

Frequently Asked Questions

Q: Can the mē be used anywhere on the body?

A: The mē can be used for hair-removal treatment anywhere below the neck or on a woman's face below the cheekbone line.

Q: Does using the mē hurt?

A: Using the mē shouldn't be painful if you choose the correct elōs level according to your skin tone and follow the instructions.

Q: Can I share the mē?

A: More than one person can use the same mē device, but each person must use their own separate elōs cartridge. The elōs cartridges shouldn't be shared between users.

Q: I used the mē last week & still see hair. Why?

A: You could be seeing hair because it can grow up to two weeks after your last treatment, casting the hair shaft out from the skin. It's also possible that some of your hair is still growing because it wasn't affected by the treatment, which could be the result of different hair-growth cycles or you might not have clearly applied the elōs to all areas of your skin. Remember to treat the area according to the full time recommended, passing over the entire surface for better results!

Q: What can I expect if I didn't apply the first seven treatments every week according to protocol?

A: If the mē is used less often than once a week for the first seven weeks, results may vary. It's never too late to get back to the suggested protocol. Perform treatments in weekly intervals until hair-growth reduction is achieved (if a long break was taken, we recommend restarting the protocol). Performing additional monthly treatments after the first seven treatments will help you maintain your smooth, silky, hair-free results.

Q: How long does a mē treatment take?

A: The average treatment time for the face is two minutes. Depending on the body part, the treatment time will vary. The approximate treatment times for common body areas are as follows:

- Both legs: 20 minutes
- Both underarms: two minutes
- Bikini area: four minutes
- Forearms: six minutes
- Chest: six minutes

These times may vary depending upon the individual, but you could treat these five areas in as little as 30 minutes.

Q: How do I select the right elōs level?

A: Always start at the low level. If you feel comfortable, increase the elōs setting for greater efficacy.

Q: Can I use the mē if I'm tanning?

A: You shouldn't use the system if you're tanned due to long sun exposure or if you have excessively tanned skin from tanning beds or tanning creams. Tanning may cause your skin to be more sensitive to the elōs technology and may influence the safety of the treatment. Wait until your sunburn or tan fades prior to performing a test patch. Reexamine the area after a couple of days to ensure you haven't experienced any side effects.

Q: Can I use the mē over tattoos?

A: No, you shouldn't use the system over tattoos or permanent makeup.

Warnings

- DO NOT use the mē if you have epilepsy, light-induced seizures, or chronic migraines. The energy flashes might cause severe headaches and migraines.
- DO NOT use the mē if you have an active implant, such as a pacemaker, incontinence device, insulin pump, etc. Use of the mē system has not been tested in individuals with active implants and, therefore, the effects are unknown.
- KEEP THE MĒ OUT OF THE REACH OF CHILDREN. The mē should not be used by anyone or on anyone under the age of 18. The use of the mē on or by children has not been studied and could result in serious injury.
- DO NOT use the mē if you are pregnant, trying to become pregnant (conceiving), or breast-feeding. The mē has not been tested on pregnant or breast-feeding women. Hormonal changes could increase skin sensitivity and the risk of skin injury.
- DO NOT use the mē immediately after or before an active tanning session in natural light or on a tanning bed or when you're using sunless-tanning products. If you're not certain whether you are tanned or sunburned, we recommend that you perform a skin-sensitivity test and wait 24 hours.
- DO NOT use the mē on areas that have been sunburned as your skin may be more susceptible to injury.
- DO NOT use the mē directly on parts of your skin where you have tattoos or dark brown or black spots (i.e. large freckles, birthmarks, or moles). These areas may absorb too much light energy, which can injure the skin.
- DO NOT use the mē on your ears, neck, nipples, genitalia, or around the anus. The skin in these areas may be more sensitive skin and using the mē may cause serious injury.
- DO NOT use the mē on or around your eyes, eyebrows, or eyelashes. Doing so can cause permanent eye injury.
- DO NOT use the mē on a man's face, jaw, or neck. Using the mē in these areas may result in skin injury.
- DO NOT use the mē on any area where you may want your hair to grow back. The hair-removal results may be permanent.
- DO NOT use the mē if you are sensitive to light (photosensitive). Some diseases can be related to photosensitivity including porphyria, polymorphic light eruption, solar urticaria, and lupus. Some medications can be related to photosensitivity including NSAIDS, steroids, antibiotics, phenothiazine, thiazide, diuretics, sulfonamides, sulfonamides, DTIC, fluorouracil, vinblastine, griseofulvin, alpha-hydroxy acids (AHAs), beta-hydroxy acids (BHAs), Retin-A, Accutane, and/or topical retinoids.
- Do NOT use the mē if you are undergoing radiation or chemotherapy treatments. These treatments can make your skin more sensitive to light and more susceptible to injury. Consult your doctor.
- DO NOT use the mē if you have an active skin condition in the treatment area including acne, sores, psoriasis, eczema, sunburns, herpes simplex, open wounds, or a rash. These conditions can make the skin more sensitive to light and more susceptible to injury.

Information provided by mē.