

# FAQ

## WELCOME

Thank you for purchasing ALYFINI multifunctional facial cleansing brush!

At ALYFINI, we believe that beauty and self-care are not just about products, but also about the experience. Our brand is dedicated to helping you achieve gentle and effective skincare.

Before using the ALYFINI facial cleansing brush, please READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

## ALYFINI FACIAL CLEANSING BRUSH OVERVIEW

ALYFINI Multi-Functional Cleansing Brush is designed with patented technology, providing a clean and refreshing sensation for your skin. Its hygienic and gentle silicone brush head, combined with adjustable sonic vibration modes, meets the cleansing needs of different skin types. It offers a gentle yet effective daily skincare routine, thoroughly cleansing skin pores, leaving the skin smooth and soft, and preparing it for moisturizing, makeup application, and tanning. It does not disrupt the skin's natural barrier, retaining appropriate sebum levels, maintaining the skin's natural pH balance, and ensuring healthy, hydrated, and protected skin after each cleansing.

ALYFINI Multi-Functional Cleansing Brush offers a much better cleansing effect than hand washing and enhances the absorption of your favorite skincare products. In the heated massage mode, the device simulates the temperature of skin pores' expansion, promoting blood circulation and tightening the skin. With ALYFINI Cleansing Brush, you can initiate your daily cleansing routine anytime and anywhere.

## WARRANTY

Alyfini warrants this device for a period of ONE (1) YEAR after the original date of purchase.

## **FREQUENTLY ASKED QUESTIONS**

**Q: WHAT COMES WITH THE DEVICE?**

A: 1 Facial Cleansing Brush, 1 DC Charging Cable, 1 User Manual

**Q: HOW DO I TURN IT ON AND OFF?**

A: Press and hold the power button to turn the device on or off.

**Q: HOW OFTEN CAN I USE FACIAL CLEANSING BRUSH?**

A: As everyone has different skin types and skin problems, we recommend that you choose the frequency of deep cleansing based on your skin's condition.

**Q: HOW DO I SWITCH BETWEEN THE RED AND BLUE LIGHT MODES?**

A: After powering on, the default mode is blue light. In the power-on state, short press the power button to switch between red and blue lights.

**Q: HOW TO CHARGE THE DEVICE?**

A: The charging port is located on the side of the device; simply connect the provided charging cable. It takes 1 hour and 40 minutes to fully charge when the power is depleted, providing continuous use for one month (based on 3 minutes of daily usage). If your device is not used for an extended period, we recommend charging the machine every 3 months.

**Q: MY DEVICE IS NOT ACTIVATED WHEN PRESSING THE POWER BUTTON?**

A: The device needs a long press of the power button to turn on. If it still cannot power on, your device may be out of battery. Please fully charge it and then restart for use.

**Q: WHY CAN'T THE CHARGING CABLE BE CONNECTED?**

A: When connecting the charging cable, it may not insert vertically, requiring an adjustment of the charging cable insertion angle for effective charging.

**Q: WHY CAN'T THE CHARGING CABLE BE FULLY INSERTED?**

A: The charging cable does not fully insert into the charging port. This design choice is intended to enhance the waterproof features around the charging port.

**Q: WHY CAN'T MY DEVICE POWER ON EVEN AFTER CHARGING?**

A: Please attempt to power on the device after charging for 24 hours. Note that our device cannot be powered on while connected to the charging cable.

**Q: I HAVE SENSITIVE SKIN, CAN I USE THIS DEVICE?**

A: Our face scrubber is suitable for all skin types. The brush head employs a patented design, featuring finer and softer bristles to ensure a gentle and non-irritating experience for the skin. With a total of 5 vibration intensity levels, we suggest customers with sensitive skin start with the lowest setting when using the device. We do not recommend individuals with sensitive skin to use the facial cleansing brush for deep cleansing every day; once every 14 days is recommended.

Q: IF I HAVE DRY SKIN, WHAT VIBRATION INTENSITY LEVEL SHOULD I USE?

A: If you have dry skin, it is recommended to start with a lower vibration intensity (level 1 to 3) to ensure effective cleansing without overstimulating the skin.

Q: IF I HAVE OILY SKIN, WHAT VIBRATION LEVEL SHOULD I USE?

A: It is recommended to start with a lower vibration setting and gradually increase it as needed. Typically, using the device at level 3 to 5 is suitable for oily skin, but the optimal level depends on individual comfort and skin response.

Q: IF I HAVE COMBINATION SKIN, WHAT VIBRATION LEVEL SHOULD I USE?

A: Use levels 3 to 5 for the oily areas and levels 1 to 3 for the dry areas. It is initially recommended to select a lower vibration setting and adjust gradually based on personal comfort. The specific optimal vibration level depends on individual comfort and acceptance of vibration.

Q: CONTEMPLATING ACQUISITION FOR A TEENAGER. CAN IT BE UTILIZED IN THE CASE OF ACNE?

A: This facial cleansing device effectively clears pores and can contribute to alleviating acne. However, avoid using the facial brush on damaged or broken skin. If the individual has highly sensitive skin, it is advisable to seek guidance from a dermatologist.

Q: WHAT IS THE TEMPERATURE RANGE OF THE BRUSH DURING OPERATION?

A: The temperature range of the hot compress function is around  $104 \pm 3.6$  °F. We have chosen to simulate the temperature of the human palm, aligning with our concept of gentle skincare.

Q: DOES THE DEVICE BRUSH HEAD ROTATE?

A: The brush head itself does not rotate. Our product emphasizes Gentle Cleansing. The device utilizes sonic vibrations to deep-cleanse oil and dirt from pores.