

FAQ Mia Smart

What is Mia Smart? Mia Smart is Clarisonic's smartest skin solution created to date. You can cleanse more effectively than you ever could with hands alone, address the appearance of the signs of aging and apply makeup.....all with **one** device. It's also our first-ever connected beauty device. You can upload customized routines morning & night to your device based on your skin goals, track your progress, get great information, earn achievements, receive rewards and join in with the Clarisonic community through our Clarisonic app.

What are the benefits of using Mia Smart?

Cleansing: In a test, it cleansed long-wearing makeup approx. 6x better than hands alone.

Get an Airbrushed Makeup Look in Seconds

What is included in the Mia Smart set?

Mia Smart comes with Mia Smart device, NEW Daily Radiance Brush Head, USB charger, Micro-USB stand and a User Guide.

What is the Mia Smart's warranty period?

The Mia Smart offers a two-year warranty.

Is the Mia Smart waterproof? Yes. The USB charger and Micro-USB stand, however, should not have **any** contact with water.

How often does Mia Smart device need to be charged and how long does a full charge last? Please charge your device 18 hours before first use. The device comes with The Battery Life Indicator that illuminates to indicate battery life status of the device and to prompt you when to charge it. To ensure optimal performance, charge your device when necessary but do not leave it plugged into a power source continually to avoid any issues with battery degradation.

Is Mia Smart compatible with all previous sold Clarisonic Brush Heads?

Yes. The exception to this is the Pedi Smoothing Disc. Mia Smart is compatible with the Luxe Velvet Foam Body Brush, the Body Brush Head and the Pedi Wet/Dry Buffing Brush Head but you will need to press the power button twice to enter into the proper body mode

What skincare products can be used with Mia Smart?

Daily Radiance Brush Head: Use with any of your favorite cleansers as long as the formula does not contain exfoliating beads or particles with sharp edges.

Firming Massage Head: Use with an anti-aging moisturizer, emollient serum, or oil. Avoid using any quick-absorbing or mattifying products to ensure the massage head can glide comfortably over the skin without pulling or tugging.

Awakening Eye Massager: Use with your favorite eye cream or eye serum.

Sonic Foundation Brush Head: There's not a lot of rules around using the Sonic Foundation Brush except we recommend you do not use it with powder formulations or around the eye area. Have fun blending your favorite liquid, stick or cream foundation

formulations. Use it to contour or highlight. Try it with a liquid or cream blush. Give it a go with your "go to" BB or CC.

What are the two Cleansing Modes on Mia Smart? Mia Smart's two cleansing modes allows you to customize your cleanse to accommodate your skin.

- Daily Cleanse: Daily Cleansing for all skin types
- Gentle: For use on sensitive skin

What other ways can I customize my cleansing experience with my Mia Smart? Mia Smart is Clarisonic's first-ever connected beauty device. With the Clarisonic App you choose to customize your cleansing routine based on a particular skin need or concern. After you answer a series of questions, the routine will automatically upload to your Mia Smart device. You will know you are running your customized protocol because "Smart" LED on the handle will illuminate **blue**.

What else runs in Smart Mode? Smart Mode will be enabled when you put on any of the new brush heads or applicators (released in June 2018 and beyond). Legacy Brush Heads will not enable Smart Mode unless enabled by the App. For example, if you have established a cleansing protocol that you have enabled.

What is "Soft Start"? To help new users acclimate to Sonic Cleansing, the Mia Smart device will offer a "soft start" feature. That means the device will operate at 50% of its cleansing duty cycle for 14 minutes or approximately the first two weeks of use. Please note this is for cleansing only. Soft Start does not apply to any other functionality of the device.

Can you turn off the Soft Start option?

Yes. You can turn off the Soft Start option in the Clarisonic App.

How do I clean the attachments at home?

Daily Radiance Brush Head: Rinse thoroughly with water after use and once a week, remove the brush head from the handle and wash with liquid soap and water.

Firming Massage Head: After each use, rinse thoroughly with water and dry. Once a week, remove the Firming Massage Head from the device and wash with warm soapy water.

Awakening Eye Massager: After each use, rinse thoroughly with water and dry. Once a week, remove the Eye Massager from the device and wash with warm soapy water.

Sonic Foundation Brush

- Quick clean – in between uses, spray with a daily brush cleaner and instantly wipe off clean on a tissue. If you're using a Sonic Foundation Brush to blend multiple products, quickly clean in between products so as not to transfer makeup and pigment.
- Deep clean – thoroughly wash with brush shampoo and rinse until water runs clear. Repeat as needed. Reattach to the device and power on with brush placed on the towel to quickly remove excess water. Reshape the bristles and air dry.

- Follow the same hygiene protocol for in-store use. Quick clean and sanitize in-between uses/in between clients. Deep clean at the end of each day to thoroughly remove any makeup residue.

How often do the attachments need to be replaced?

Daily Radiance Brush Head: We recommend replacing every 3 months with twice-daily use. This new brush head has a time strip that activates upon first use. One dot will appear after one month, two dots after two months and three months after three months. This will not track usage, only actual time. If you want to track three months of usage before replacing your brush head, you can activate that option in the Clarisonic App. It will notify you both via the app and on the device handle that you've reached 180 minutes of **use**, not simply time, and indicate you should change your brush head. Firming Massage Head: Recommended to replace every 6 months with twice-daily use. Awakening Eye Massager: Recommended to replace per the user's discretion. Sonic Foundation Brush: We treat this as you would any makeup brush – replace as you feel necessary.

How do I put Mia Smart in “Spa” or silent mode?

You can activate this through the Clarisonic App. Go to the Product Shelf tab and click “Change Settings”. Once there, you can activate Spa Mode.

How do I use the Turbo Massage Body Brush Head on the Mia Smart?

The device will read the weight of the brush head and know it's not a facial brush head, however, once attached to Mia Smart you will need to turn on the device and then hit the power button again to make the device go into the correct mode. We don't have body routines in the Clarisonic App.

How do I adjust the intensity of the Sonic Awakening Eye Massager?

When the Sonic Awakening Eye Massager is attached, the device will go into Smart mode and adjust to the optimal anti-aging frequency. If you would like a gentler routine, double click the power button to switch into a gentle mode.

What type of batteries are included in Mia Smart? The batteries are Nickel-Metal Hydride or NiMH. The batteries are rechargeable.

Clarisonic App

How do I connect to the Clarisonic app?

Download the app on Google Play or the Apple iTunes app store. Make sure that your Bluetooth setting is turned on in your mobile phone. Turn on your Mia Smart device. Once your device is discoverable in the “My Devices” section under the Bluetooth setting, select it. Open the app and tap “Pair My Device” on your phone. Hold down the power button to pair your phone with your Mia Smart. Your mobile will start searching for your Mia Smart and, once paired, the LED ring on the device will flash **blue**.

How do I customize my routine?

Select one of your active routines in the app. Choose “sync or personalize”, scroll down to the step-by-step section on the routine and select a facial zone from the routine that you want to customize. Click into the drop down and you can adjust the length and intensity of each section to meet your skincare preferences. Once complete, sync the routine to your device.

What can I do through the app?

With the Clarisonic app you can:

- Register your device
- Learn how to use your device
- Get personalized skincare recommendations
- Set skincare goals
- Customize routines to reach your goals
- Track your skin's progress with selfie images throughout your routine journey
- Keep track of your products, change settings, and know when to charge
- Get routine alerts and brush head replacement reminders

What type of phone do I need to have to operate the Clarisonic app?

The app is currently only compatible with the iPhones and Androids.

How do I locate the Clarisonic app in the iTunes app store?

When you open the App Store on your iPhone, locate the “search” button on the bottom of the screen. Then enter “Clarisonic” in the search field and the app should pop up as the first option. Then click to download.

What devices does the Clarisonic app work with?

Currently, the app can only connect to Mia Smart.

How do I pair my device?

- Go to your “Settings” on your iPhone and ensure that the Bluetooth function is on.
- Open the app
- Hit the button that says “Pair Device”
- Hold down on the **power** button until the screen says that the pairing is successful

How many routines can I have active at one time?

You can have four active routines sync'd to your device at one time. However, you can only have one active routine per brush head or applicator.

How do I turn off the Soft Start feature?

Within the app, you can go into Device Settings and, under Product Shelf, turn off the Soft Start feature. We recommend using Soft Start if you are a new Clarisonic user so your skin can acclimate over the course of two weeks.

How do I know if I'm running my customized routine?

In the app, on the Dashboard, you can see which routines are marked as “active”. To run the routine, attach the specific brush head or applicator that the routine runs with

and turn on the device. Press the power button 3x until you are in Smart mode and the LED light above Smart turns **blue**.

Can I track a non-magnetic brush head usage through the app?

No, the device will not track the usage of a legacy brush head. It can only track the usage of a magnetic brush head. If you have a new Sensitive brush head and a new Daily Radiance brush head, you can track usage for each of those brush heads at the same time.