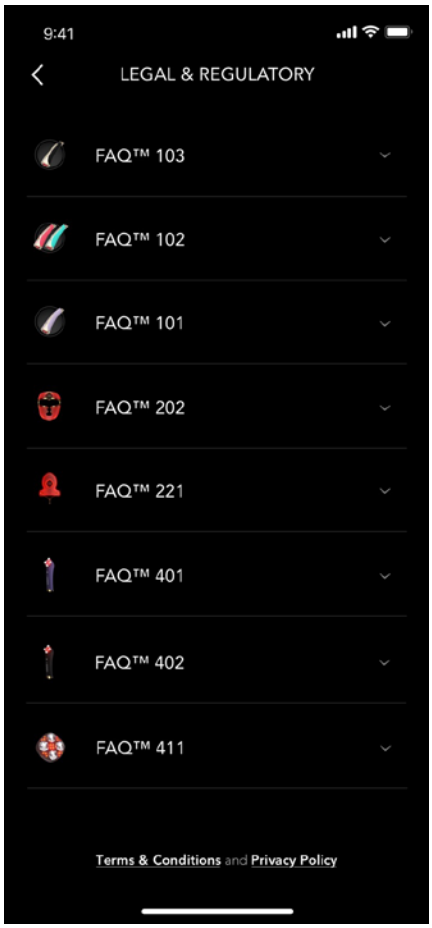
Model may be changed for improvements without notice.

Additional legal and regulatory information is available on the app. To view, simply follow the steps below:

Step 1: Open FAQ™ Swiss app & select profile icon
Step 2: Select 'Legal & Regulatory'
Step 3: Select your device.







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UK RP: FOREO LTD., LAWFORD HOUSE, ALBERT PLACE, N3 1QA LONDON.
MANUFACTURED BY / FABRIQUÉ PAR : VIS (SHANGHAI) TECHNOLOGY CO. LTD., NO.58 LINSHENG ROAD, TINGLIN TOWN, JINSHAN DISTRICT, SHANGHAI, CHINA, 201505.

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