

## **FAQ'S**

Curious to learn more about the Silk'n Flash&Go Express hair removal device? Read through our frequently asked questions below.

### **Does the Flash&Go Express work?**

Yes. In clinical trials held by physicians, Silk'n Flash&Go Express was proven to safely achieve excellent hair removal results. Our hair removal devices have been cleared by the FDA and Health Canada for the removal of unwanted hair for men & women.

In addition, the product is not required by the FDA to be used with any other products or accessories – which means it is indicated for use, safely, on its own for facial & body hair removal.

### **How long does a hair removal treatment session take?**

The time can vary depending on the area of the body being treated. Just remember, the device does not require batteries, it can be used for any length of time. You should never feel rushed to complete a full treatment of the desired area.

The Flash&Go Express is the fastest unit on the market and a full body treatment could be completed in minutes, saving you time with the same excellent results. For full details on treatment cycles, visit our [How to Use](#) page.

### **How often should I use the device?**

Hair removal treatment sessions with all Silk'n hair removal products should be spaced every two weeks for the first three to four sessions.

After that, treatments should be resumed if hairs have grown back and until the desired results are achieved. The total number of sessions varies from person to person, but in general, most individuals notice a reduction after four treatments, with very good results after six treatments. Most females require eight full sessions while males tend to have more stubborn and deeper hairs, and may require ten to twelve treatments.

### **Do I have to shave my hair – what about waxing, tweezing or depilatory cream?**

Before you begin your treatment, it is important to first remove the hair on the surface of the skin while keeping the root of the hair intact. For this reason, before you begin to use your Flash&Go

Express, we recommend shaving -- not waxing or plucking the hairs, or using chemical depilatory creams, which remove the follicle, thus compromising the results.

We recommend shaving because, if there is hair on the surface of the skin, the Flash&Go Express will simply burn the hair off and not get to the follicle, leaving the treatment ineffective. Therefore, it is always best to treat on freshly shaven skin.

Please allow two weeks for hair to grow back if you have been waxing, tweezing or using depilatory cream before shaving the desired treatment area and beginning your Flash&Go Express treatments.

If you are not comfortable shaving your face (or any other body area), you can also clip or trim the hair as close as possible to your skin using cosmetic scissors or an electric trimmer before treatments. You can purchase the Silk'n Trim precision electric trimmer for this purpose.

## **When will I see results from Silk'n Flash&Go Express?**

As with any light-based or laser hair removal device, results are not immediate (though it would be nice!). In fact, you may not think anything happened at all.

Most users see noticeable reduction after four treatments – or about two months of use. Each time you treat, you should increase the energy level. It is important to be patient and consistent during your hair removal process as hair may sometimes appear to be growing back after a treatment, but many of these hairs will typically fall out after two weeks.

It is also important to understand the hair growth cycle. Hair grows in three different stages and only hairs in an active growth stage will be affected by a Silk'n Flash&Go Express treatment. This is one of the main reasons that multiple treatments are required to achieve the desired result.

## **How can I maximize my treatment results?**

1. Start with clean, freshly shaven skin - NO WAXING or PLUCKING.
2. Progress quickly to high energy levels: once you have tested all treatment areas on the low energy setting, we recommend moving to the highest energy level that you can tolerate and/or that is safe for your skin type.
3. Stick to your treatment schedule for the best chance at catching your hairs in the active stage of growth. Typically, you will see results after the third or fourth treatment, and after this, you can start treating monthly, and then, on an as-needed basis.

For an easy and convenient way to keep track of your schedule, you may wish to download our free Silk'n app, now available in the Google Play or iTunes app store.

## **Should I pull the hairs out after treatment?**

No, it is best to let the hairs gradually fall out on their own (which may take up to two weeks), or shave the hairs as much as desired in between treatments.

## **Can I use the Flash&Go on my face?**

Yes, all of our hair removal products can be used on the face, below the cheekbones only.

This means it is not recommended for use on the eyebrows or hairline, but certainly it is recommended for upper lip hair removal. The Flash & Go Express also gives great results for other sensitive areas of the face, including cheeks, sideburns, chin/jawline, and neck areas.

Be sure to read the user manual when you receive your product to fully familiarize yourself with the treatments and technology. For your safety, it is important to avoid pulsing directly on your lips as your lip colour is darker and more sensitive than the surrounding skin. Your lips may attract more light and this can cause unwanted side effects. To treat around the lip area, we suggest rolling in your lips, or covering them with white surgical tape or a white cloth to prevent accidental flashes on that area.

It's also safe to use as directed for back hair removal and bikini line hair removal.

I've heard that some hairs grow back lighter and finer after light treatment. Is this true?

This phenomenon is well documented among aestheticians and doctors using light and laser devices for hair removal. It is possible that some hairs will grow back lighter and finer after treatment. Usually, these hairs are a fraction of what was originally there, and continued treatment may have the desired effect.

## **Can the Silk'n Flash&Go Express be used on naturally dark or tanned skin?**

All Silk'n hair removal devices use HPL technology – a flash is emitted which targets hair's pigment, before converting into heat. Since the light cannot differentiate between skin or hair pigmentation, if the skin is dark, the flash may immediately be drawn to it and may result in adverse reactions.

Please refer to the Fitzpatrick scale found on our [How it Works](#) page to ensure you are a suitable candidate before purchasing your hair removal device.

If you think your skin tone falls within the suitable range, you should still use your device with caution; we recommend doing a couple of test flashes with each level, on each area that you plan to treat. For example, if you want to treat your legs, start at Level 1 and do a couple of flashes on your legs. Wait 24 to 48 hrs and if you do not get a reaction, you should be okay to treat this area

at this level. Again, you should follow this protocol with each area, at each level, to determine which level you are able to tolerate.

Please also keep in mind during the summer months, extra caution should be taken to protect and cover up any areas being treated from the sun, regardless of your skin tone. Many individuals take a break during this season because their skin darkens from exposure to the sun's rays.

Please see [our website](#) or your hair removal device manual for full details on sun/artificial tanning.

## **Can men use Flash&Go Express?**

Yes, all of our HPL hair removal devices can be used by men. But, please note that male facial hair can be especially difficult to treat and it may not give you the look you desire. The end result will be that of unnaturally smooth skin, not a freshly shaven appearance.

Treating the neck and back, however, has been proven to be quite successful for men – leaving a natural hair-free appearance. Facial and chest hairs will require more treatments than those of women to get the full results.

## **Are there any age restrictions?**

We recommend that adolescents wait until they are at least 16 years old before starting treatments with any of our hair removal devices. Due to the hormonal changes that the body goes through during puberty, treatments may be less effective during this period. There is no maximum age limit to who can use the device, but keep in mind that treatments will be less effective on grey hairs.

## **Can I use this over tattoos, moles, or freckles?**

We do not recommend using the Flash&Go Express over tattooed skin, or raised moles, freckles, or beauty marks. To treat around these areas, we suggest covering the section of your skin with white surgical tape or a white cloth to prevent accidental flashes. Please consult your device manual for a full list of contraindications and recommendations for your device, or contact us for assistance