MicrodermMD FAQ

• **I have a MicrodermMD and the suction is no longer working? What do I do?**

Have you checked to see if both the clear rubber O-rings are in place? Is the machine turning on, but there is just weak suction when you turn up the power? Also, check the diamond tip very closely to see if there are any cracks in the white portion of the diamond tip, even a hairline crack can result in loss of suction. After you finish troubleshooting, contact us for the proper course of action.

• **How to clean the Trophy Skin diamond tip?**

After each treatment, use the cleaning brush included in your kit to safely brush away the dead skin cells that have collected between the diamonds. It is fine to use mild soap and water on the tip while it is not attached to the wand. (Be sure that the tip is completely dry and a new filter is in place before putting the tip back on the wand.) To extend the life of your diamond tip and restore it to new condition, we recommend using an ultrasonic jewelry cleaner. Alternatively, you can take the diamond tip into most jewelry or repair stores, and they will be able to clean it using an ultrasonic cleaner for a small fee.

• **Can I use my own skincare products with the MicrodermMD?**

You will want to have clean, dry skin with no products applied immediately prior to your microderm treatment. We recommend the use of a skincare serum or moisturizer immediately after each treatment. The skin will readily absorb products now that the top layer of dead skin cells have been removed, so this is an ideal time to apply skincare products.

You will also want to take care combining microdermabrasion with other exfoliating treatments, like AHA. Please contact customer service for more information.
• **What is diamond peel exfoliation?**

Diamond peel exfoliation is form of microdermabrasion - a skin rejuvenating and enhancing cosmetic procedure. During the treatment, the dead skin cells are removed using light abrasion which promotes cell turnover.

• **How do I choose the treatment settings?**

The treatment depends on the suction level you choose, the user experience, and your owner personal comfort level. This doesn’t mean that you must use the highest suction level at all times. You must adjust the treatments to your own skin. The MicrodermMD has our "AUTO Mode" feature to guide you through a treatment. This is extremely helpful for new users as it varies suction levels and utilizes the LCD panel to guide the user through and entire microderm treatment.

• **What is MicrodermMD and why is it so effective?**

MicrodermMD is an at-home microdermabrasion machine using dual-action therapy with a combination of diamond tipped exfoliation AND suction, enabling you to have true microdermabrasion treatments at home. Without suction, your skin will not realize the true benefits of microdermabrasion. While the exfoliation aspect of microdermabrasion is evident to anyone who has had a treatment, the suction element is the true behind the scenes hero. The combination of exfoliation and suction is what gives your skin the healthy afterglow that is associated with microdermabrasion.

• **How long should a MicrodermMD treatment take?**

Each treatment depends on the individual. An average treatment should take no longer than 5 minutes. The Auto Mode is a 5 minute treatment for full face and neck. Of course, if you are going to treat other body parts in addition to your face (such as chest, hands, scarred areas) it will take a little longer.

• **How often should I use MicrodermMD for optimal results?**
This depends on your skin's condition, but a general guideline is 2-3 times a week for ongoing maintenance and as often as desired for special occasions. It is best to use your mirror to make sure you progress smoothly from one point to another and avoid uneven results.

If you have sensitive skin, you will want to use a lower setting and use less often. The rule of thumb is, if your skin does not have sensitivity from a previous treatment then it is safe to do another home microderm.

- **I am a beginner, what do you suggest I do the first time I use MicrodermMD?**

  Do not press the diamond tip firmly against the face. Use smooth even strokes. When using, brace the skin with your free hand and let the tip gently glide across the skin as the suction does the work.

- **Is it normal if I see redness after use?**

  Yes, you may experience some redness and/or skin sensitivity after treatments. This is normal. It should fade shortly after treatment. If you continue to have discomfort and redness of the skin, lower the suction setting and frequency of use until you are comfortable. If you are still experiencing redness or discomfort, give your skin a rest for a few days.

*Information provided by Trophy Skin, Inc.*