

HOMEDICS



mē

elos™ professional hair removal system

User Guide

## Contents

Introduction .....	1
What is Electro-Optical Synergy (elös)? .....	2
Package Content .....	3
Important safety information .....	6
Possible side effects and skin reactions .....	9
What is the Intended Use for mē? .....	10
How to use your mē system .....	11
Cleaning and storage .....	14
How To Replace Your Cartridge/ Shaver/Epilator/ Face adaptor .....	15
Traveling with your mē system .....	17
Troubleshooting .....	18
Guarantee & Service .....	20
Manufacturer Information .....	21
Specifications .....	23

# Introduction...

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Congratulations on purchasing your mē system! mē is an innovative device that can be used in the comfort and privacy of your own home to treat unwanted hair. mē is the only at-home permanent hair removal device to use patented elōs technology and is clinically proven to be safe and effective for all skin tones. Gentle, easy to use and just minutes a treatment, now you can experience the freedom of silky, smooth skin without the hassles of shaving and waxing.

## Effective Prevention of Hair Re-Growth

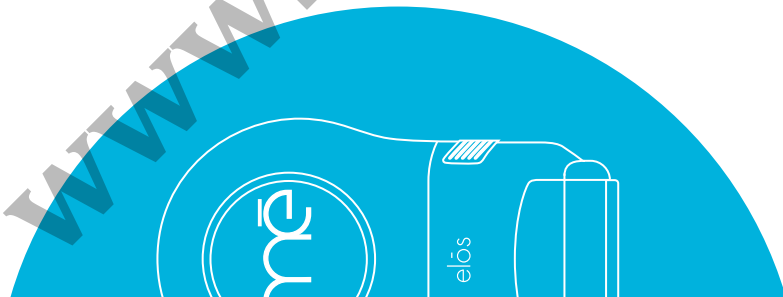
Hair reduction is a gradual and cumulative process.

Our clinical studies have shown that there is less hair growth by using mē.

How long it takes to see visible results and how long the results last vary from person to person.

Periodic treatments are recommended to maintain these results.

Clinical studies have shown that when hair does grow back between each of the treatments, there will be less of it.



## What is Electro-Optical Synergy (elōs)?

Electro-optical Synergy (elōs) is the unique and patented technology that drives the mē's ability to remove unwanted hair. It combines two types of energy- Intense Pulsed Light (IPL) and Radio Frequency (RF) to remove hair through selectively targeting the hair follicle in a safe yet effective manner.

Invented by Dr. Shimon Eckhouse, elōs technology was exclusively available to doctors through professional hair removal devices, however, it is now available to consumers directly through the mē device.

### How does Electro-Optical Synergy (elōs) Work?

elōs technology selectively delivers heat from IPL and RF energy to the hair follicle affecting the source of where your hair grows. The hair follicle is destroyed, thereby removing and reducing the amount of hair you're left with in the treated area. elōs technology can even be used safely and effectively on all skin tones including naturally dark skin.

### Hair Growth Cycle

Every hair in our body goes through a complete growth cycle, from an active to resting phase. Light-based treatments work best on hairs in their active phase. How long each cycle lasts varies from person to person and between the different parts of the body. Other factors such as genetics, metabolism and age also influence the duration of each growth stage.

### What to expect from your treatment

You will need to treat the areas of unwanted hair multiple times in order to target hair in the active cycle.

After a hair follicle is treated, it can take one to two weeks for the hair to fall out. During this time, it may look like hair is still growing, but really the hair is being "pushed out."

You may or may not see these hair stubs pushed out from the skin.

## Package Content

Inside the packaging of your mē you will find the following:

- mē system with one cartridge and protective cap already installed
- Facial Adaptor
- Protective cap (already installed)
- elōs protective cap
- Power Cord
- User Guide
- Goggles for facial treatment
- Cleaning Brush

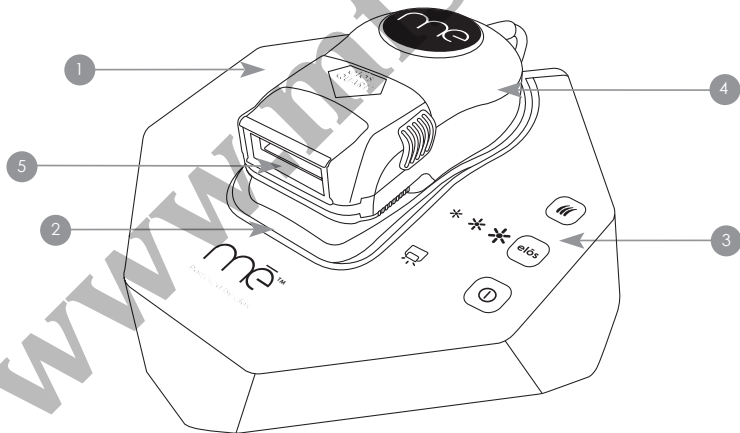
### Additional Accessories

Sold separately

- Shaver
- Epilator
- Replacement elōs cartridges

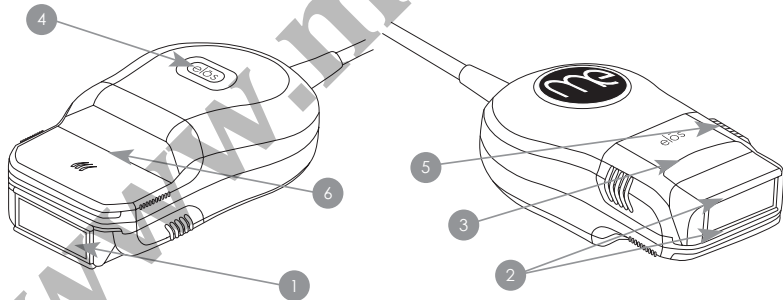
**mē includes the following components:**

1. Base unit.
2. Cradle.
3. Control panel with:
  - power button
  - elōs energy setting buttons
  - indicator when the elōs cartridge is finished and needs to be replaced
  - accessory activation button
4. Applicator (hand piece with cord).
5. elōs cartridge with elōs output window and RF contact bars.



### On the applicator and cartridge you will find

1. elōs pulses output window.
2. RF skin contact bars: The 2 RF bars must be in complete contact with the skin for the light pulses to flash.
3. Cartridge: The cartridge comes attached to the applicator and is preloaded with light pulses. You will need to replace the cartridge when the Empty indicator light on the base unit is red.
4. elōs activation button.
5. Cooling Outlet.
6. Protective cap.



**Note:** If you don't have a replacement cartridge – make sure you place the elōs protective cap instead of the used cartridge. This is in order to protect the inner parts of applicator.

## Important safety information

### Important Safety Information - Read Before Use!

Read all warnings and safety information in the user manual before using the mē system.

Always follow basic safety precautions when using any electrical product.

mē is not designed for everyone. Please read this User Guide before using it.

Make sure you follow all the warnings. Also don't use the device if it isn't right for you (see Contraindications section below).

### When not to use mē / Contraindications

- **DO NOT** use if your skin is tanned or burned from being in the sun or from tanning beds or tanning creams (self-tanners). This can cause temporary or even permanent whitening of the skin. Wait 2 weeks until the sunburn or tan disappears before using the system.
- **DO NOT** expose treated areas to the sun. Wait at least 24 hours after treatment before you expose treated skin to the sun or tan with artificial light. Even after 24 hours, make sure that the treated skin is not red from the treatment before you expose it to the sun. Be sure to carefully protect the treated skin with sunscreen throughout the hair removal period.
- **DO NOT** use if you are pregnant, trying to become pregnant (conceiving) or breast-feeding. mē has not been tested on pregnant or breast-feeding women.
- **DO NOT** use if you have epilepsy or light-induced seizures or migraines. The energy flashes might cause severe headaches and migraines.
- **DO NOT** use on tattoos, dark brown or black spots (such as dark freckles, birthmarks, moles or warts). Tattoos or dark spots may absorb too much light energy which could cause skin swelling, temporary or permanent blisters or discoloration of the skin or whitening of the skin.
- **DO NOT** use around the eyes, on the head, ears, nipples, genitalia, or around the anus. Use in these areas could cause skin swelling, blisters, or temporary skin discoloration or whitening of the skin.



- **DO NOT** use if you are under the age of 18. The effects of using mē in this age group are unknown.
- **DO NOT** use if you have any skin condition in the treatment area, including acne, sores, psoriasis, eczema, burns, herpes simplex, wounds or a rash. These conditions can make the skin more sensitive to the light treatment and could make the treatment uncomfortable or cause skin swelling, blisters or infection. Wait for the affected area to heal before using. If you are not sure if your skin condition has healed enough to use the device, then please consult with your doctor.

## WARNINGS

- **DO NOT** open mē outer cover or touch any inner parts. Do not attempt to repair your device. Trying to open the system may also damage the device and will void your warranty.  
Please contact Customer Service if you have a broken or damaged device in need of repair. Failure to follow these warnings can cause electrocution or electric shock.
- **DO NOT** use mē where it can come into contact with liquids or become wet (sink/bath/shower). This can cause electric shock. If the system is dropped into liquid, unplug it immediately. Do Not remove the system from the liquid until unplugged. Do Not use the system again and contact Customer Service.
- **DO NOT** hold the applicator window still over one spot on the skin and flash multiple light pulses on the skin. Doing so causes too much heat to build-up and may result in skin swelling, blisters, or temporary or permanent changes in the colour of your skin. After each flash, move the treatment window to a neighboring skin spot. Wait for at least 10 seconds before returning to a previously treated skin spot.
- **DO NOT** use mē if any parts show signs of damage. This may result in injury.
- **DO NOT** cover any ventilation slots during use, as they help to keep the device cool during operation. Covering the ventilation slots could result in the device overheating.
- **KEEP OUT OF REACH OF CHILDREN!** mē is a powerful device and should not be used by anyone under the age of 18.

- **DO NOT** leave mēe unattended around children, as the cords represent a choking hazard. Children should be supervised to ensure that they do not play with the appliance.
- **DO NOT** use if your skin is sensitive to light. This condition could make the light treatment uncomfortable or cause skin swelling, blisters or infection. In order to determine if you can use mēe, perform a test on a small patch of skin. Then, wait 30 minutes to see if any skin reactions developed. Only if no skin reactions developed and the skin looks normal, you may use mēe.
- **DO NOT** use mēe on any area where you may want your hair to grow back.
- **DO NOT** use the system above 86°F (30°C). If the system heats up, it may not work properly and may cause injury.

## Possible side effects and skin reactions

Use of mē could result in possible side effects.

These reactions are rare and should resolve within a short time.

However, every cosmetic treatment may involve some degree of risk.

Possible rare reactions are described in the table below with the recommended action.

The reaction	Recommended action
Colour or textural changes to the skin that may be permanent	May occur either at the time of treatment or after. If there is no improvement within 24 hours, consult your doctor
Redness of the skin	May occur either at the time of treatment or after. If there is no improvement within 24 hours, consult your doctor
Itching of the treated area	Cool the area with cold compresses (but not with ice or ice packs). If the itching continues, consult with your doctor
Acne outbreak	If there is no improvement within 24 hours, consult your doctor
Blistering or burning of the skin	Cool the area immediately with cool/cold compresses (but not with ice or ice packs) Contact your doctor
Permanent scarring or loss of skin tissue and depressions.	May occur either at the time of treatment or after. If there is no improvement within 24 hours, consult your doctor
Unusual pain occurs	Stop treatment and consult your doctor

## What is the Intended Use for mē?

mē is intended for permanent reduction of unwanted hair.

### Skin Tone

mē is intended for body use on ALL skin types (skin colour you are born with).



### Hair Colour

mē is intended for use on ALL hair colours.

**Note:** For effective results, epilator attachment is required for body treatment of naturally light blond, red and white/ grey hair. Epilator should not be used on the face.

### Body Areas

mē is intended for use by women and men on body hair below the neck and by women on facial hair below the cheek line.



**Note:** Facial treatment is different than body treatment. Make sure to read the entire user guide before you get started.

## How to use

### Step 1: preparing for mē

Remove hair in the area you intend to treat (or alternatively, use the dedicated mē epilator/ shaver accessories).

### Step 2: skin sensitivity test

Before using the system for the first time, choose a small area close to the area you intend to treat, for the purpose of performing a skin sensitivity test. Follow the treatment instructions below. After the skin test, wait 30 minutes and check your skin for any reaction. If the skin appears normal and there is no redness or other skin reaction, then you are ready to perform a full treatment to the rest of the body area. Choose the elōs setting that did not result in any reaction when performing a complete treatment.

### Step 3: treating with mē

#### Body:

1. Press the power button on the base unit to turn the system on.
2. Press the elōs button on the base and select the appropriate elōs level (Low-Medium- or High). It is recommended to start with Low level, and if you feel comfortable, choose a higher elōs level.
3. If you use the designated shaver/ epilator, connect it instead of the protective cap and press the accessory button on the control panel once to run the epilator mechanism at low speed. If desired, press it again to run the epilator at high speed. The shaver cartridge operates only at speed level 1.
4. Press the elōs activation button on the applicator.
5. Place the applicator on the area you want to treat, ensuring full contact of the two silver RF delivery bars with the skin. Do not press, just gently touch the skin. System will start emitting elōs pulses.
6. Glide the applicator slowly and continuously on the treatment area without stopping in one place.  
Do not return to the same spot for at least 10 seconds.

#### Face:

Removing unwanted hair from the face is very different from removing unwanted hair from the body. Please read the user guide thoroughly before starting to remove facial hair with your mē.

When treating facial hair, it is recommended to use the **face adaptor**.

The face adaptor has been designed to accommodate smaller and more delicate treatment areas on the face. It delivers energy in single pulse mode at the desired energy level.

The face adaptor can be either included in this package (configurations vary) or purchased separately as an accessory.

### Facial Skin tones

Make sure to perform a skin sensitivity test before you start your treatment (check the user guide for more info).

1. Clean your skin and remove the hair on the surface of the skin. You may use tweezers, wax, shaver, etc. Do not use the mē epilator accessory on your face as it was not designed for facial use.
2. Use a white eyeliner to conceal areas that should not be treated such as the edges of your lips and facial moles.
3. Choose a broad ambient light environment.
4. Turn on your mē device and select the first elōs level on the base unit, which is Low. Put on the provided eye goggles or sunglasses. If you have a face adaptor, remove the accessory protective cap and connect the face adaptor. The face adaptor will allow system to emit only single pulses with the desired energy level.
5. Press the elōs cartridge activation button on the applicator to turn on the applicator.
6. Gently position the applicator on the area you want to treat. Press again the elōs cartridge activation button to apply a single pulse. If you feel comfortable, you may change the elōs level from Low to Med or High.
7. Reposition the applicator on the next area to be treated and press again the elōs cartridge activation button to apply another pulse. Repeat these previous steps until you have covered the entire facial area. Wait at least 10 seconds before you treat over the same spot.

**Note:** Start with LOW elōs level, if you feel comfortable, you may increase the elōs level for better results.

## Maintaining your smooth skin

For best results, use mē on the same body area once a week for the first 7 times. Performing additional maintenance treatments, after the first 7 treatments, will help your hair removal results last longer.

We recommend treating the face every 1-2 weeks.



**Note:** If you feel that the hair is too noticeable, you can treat that specific area every 2 days.

## Treatment durations

For effective results, mē should be used according to the following table:



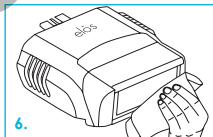
**Note:** Start at LOW eIōs level. If you feel comfortable, increase the eIōs setting for higher efficacy.

## Done with mē?

1. Turn off the mē system by pressing the power button on the base unit.
2. Place the applicator into its cradle in the base unit and disconnect unit from power outlet.
3. Clean the cartridge light output window with a non-alcoholic based wet wipe or soft tissue, clean accessories as well.
4. Store the system in a cool and dry place AWAY from the reach of children.
5. Gently rinse your skin with lukewarm water and pat dry.
6. Gently apply moisturizing cream or Aloe Vera gel to your skin.

## Cleaning and storage

1. Place the applicator in its cradle on the base unit.
2. Turn off the system by pressing the power button on the base unit.
3. Gently rinse your skin with warm water.
4. Gently apply moisturising cream to your skin.
5. Unplug the electric cable from the electrical outlet.
6. Clean the cartridge light output window with a non-alcoholic based wet wipe or soft tissue.
7. If you have used the designated mē epilator or shaver: Remove the shaver or epilator from the applicator and place the protective cap instead. Use the supplied cleaning brush to clean the accessories. It is recommended to use a soft tissue or a non-alcoholic wet wipes for cleaning.
8. If you have used the designated mē face adaptor: Remove the face adaptor from the applicator and place the protective cap instead. Clean the outside surface using ONLY a dry soft cloth or a non-alcoholic based wet wipe.
9. Clean the outside surface of the mē system using ONLY a dry soft cloth or a non-alcoholic based wet wipe.
10. Store the system in a cool and dry place AWAY from the reach of children.





## Post-treatment care

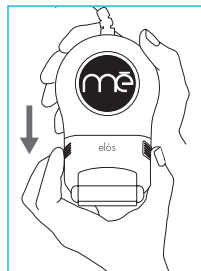
Gently rinse your skin with lukewarm water and pat dry.

Be sure to carefully protect the treated skin with sunscreen throughout the hair removal period. Failure to follow this warning could result in skin swelling, blisters, temporary or permanent skin discoloration or skin whitening or darkening.

## How To Replace Your Cartridge/Shaver/Epilator/ Face adaptor

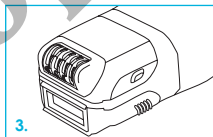
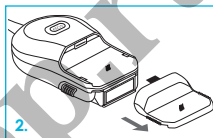
### Replacing your cartridge:

1. Make sure that the mē system is turned off and the cable is unplugged from the electrical wall outlet.
2. Remove the old cartridge from the applicator by gently pulling the cartridge out.
3. Dispose of the old cartridge safely, according to page 16.
4. Take the new cartridge out of its protective container. Try to avoid touching the glass. Fingerprints or oils from your skin interfere with light passing through the glass, and this will reduce the treatment success.
5. Slide the new cartridge gently into the applicator until you feel it "clicks" into place.
6. Place the applicator on the cradle of the base unit before turning on the mē system.



### Replacing your designated mē shaver, epilator or face adaptor:

1. Make sure that the mē system is turned off and the cable is unplugged from the electrical wall outlet.
2. Remove the protective cap from the applicator by gently pulling it out.
3. Take the shaver, epilator or face adaptor out of its protective container. Slide it gently into the applicator until you feel it "clicks" into place.
4. Place the applicator on the cradle of the base unit before turning on the mē system.
5. Turn on the mē system. Your mē is ready for use.



### Disposal of Cartridge

- a) If you don't have a new cartridge, make sure you place the protective cap in place of the used cartridge to protect the system inner parts.
- b) Please follow the regulations where you live for disposal of electric systems when recycling or disposing of your base unit, hand piece or disposable cartridge.

### WEEE Directive



This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmental safe recycling.

## Traveling with your mē system

The mē system is designed with universal voltage. That means that you can use the system all over the world. You will need to use an adaptor for the plug, since electric wall outlets vary by country. Make sure that mē system does not get wet while traveling.

**Do Not** use it in a wet environment.

## Troubleshooting

Indicator	What does it mean	How to react
<b>Control Panel</b>		
No lights are on	Power cable is not connected	Connect power cable
All elōs energy level lights are blinking	No elōs energy level was selected.	Select an elōs level. The applicator fan will start blowing indicating that the cartridge is active.
elōs activation button is blinking	elōs energy level was selected. elōs activating button flashes to indicate that it needs to be pressed.	Press the cartridge activation button. The applicator fan will start blowing indicating that the elōs cartridge is active.
Power light is blinking orange	An error has been detected	Reset: <ol style="list-style-type: none"> <li>1. Disconnect power cord.</li> <li>2. Wait until all lights are off (up to 2 minutes).</li> <li>3. Reconnect the power cord and turn system on.</li> <li>4. Move to a cooler area with a room temperature of less than 86 degrees Fahrenheit (30 degrees Celsius) and restart the system.</li> </ol>
No light flashes from cartridge treatment window.	<ol style="list-style-type: none"> <li>1. RF skin contact bars not in contact with the skin in treatment area.</li> <li>2. Cartridge activation button is not pressed.</li> </ol>	In order for the system to flash pulses, make sure all 3 conditions are met: RF skin contact bars in contact with skin, cartridge activation button on, elōs level selected.

Applicator		
elōs energy button on base is blinking.	Cartridge slot is empty.	Insert cartridge protective cap or cartridge.
Accessory activation button on base is flashing	Accessory slot is empty.	Insert face adaptor, or accessory (shaver/epilator), or a protective cap.
Cartridge level indicator is blinking	Amount of pulses remaining in elōs cartridge is low	Prepare a new cartridge to be in-hand.
Cartridge level indicator is constantly on	No more pulses remaining in elōs cartridge	Insert a new elōs cartridge.
Other		
My skin is red after treatment.	The skin may become red as a result of the treatment. This redness generally clears up within 24 hours.	If the redness persists more than 24 hours after a treatment, stop using mē and contact your doctor or Customer Support.
I barely see any hair reduction.	Make sure to follow the protocol suggested and to use the treatment duration time suggested.	Actual results will vary from person to person, depending on the body area being treated and whether the instructions were followed correctly. Contact Customer Support for help.
I feel some pain and warmth when I apply the light flashes. Is this normal?	You may feel warmth, tingling, or itching. It is expected that this pain and warmth will be up to moderate.	If the pain is severe/intense or the pain persists for more than 24 hours after a treatment, stop using mē and contact your doctor or Customer Support.

## Guarantee & Service

HoMedics Inc. guarantees this product from defect in material and workmanship for a period of 2 years from the date of purchase, except as noted below.

This HoMedics product guarantee does not cover damage caused by misuse or abuse; accident; the attachment of any unauthorised accessory; alteration to the product; or any other conditions whatsoever that are beyond the control of HoMedics. This guarantee is effective only if the product is purchased and operated in the UK / EU. A product that requires modification or adaptation to enable it to operate in any country other than the country for which it was designed, manufactured, approved and / or authorised, or repair of products damaged by these modifications is not covered under this guarantee. HoMedics shall not be responsible for any type of incidental, consequential or special damages.

To obtain guarantee service on your product, return the product post-paid to your local service centre along with your dated sales receipt (as proof of purchase). Please refer to 'HoMedics Service Centre' information leaflet for details of your local service centre. Upon receipt, HoMedics will repair or replace, as appropriate, your product and return it to you, post-paid. Guarantee is solely through HoMedics Service Centre. Service of this product by anyone other than the HoMedics Service Centre voids the guarantee.

This guarantee does not affect your statutory rights.

### **Customer service contact:**

HoMedics Group Ltd,  
Somerhill Business Park,  
Five Oak Green Road,  
Tonbridge, Kent TN11 0GP, UK

tel: 0203 302 0623

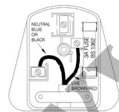
email: [meservice@homedics.co.uk](mailto:meservice@homedics.co.uk)

## Manufacturer Information

mē is manufactured by Syneron Medical Ltd. and is distributed in the UK, and Ireland by HoMedics Group Ltd. Syneron Medical Ltd. reserves the right to make changes to its products or specifications without notice, to improve performance, reliability, or manufacturability. Information furnished by Syneron Medical Ltd. and HoMedics Group Ltd. is believed to be accurate and reliable. However, Syneron Medical Ltd. and HoMedics Group Ltd. make no representation with respect thereof and assumes no responsibility for its use. No license is granted by its implication or otherwise under any patent or patent rights of Syneron Medical Ltd. Syneron Medical Ltd. has patents, pending patent applications, trademarks, copyrights, or other intellectual property rights covering the mē product.

The purchase of the mē and the furnishing of this document does not give any license to these patents, trademarks, copyrights, or other intellectual property rights except as expressly provided in any official written document from Syneron Medical Ltd. Be sure to read all instructions carefully before starting treatment!

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### For UK plug

If the plug on this appliance is damaged, it can be replaced with a BS 1363 plug, fitted with a 3A BS 1362 fuse. Only use a 3 amp fuse with this appliance. Care must be taken when changing the plug. If in doubt, contact a qualified electrician.

## Labels And Symbols

The nameplate label is adhered to the bottom of your mē system. It displays the manufacturer's name & address, the system's part & serial numbers, electrical requirements and regulatory standards that the system is designed to comply with.



Do Not use in wet environment



Class II equipment



Degree of protection against electric type BF applied part



WEEE - Waste Electrical and Electronic Equipment



CE Mark



Follow operating instructions



This device comply with Part 15 of the (FCC) Federal Communications Commission Rules



CSA Mark for USA and Canada

Degree of protection against ingress water: ordinary.

This device is not suitable for use in the presence of flammable anesthetic mixture with air or with Oxygen or Nitrous Oxide.



## Specifications

Light spectrum: 550 – 1200 nm  
Max Optical: 4J/cm2  
RF Wave frequency: 6.78 MHz  
Max Radiofrequency power: 5 Watts  
Conducted RF 5J/cm2

### Applicable Standards:

#### Safety Standards

EN 60335:1 2002(A1:2004; A2:2009)  
EN 60335-2-8  
EN 60335-2-23: 2003  
EN 60335-2-27: 2003  
EN 60825-9  
IEC 60601-1, 3rd edition  
IEC 60601-1, 2nd edition  
IEC 60601-1-11

#### EMC Standards

EN 61000-6-1:2007  
EN 61000-6-3:2007

Electrical Rating: 100-240 VAC, 50-60 Hz  
Dimensions and weight 20.5 x 15 x 9 cm  
[W x L x H] 1.17 Kg

### Acceptable Environmental Conditions

#### Storage and transportation

Temperature: 10°C - 55°C (50°F- 131°F)  
Humidity: 90% at 55°C (131°F)  
Pressure: 700-1060hPa

#### Operation:

Temperature: 10°C - 30°C (50°F- 86°F)  
Relative Humidity: up to 80% at 37°C (99°F)  
Altitude: up to 3900 m (13,000 ft)

**Note:** *The system will not operate above 30°C (86°F).  
If system was stored in high humidity, let it dry for an  
hour before usage.*