

Wellspa™



Operator Manual

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Ver.1

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1. Introduction

1.1. About the Manual

The WellSpa system is designed to meet international safety and performance standards. Personnel operating the system must have a thorough understanding of the proper operation of the WellSpa. This manual has been prepared to aid staff and technical personnel to understand and operate the system. Do not operate the system before reading this manual and gaining a clear understanding of system operation. If any part of this manual is not clear, please contact your local Eunsung representative for clarification.

The information provided in this manual is not intended to replace the professional training on the clinical use of the system. Please contact your local Eunsung representative for current information on available training. This manual should always accompany the system and all operating personnel must know its location.

1.2. About the Device

WellSpa system is a vacuum technology based body & facial device reactivating cellular activity by mechanically stimulating the skin using a non-aggressive technique.



WARNING

Use of controls or adjustments, or performance of procedures other than those specified herein may put the operator and/or the patient at risk. Therefore, before attempting to use or operate the system, personnel operating the WellSpa system should read this manual and become thoroughly familiar with all its safety requirements and operating procedures.

2. Equipment Safety

2.1. About Equipment Safety

- This chapter describes general safety issues regarding the use of the WellSpa system. With proper operation and maintenance, trained and qualified practitioners can use the system safely. The supervising physician and all other personnel operating or maintaining the WellSpa system must be familiar with the safety information provided in this chapter.
- The primary consideration should be for the safety of the patient, the physician and other personnel. Patient safety is mainly assured with a well trained staff and a well laid out treatment room. Patient education is also important, including information about the nature of the treatment.

2.2. General Caution & Precaution

- Physicians, clinicians and any other system-operating staff should read this manual thoroughly before attempting to operate the system.
- Make sure that each component of the device functions well, disinfected & cleaned.
- Keep the room temperature between 50° to 80° F (10° to 27°C).
- Keep humidity in the room at 30% to 75%, non-condensing.
- Flooring should be flat.
- Do not drop & minimize shock and vibration.
- While moving, take an extra caution and do it slowly.
- Strictly limit the use of the device only to personnel who are qualified trainee of WellSpa.
- Never leave the system turned on, open or unattended during system maintenance.
- Never use a handpiece which has a damaged surface. Always check the tip condition before starting the treatment for any defects.

2.3. Electrical Hazard

- The WellSpa system uses high voltage. Do not open the protective panels unless you are trained and authorized to do so.
- Water and electricity are a dangerous combination. Do not place WellSpa in wet surroundings. Keep the device and handpiece dry.
- Do not use a cable that has been damaged.
- The WellSpa system produces high voltages. Some components may retain a charge after the power supply has been turned off, so no part of the exterior housing should be removed.

2. Equipment Safety

2.3. Electrical Hazard

- Turn off the AC power switch and disconnect the AC power supply if the device is not intended to be used for a long time.
- If the device had been severely wet and if you suspect strange noises, burning smell, smoke etc., turn off the AC power switch immediately and call to the customer support center.
- Whenever system maintenance is performed, never leave the device turned on, open or unattended.

2.4. Fire Hazard

- WellSpa should not be used near flammable substances. Fire or explosion can result.
- Flammable materials such as cloth or cover sheet must not be used otherwise it should be kept at a safe distance from the system.

2.5. Cleaning Induced Hazard

- Neither main device nor the handpiece should be submerged in liquid. Please turn off the AC power switch before cleaning the device.
- Use a soft cloth for both cleaning and disinfecting. Keep the device and handpiece clean at all times to get the best possible performance.
- Do not try to use an alcoholic solution to cleanse and disinfect the handpiece. Skin contact part of the applicator is made up of plastic which could be damaged over time if alcohol solution is repeatedly used to clean.

2.6. Operational Safety

- Never use a damaged handpiece. Always check the condition before starting the treatment for any defects.
- Always clean and disinfect the tip properly before treatment.
- Allow access to the treatment room only to personnel who are well trained in the required safety procedures.
- Be careful to avoid possible skin pinching between the Rolls when you treat small part of the body with an auto-roll handpiece.
- During system operation, the generated electromagnetic field may interfere with other devices and computers. Always place the system at least two meters away from computers and other electrical devices.



CAUTION

- Do not operate WellSpa before reading this manual thoroughly. Failure to observe these precautions & cautions may void the warranty.
- Unauthorized use of accessories may result in merchandise defect.
- Do not disconnect, repair the device. Merchandise-defect due to this act may void the warranty.

2. Equipment Safety

2.7. Contraindications

WellSpa is clinically proven safe device yet treatment operated by WellSpa system is contraindicated for those patients who has following conditions and/or diseases.

Although patients do not fall upon following cases, provided that physicians decide not to use on certain other conditions, you may stop to make treatment immediately. Please have your patients consult to doctor prior to the treatment.

- Malignant cancer
- Pregnant or Lactation women
- Herpes
- Menstruation (Treatment in abdominal area)
- Infection, Rash.
- Inflammation
- Thin and Sensitive Skin
- Diabetes
- Dilated capillaries or varicose veins
- Anticoagulant treatment or blood disease or heart conditions
- Swelling of the glands
- Patients who recently underwent surgical operation
- Bruises, sunburn, cuts, abrasions or recent scar tissue
- Thyroid disease



WARNING

- The user has the ability to adjust the treatment environment & level setting as per respective patients' situation. WellSpa is pre-programmed with proven treatment guidelines. However the user has the ability to adjust their level setting as per their decision based on the patients' condition.
- Treatment results may vary.

3. Device Description





3.1. Structure



- WellSpa -

3. Device Description

3.2. Components

| | |
|---|---|
| <p>① Main Body</p> | <p>② Handpiece Supporting Pole</p> |
|  |  |
| <p>③ Handle</p> | <p>④ Auto roller Applicator/Cable</p> |
|  |  |
| <p>⑤ Ball Applicator Cable</p> | <p>⑥ Ball Applicator</p> |
|  |  <p>Large, Medium, Small</p> |
| <p>⑦ Facial Applicator</p> | <p>⑧ Power Cable</p> |
|  <p>Round Rectangle</p> |  |
| <p>⑨ Bolt & Lynch</p> | <p>⑩ Air Filter Lynch</p> |
|  |  |
| <p>⑪ Cleaning connection cable Brush</p> | <p>⑫ Operator's Manual</p> |
|  |  |



NOTE

Call your local dealer if you want to purchase additional components of WellSpa.

4. Site Preparation

4.1. About Site Preparation

When preparing the site, operators should consider the spatial, electrical, environmental, transportation and storage requirements of the system. Before unpacking, ensure that the site meets the requirements described in the following sections.

4.2. Spatial Requirements

Space should be allocated with adequate ventilation and free airflow. The working area for the system should be prepared according to the system dimensions presented in Specification chapter. In order to guarantee proper ventilation, always keep the sides of the system at least 0.5 meters from the wall or from other obstructions to air flow.

The system can interfere with computers and other electrical and medical devices. It should be placed at least two meters away from any such devices.

4.3. Electrical Requirements

Please consider the following electrical requirements before installing the system:

- The AC line power requirements for the system are:
 - AC 100~120V / 220~240V.
 - 50-60 Hz
- The power receptacle must be grounded.
- The WellSpa system should not share a power line with other heavy power-load equipment such as air conditioners. Ideally, this should be on a separate power line with a separate circuit breaker.

4.4. Environmental Requirements

Air Quality:

- The system should operate in a non-corrosive atmosphere. Corrosive materials such as acids can damage electrical wiring, electronic components and the surfaces of treatment components.
- Keep dust and hair particles to a minimum.

Temperature:

- To ensure that the system performs optimally, maintain room temperature between 50° to 86° F (10° to 30°C) and relative humidity at 30% to 75%, non-condensing.
- Do not place laser unit near heating vents or other sources of temperature variation.



CAUTION

Verify that the WellSpa system is wired for the appropriate line voltage of your country.

4. Site Preparation

4.4. Storage & Transportation Requirements

To maintain the system properly during storage and transport, follow these requirements.

- Keep the storage room temperature between 40° and 105° F (5° to 40° C).
- Keep the system in a location where the humidity is between 10% and 90%, noncondensing.
- Store the system where the air is free of corrosive substances, such as salts or acids.
- Store the system where there is a minimum of dust particles.
- Minimize shock and vibration.
- Do not drop.
- Lift only with suitable and appropriate equipment.

5. Installation

5.1. About the Installation.

The WellSpa system is designed for installation in an office or a clinic and requires minimal site preparation. System installation is carried out by clinic personnel, who will do the following:

- Unpack the system and position it in its pre-selected location.
- Verify the integrity of the system and its components.
- Connect the modules.
- Plug the system into a designated electrical outlet.
- Test the system for functional operation of all components and software.

5.2. Connecting the Handpiece

Main body & Supporting Pole

- 1) The main body and handpiece supporting pole should be assembled first. Find the three receptacles on the top side of the body and locate the supporting pole above these and bolt up.



- Assemble Supporting Pole -

- 2) Once the pole is stood up, you need to assemble the holder to the body. Locate the handle matching above these two receptacles and bolt up tight.



- Assemble Device Holder -

5. Installation

5.2. Connecting the Handpiece

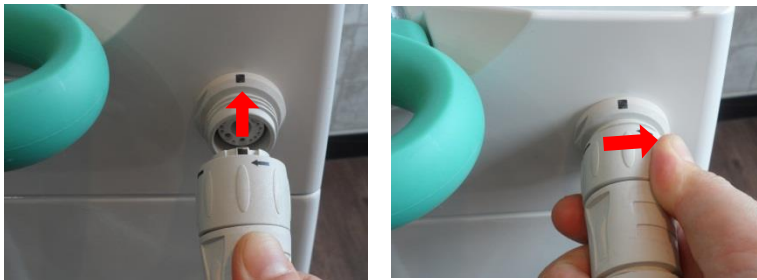
Auto roller Handpiece

- Place the auto roller handpiece to its cradle. (Sits on the right hand-side from the rear)



- Location of auto roller handpiece-

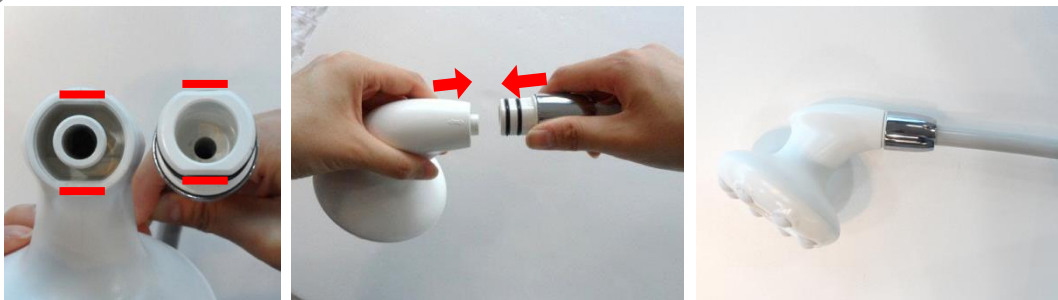
- Locate the connection cable to the matching receptacles then start to push the it compatibly aligning with guiding black mark which both prints at receptacle & rim of the port and jog it right until it fits well



- Assemble the connecting cable-

Ball & Facial Handpiece

- Select the desired handpiece among 3 kinds of ball & 2 kinds of facial applicator and connect it to the port of the handpiece by pushing it in until you feel it snap into place matching with the marked guiding groove.



- Assemble applicator to connecting cable -

5. Installation

5.2. Connecting the Handpiece

Ball & Facial Handpiece

- Place the auto roller handpiece to its cradle. (Sits on the left hand-side from the rear)



- Location of ball handpiece-

- Locate the connection cable to the matching receptacles then start to push the it compatibly aligning with guiding black mark which both prints at receptacle & rim of the port and jog it right until it fits well



- Assemble the connecting cable-



CAUTION

- Take extra caution when you disconnect the Handpiece from the system. Do slightly press down the neck of the connection cable while pulling out from the port.
- Do not force to push or pull the handpiece. Too much force will damage the cable.

5. Installation

5.3. Power On/Off

- To turn on the main device to work, connect the system to the AC main power and press the switch to ON(I) as shown below.



- Power Off -



- Power On -



WARNING

Always consider the electrical requirements before installing & using the device.

6. Operating Instructions

6.1. About Operating Instructions

- 1) This section of the manual explains how to start and operate the system inclusive of possible warning & caution at each level of the procedure.
- 2) Prior to use the system, make sure that following conditions are all met
 - Main body, handpiece, and all tips are clean & disinfected?
 - Wheels of the device(if any) is safely latched to the ground?
 - Power cable is connected to grounded socket?

6.2. Instruction for Use

- At first treatment session, we highly recommend to start with factory preset value.
- Trial run is recommended before going into the main treatment session
- **Do not operate the auto-roll applicator applying onto the small part of the body.**

6.3. System Operation

6.3.1. Prepare the system for operation

- Connect the system to the AC main power
- Turn on the system by pressing the power button.
- Connect the handpiece and select your desired mode of treatment.



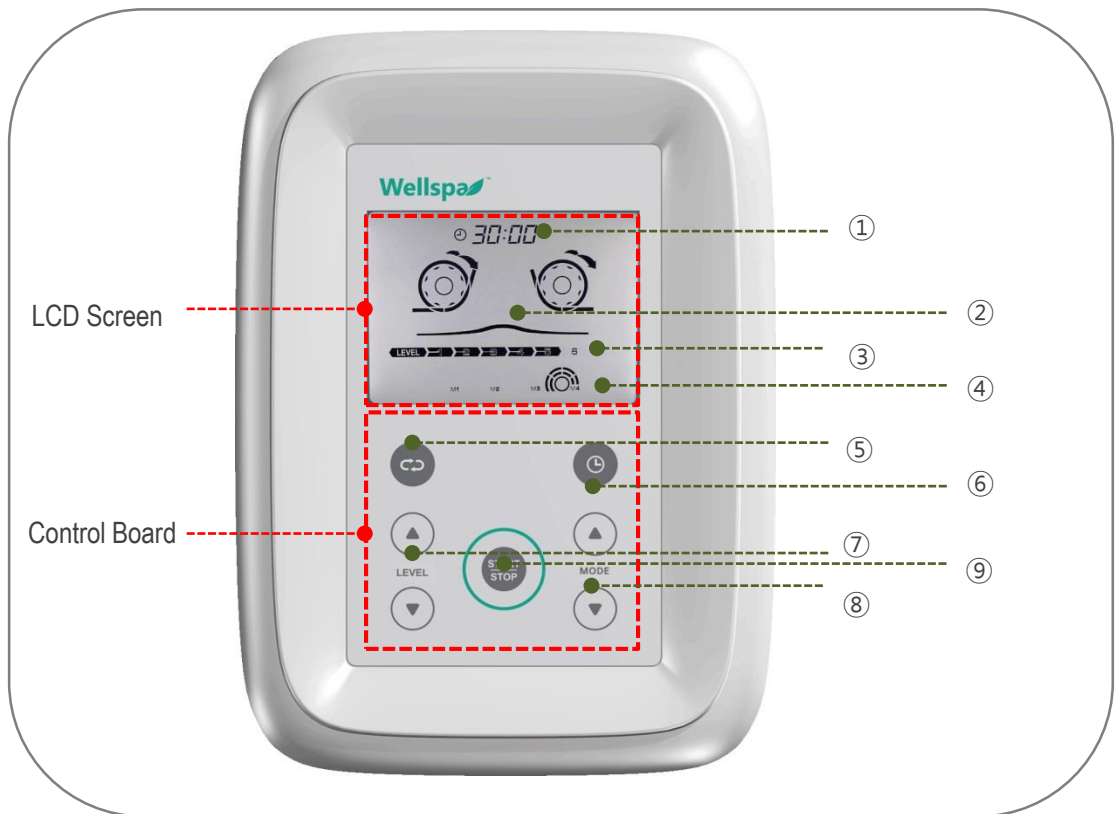
CAUTION

- This system may only be operated by a licensed practitioner, according to the local laws in every country.
- Improper use or adjustment of this system may invalidate the service warranty agreement. Please contact your authorized distributor before attempting to use the system in any manner other than those specified in this manual

6. Operating Instructions

6.3. System Operation

6.3.2. Control Board



| LCD Screen | |
|------------|---------------------|
| ① | Time / Elapse Time |
| ② | Treatment Animation |
| ③ | Vacuum Level |
| ④ | Pulse Mode |

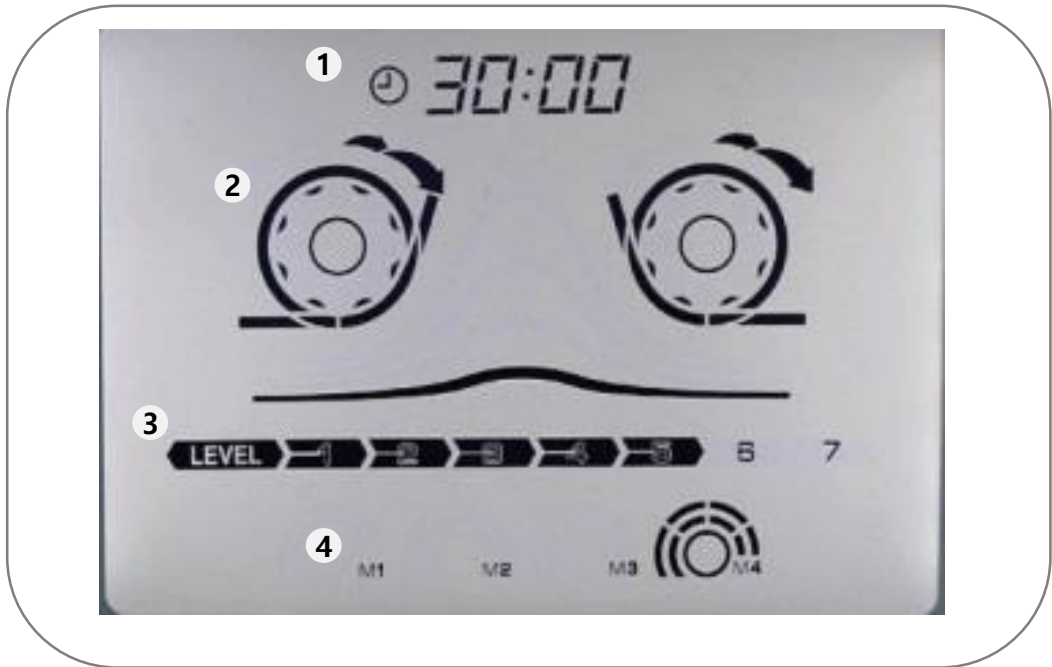
| Control Board | |
|---------------|---------------------------|
| ⑤ | Treatment Mode Transition |
| ⑥ | Time Adjustment |
| ⑦ | Vacuum Level Adjustment |
| ⑧ | Pulse Mode Selection |
| ⑨ | Start/Stop |

6. Operating Instructions

6.3. System Operation

6.3.2. Control Board

Once the system powers up below described 'auto roller Handpiece Mode' automatically appears.



The following is a description of the screen's elements, as indicated by the numbered arrows above.

| | | | |
|---|---|---|--|
| 1 | Time / Elapse Time Indication <ul style="list-style-type: none"> (Default : 30min) | 3 | Vacuum Level |
| 2 | Treatment Animation <ul style="list-style-type: none"> auto roller animation is representatively displayed to indicate the treatment animation. Two arrows above the Roll indicates the rolling direction. You may change the direction by pressing the button on the handpiece. | 4 | Pulse Mode <ul style="list-style-type: none"> 4 kinds of dynamic pulse mode. (continuous, slow, medium and fast) |

6. Operating Instructions

6.3. System Operation

6.3.2. Control Board

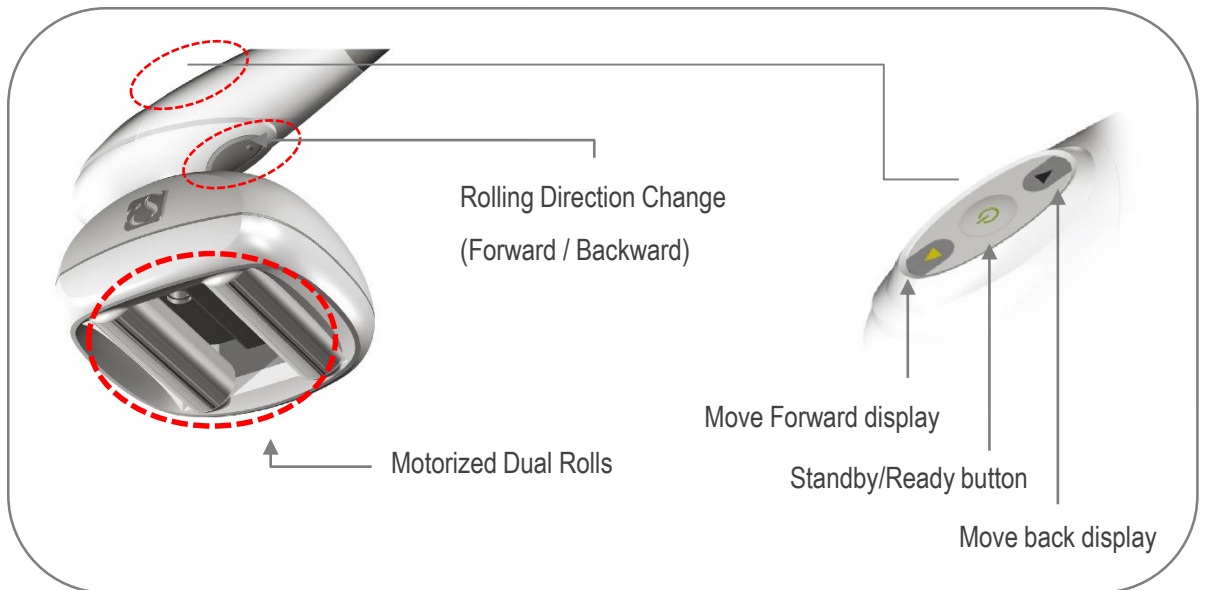


| | | | |
|---|---|---|--|
| 5 | Treatment Mode Transition <ul style="list-style-type: none"> Change the applicator mode. (auto roller to ball or ball to auto roller) | 6 | Time Adjustment <ul style="list-style-type: none"> Setting Level 5 Min. 5 Min to 30 Min. |
| 7 | Vacuum Level Adjustment <ul style="list-style-type: none"> Default Level 4 Level 1 ~ 7 | 8 | Pulse Mode Selection <ul style="list-style-type: none"> Default M4 Select among 4 kinds of dynamic pulse mode. (M1: continuous, M2: slow, M3: medium, M4: fast) |
| 9 | Start/Stop | | |

6. Operating Instructions

6.3. System Operation

6.3.3. Auto roller Handpiece



- 1) Connect the auto roller handpiece to the connecting cable.
- 2) Start to treat with default setting (Time: 30 Min / Pulse: M4 / Vacuum Level 4) or you may adjust the treatment setting levels via control board as per the patient's condition.
- 3) Press Start button at the control board and start the treatment following with recommended technical guideline.



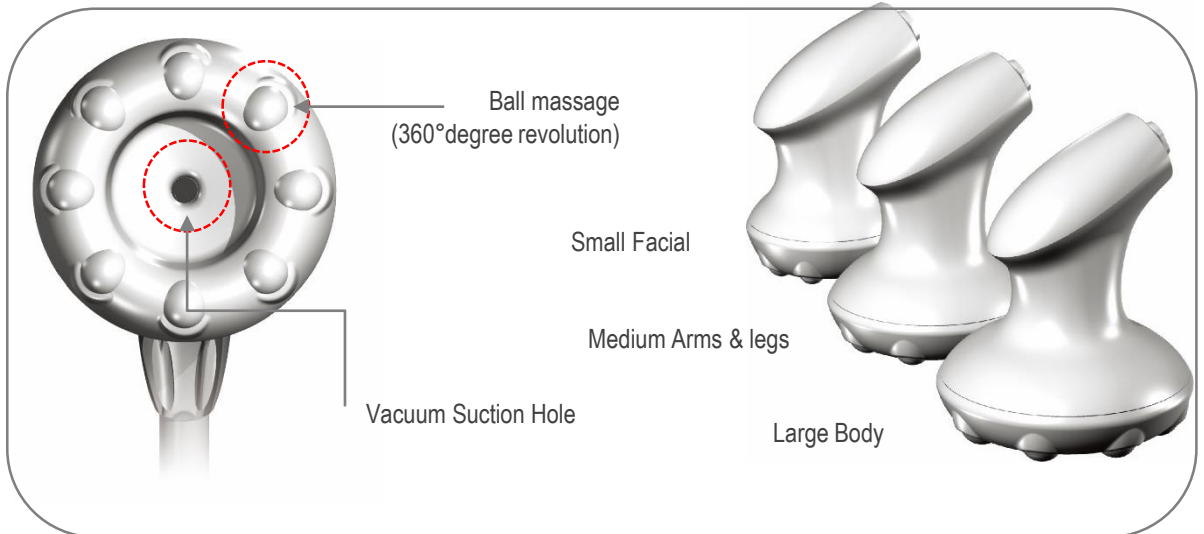
CAUTION

- Avoid to treat the small part of the body with an auto roller handpiece.

6. Operating Instructions

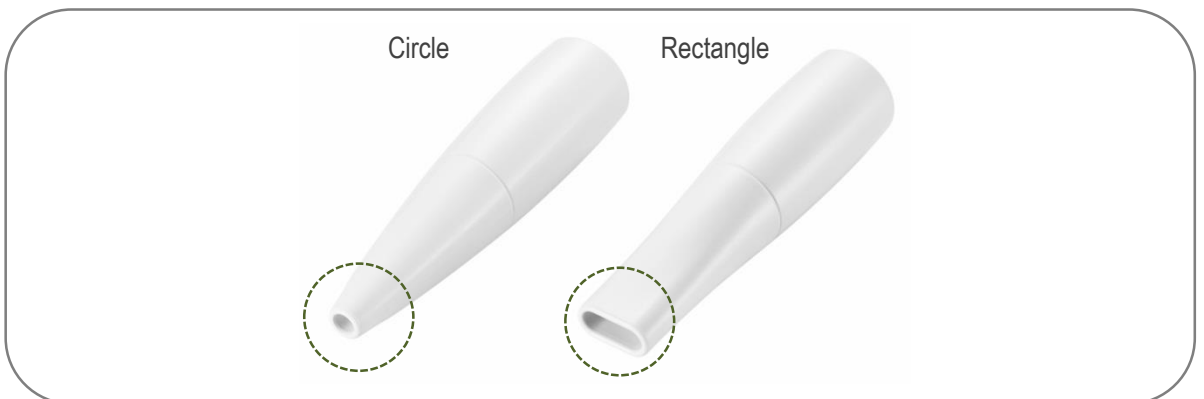
6.3. System Operation

6.3.4. Ball Handpiece



- 1) Connect your desired tip size of the handpiece to the connecting cable. (Large, Medium, Small)
- 2) Start to treat with default setting (Time: 30 Min / Pulse: M4 / Vacuum Level 4) or you may adjust the treatment setting levels via control board as per the patient's condition.
- 3) Press Start button at the control board and start the treatment following with recommended technical guideline.

6.3.5. Facial Handpiece



- 1) Two shapes of applicators are available for facial treatment. (Circle, Rectangle)
- 2) Available in small local area such as, perioral and perorbital.



CAUTION

- Always check up the clean & disinfection status of tips prior to the treatment.
- Technical guideline is available in printed format. Contact your local representatives for the details.

7. Maintenance

7.1. About Maintenance

This chapter contains maintenance instructions for the WellSpa system. Routine maintenance may be performed by clinic staff unless otherwise specified. Any maintenance procedure not mentioned in this chapter must be performed only by Eunsung's authorized technical personnel.

The outer surfaces of the system should be kept clean for hygienic reasons and the applicator tips should be cleaned and disinfected between sessions to enable effective and safe treatment.

7.2. Cleaning

Eungsung suggests that operators periodically clean and disinfect the exterior of the WellSpa system. Always turn off the system before cleaning. The handpiece tip should be cleaned and disinfected after each treatment session. Use a soft cloth for both cleaning and disinfecting.

1) Main Device

- Clean the exterior of the WellSpa system with a mild soap and water but be cautious as not to let liquids from entering the units internal mechanism.
- When necessary, disinfect the outer surface with a soft cotton cloth saturated in 70% alcohol.

2) LCD Panel & Control Board

- Clean the LCD panel with a soft cloth. If dirt or any kind of debris are strongly attached to it, do not try to wipe it hard to remove it. Multiple times of soft stroke will do

3) Applicators

- Clean the applicators by wiping out the exterior surfaces with a wet cloth followed with dry cloth in an order.
- It is necessary to clean and disinfect the applicator after each patient use.
- Plastic and alcohol solution is not a matching combination. In order to avoid from tip damaging, try not to use an alcoholic solution when wiping off the plastic parts of the applicators.



WARNING

Maintenance by the operator should be performed only when the system is shut down and disconnected from the mains power source. Performing maintenance procedures with the system turned on may be hazardous to the operator and/or destructive to the system.



CAUTION

- Do not wet both the device & handpiece with water or immerse in any liquid.
- Skin contact part of the applicator is made of plastic. Be cautious not to disinfect this area with alcoholic solution.

7. Maintenance

7.2. Cleaning

3) Applicator

- When cleaning the auto roller applicator, special care is required. Wipe out the dual roller in both rotation with wet-tissue while operating the power on. Use a cotton swab or connector cleaning brush to clean the vacuum suction hole to prevent from clogging.

4) Air Filter

- If air filter is half-full (red dotted line) disassemble the bottle from the device by unwinding it left.
- Discharge the wastes and clean both inside & outside of the bottle.
- After the cleaning & disinfections are done, reassemble the bottle to the place where it belong.
- Clean the air filter on a regular basis in order to avoid from clogging.



- Air Filter -

7.3. Troubleshooting

| Trouble | Possible Cause | Solution |
|--------------------------|---|---|
| System does not start. | Power outlet is not properly connected. | Connect the power cable. |
| | The power switch is Off. | Turn the power switch to On. |
| | Fuse defect. | Replace with new fuse. |
| Soft-key is not working. | Debris on LCD screen. | Call your local sales representative. |
| Device Noise | Handpiece drawer may not properly is locked up. | Lock up the drawer tightly. |
| Weak Vacuum | Connecting cable is clogged. | Use either cotton swab or connecting cable brush to clean the hose. |
| | Air filter is full. | Dispose of waste and clean the air filter. |

8. Warranty

8.1. About Warranty

- 1) Eunsung Global implements Product Limited Warranty as follows based on reconciliation standard of consumers dispute by merchandise. (Notified by Fair Trade Commissions)
- 2) This section of the manual provides information regarding customer support, such as Warranty, Warranty Claims, Customer Service and a list of device component.

8.2. 1 Year Limited Warranty

- 1) You may claim the warranty if the device gets malfunctioned within an year from the date of the purchase.
- 2) Eunsung Global has the sole responsibility to determine the cause of merchandise defect.
- 3) 1 Year Limited Warranty only includes main device. (applicators, tips and/or any consumables not included)

8.3. Limitations & Exclusion

This limited warranty does not cover and Eunsung is not responsible for:

- The merchandise is being damaged caused by misuse, abuse, accidents, fire, theft, disappearance, misplacement, fluctuation and power surges, connection to improper voltage or incorrect electrical line voltage, malware, reckless, willful or intentional conduct
- Damages caused by a product or part that has been disconnectd, modified, arbitrary repaired, altered without the permission or supervision of trained personnel from Eunsung.
- Damages caused by usage that is not in accordance with instruction of operator's manual, failure to follow the operator's manual or failure to perform cleaning or preventative maintenance;
- Damage caused by a product or components that has been modified to alter functionality or capability without the written permission of Eunsung.
- The merchandise that has no serial number.
- For some accessories, in case the guaranteed warranty life time is expired.
- Merchandise defect ascribed to natural disaster.
- Normal wear & tear.



NOTE

- Before returning merchandise, obtain prior approval from Eunsung Global.
- Eunsung Global or its authorized personnel installs the system, gives a demonstration of operation, and provides warranty service for each customers.
- Fail to follow the detailed instruction will void the warranty. Also please read the following exclusion-conditions carefully before making any claim.

9. Specification

| | |
|-----------------------------|---|
| Applicators | 1. Auto-roller type large applicator 2. Ball type applicators 3. Facial applicators |
| Vacuum | 650mmHg |
| Input Power | AC 100~120V / 220~240V. 50/60 Hz |
| Dimension (WxDxH mm) | 346 x 472 x 1,292 |
| Weight | 38 Kg(net) |

10. Customer Support

[Customer Service and Sales]

Sales Representatives



v-skin
medical beauty

Manufacturer



eS EunSung

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