

Silk'n
H2502 Titan
MultiPlatform



Silk'n H2502 Titan MultiPlatform User Manual

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Silk'n®

Silk'n H2502 Titan MultiPlatform



Specifications

- **Product Name:** Titan MultiPlatform
- **Model Number:** H2502
- **Languages:** English (EN), French (FR), Spanish (ES)
- **Skin types:**
 - Light, pale white
 - White fair
 - Medium white to olive
 - Olive moderate brown
 - Brown, dark Black, very dark brown

Product Usage Instructions

Warnings: This device is powerful and should be used with special attention to safety. Before first use, please read this user manual in full, and keep it for future use. Be sure to read all warnings, contraindications, and safety precautions, and follow them strictly. We recommend you refamiliarize yourself with the instructions before each treatment.

Important Safety Guidelines

- Ensure hands are dry before operating the device or connecting the charging cradle.
- Avoid placing the wall adapter near liquids or heated surfaces.
- Use only the provided wall adapter for recharging the battery.
- Disconnect the device from the mains after charging.
- Never leave the device unattended when plugged in.

Skin types / Types de peau / Tipos de piel

✓	✓	✓	✓	✗	✗
Light, pale white	White fair	Medium white to olive	Olive moderate brown	Brown, dark brown	Black, very dark brown
Peau très claire, pâle	Peau claire	Peau claire à mate	Peau brune, mate	Peau brune, foncée	Peau très foncée ou noire
Clara, blanca pálida	Blanca, clara	Blanca media a olivácea	Marrón moderada a olivácea	Marrón, marrón oscuro	Negro, marrón muy oscuro

Warnings

This device is powerful and should be used with special attention to safety. Before first use, please read this user manual in full, and keep it for future use. Be sure to read all warnings, contraindications, and safety precautions, and follow them strictly. We recommend you refamiliarise yourself with the instructions before each treatment.

- Always ensure that your hands are dry before operating the device, touching the plug, or connecting the charging cradle to the main supply.
- Do not place or store the wall adapter where it can fall, or be pulled into any liquid.
- To recharge the battery, only use the wall adapter provided with this device.
- Do not use the wall adapter if it has fallen into liquid.
- Disconnect the device from the main supply after charging the battery.
- Keep the device, all parts, and accessories away from heated surfaces.
- Never leave the device unattended when plugged into the mains supply.
- Do not attempt to modify, open, or repair the device. You may expose yourself to dangerous electrical components and may cause serious harm to yourself. It will also void your warranty.
- Do not use if the parts or accessories are not supplied by the manufacturer as defined in this manual, or if they are damaged in any way, do not appear to be working properly, or if you see or smell smoke. In such cases, stop using the device, and contact customer service.
- Do not clean any of the parts in the dishwasher.
- Children shall not play with the device. Cleaning and user maintenance shall not be done by children.
- Children must not play with the packaging. They may injure themselves with the packaging material, or swallow small parts and choke.
- This device contains non-replaceable batteries.
- This unit has been designed and tested to meet the requirements of electromagnetic, electrostatic, and radio frequency interference standards. However, the possibility of electromagnetic or other interference may still

exist. Relocating the device may help to eliminate interference.

- Do not dispose of the device or the battery with household waste! The law requires that you dispose of this electrical device (including all accessories and parts) at a designated recycling collection point for electrical devices.
- Dispose of the battery safely.
- If the product reaches its end of life, the battery must be removed before disposal (see section 12. Disposal).

Contraindications

The device must not be used by the following people: children, adults with limited physical, sensory, or psychological capacities, those lacking experience or knowledge in how to use the device safely, or those who do not understand the hazards involved.

Do not use it if you:

- have a pacemaker internal defibrillator, or any other active electrical implant anywhere in the body.
- suffer from poorly controlled endocrine disorders, such as diabetes and thyroid conditions.
- have a history of skin cancer, or current condition of any other type of cancer, or pre-malignant moles.
- have received radiation therapy or chemotherapy treatments within the past 3 months, or have areas of potential skin malignancies.
- have an impaired immune system due to immuno-suppressive diseases such as AIDS and HIV, or use immunosuppressive medications.
- have used Isotretinoin (Accutane®) within 6 months before treatment.
- have a disease related to photosensitivity, such as porphyria, polymorphic light eruption, solar urticaria, lupus, etc.
- suffer from epilepsy.
- are pregnant or nursing.

Do not use on areas that have:

- a permanent implant such as metal plates and screws, silicone implants, or areas with injected fills or toxins.
- any active condition in the treatment area, such as sores, psoriasis, eczema, rashes, open lacerations, abrasions, or lesions.
- traumatized or injured skin.
- had recent exposure to the sun without protection (wait 1 day); for tanned or sunburnt skin, wait 3 days.
- had any surgery within 3 months before treatment.
- tattoos.
- long or thick hair. Use of the device may result in light bruising.

Consult your physician if you have:

- used steroids within 3 months before treatment.
- couperose or rosacea.
- a history of diseases stimulated by heat, such as recurrent herpes simplex in the treatment area. If so, you may treat only following a prophylactic regime.
- used physician-prescribed drugs on your skin within the past 6 months.
- a history of skin disorders, keloids, abnormal wound healing, as well as very dry and fragile skin.
- any other condition which, in the opinion of your physician or dermatologist, would make it unsafe for you to be

treated.

Safety features

The device has these features to protect your skin from overheating.

- **Thermal sensor and heat stabilizer:** These measure the skin temperature, stabilize the heat energy, and prevent overheating. When the skin temperature reaches 43°C, the stabilizer will automatically stop emitting heat, until the skin temperature lowers enough for the stabilizer to resume heating.
- **Movement sensor:** This enables the device to generate RF only when you are moving the device across your skin.

Get to know your device

Device description

- The device is a face treatment device that utilizes Home Technology™. The device combines several kinds of energy: Low-Level Laser Therapy (LLLT), Infrared, and Bi-Polar Radio Frequency energy (Bi-Polar RF) that treat the upper layer, dermis, and deep sub-dermal fat to improve the skin's appearance and reduce wrinkles.
- The device includes a treatment surface with 3 electrodes and a control button with 5 surrounding indicator lights. It has a rechargeable battery for cordless use, as well as a wall adapter for connection to the main supply.

intended use

The device is an over-the-counter home-use device intended for the non-invasive treatment of mild to moderate facial wrinkles for adult women who have Fitzpatrick skin types I-IV (see the skin color chart at the front of the user manual).

The device is for self-treatment at home and is not suitable for commercial purposes. Do not use it for any purpose other than as described in this user manual.

Package contents

- Your Silk'n device
- RF attachment
- Silk'n Slider Gel
- AC/DC wall adapter
- User manual




Device parts

Refer to the diagram on page (i) at the front of this manual to see the location of each feature.

- Treatment surface (#1)
- Electrodes (#2)
- LED lights (#3)
- Infrared lights (#4)
- 4 energy level indicator lights (#5)

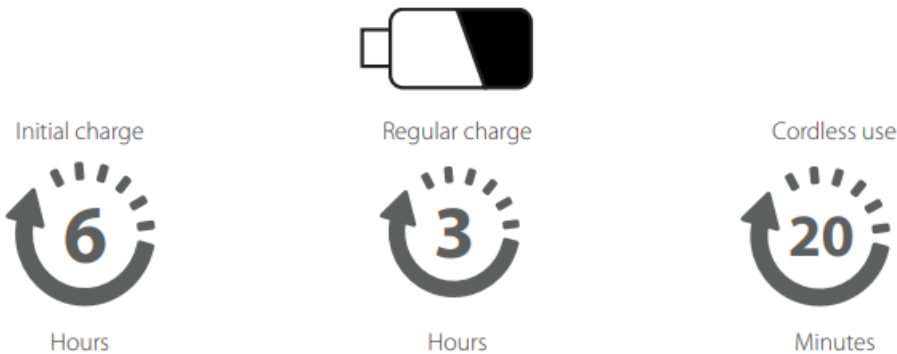
- BBattery/attachmentindicator light (#6)
- Wall adapter socket (#7)
- Control button (#8)
- RF attachment (#9)

Device controls & settings

Button	Action	Function / Mode
Control button (#8) 	Long press x 1	Starts the device. Energy level 1 - 1 light on
	Short press x 1	Energy level 2 - 2 lights on
	Short press x 2	Energy level 3 - 3 lights on
	Short press x 3	Energy level 4 - 4 lights on
	Short press x 4	Goes back to level 1
	Long press	Goes back to standby mode
Energy level indicator lights (#5) 	Shows the energy level selected.	There is one light for each energy level. Level 1 is the lowest energy level, and level 4 is the highest.
Button	Action	Function / Mode
Battery/attachment indicator light (#6) 	Orange - blinks	Device charging
	Green - constant	Device charged
	Orange - blinks	Low charge in battery (cordless)

Charging the battery

1. Charge the device before first use.
2. Place the wall adapter cable into the device, then connect the wall adapter to the main supply. The battery/attachment indicator light (#6) will blink orange.
3. Position the wall adapter so that the mains plug is disconnected **easily**: The battery icon does not change color.

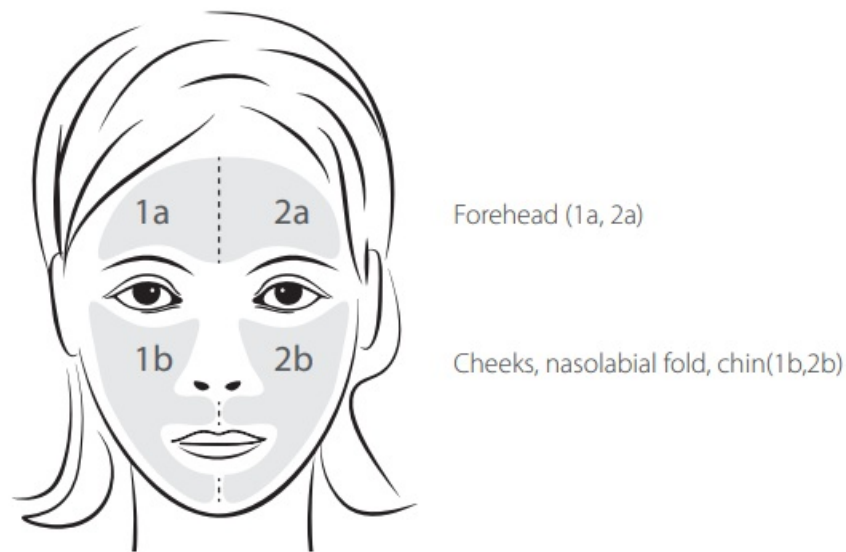


INFO: You can use the device when it is connected to the main supply. Note that the battery/attachment indicator light (#6) will be off.

Treatments

Treatment areas

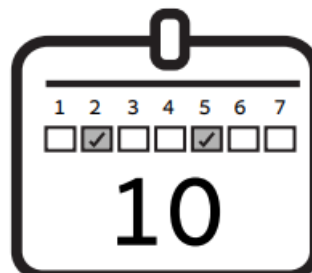
Use the device on these areas of your face.



INFO: When treating larger areas, such as cheeks, we recommend using the RF attachment (#9) – see section 6.2 Treatment steps for use on larger areas.

Treatment plan

- Treat each area separately for 15 minutes. You can treat as many areas as you like in one session.
- Treat each area for at least 10 minutes at energy level 4.
- Use the device for 2 sessions a week for 10 weeks. You will begin to see visible results after 5 weeks / 10 treatments.



- Treat once every 2 weeks after that, to maintain results.
For maximum effectiveness:
- Make sure you have enough gel on the treatment surface (#1) at all times during the treatment.
- Do not leave the device on one spot of skin. Keep moving the device covering the entire treatment area. This will prevent overheating of the treatment area, and reduce the possibility of any adverse effect.
- Make sure the 3 electrodes (#2) are always in full contact with the skin.
- If the energy level feels uncomfortable, reduce it to a level that is comfortable for you.
- Only change energy levels when the treatment surface (#1) is not in contact with the skin.

What to expect

During a treatment session, it is normal to experience or feel:

- A sensation of warmth.
- Some redness or slight swelling: this should subside within a few hours, or up to one day.

Possible side effects

If you follow the instructions fully and pay attention to all warnings and contraindications, complications and side effects are uncommon. However, every cosmetic treatment, including those designed for home use, involves some degree of risk. Therefore you must understand and accept the risks and complications that may occur.

- Excessive edema (swelling) and erythema (redness) are rare reactions to the treatment that, in most cases, subside within a few days. In case these signs appear, immediately use a damp cool cloth to cool the area for at least 10 minutes and apply an anti-burn cream.
- In rare cases, the user may experience dilation of the superficial blood capillaries. This may result in a temporary redness for a few days. Also, some of the capillaries may present red spots that will also reduce with time. If these signs appear, we recommend that you cool the area with chilled water immediately.

INFO: Consult your physician if you experience any persistent symptoms including pain, skin redness, swelling, or a burning sensation.

Get started

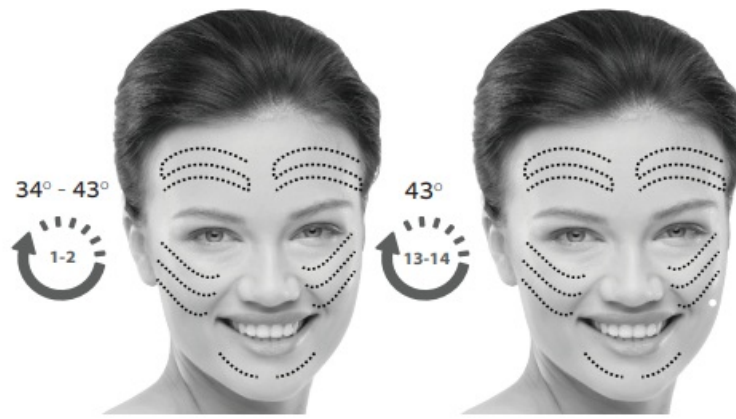
1. Make sure that your skin is clean and dry, and that you have removed all jewelry.
2. Remove the device and the other components from the box.
3. Decide if you want to use the device cordlessly or via the main supply.
 1. **Cordless:** Check that the battery is not low before you start a treatment.
 2. **Mains supply:** Place the wall adapter cable into the wall adapter socket (#7) and connect it to the main supply.

Treatment steps for use in smaller areas

1. Start the device: Long press the control button (#8). The device starts at energy level 1 automatically, and 1 energy level indicator light (#5) will turn on.

INFO: Check that the expiry date of the gel has not passed.
2. Apply a thin layer of Silk'n Slider Gel over the treatment surface (#1).

INFO: Slider Gel (or any other water-based clear gel) facilitates smooth movement of the treatment surface over the skin and enables conductivity. To ensure safe and efficient treatment, always start by applying Slider Gel and apply more gel if needed.
3. Using energy level 1, place the device in the area you want to treat. Make sure that it is in full contact with the skin. You will feel a mild sensation of warmth.
4. Move the device in gentle massage-like motions on the area you wish to treat. Progress slowly and carefully. Keep moving the device ensuring that the 3 electrodes stay in contact with the skin as you treat the area.
5. With the device constantly in motion, treat each area for 15 minutes.
6. Increase the energy level gradually. Using the highest energy level will get the best results, but you must set an energy level that is comfortable for the area you are treating.



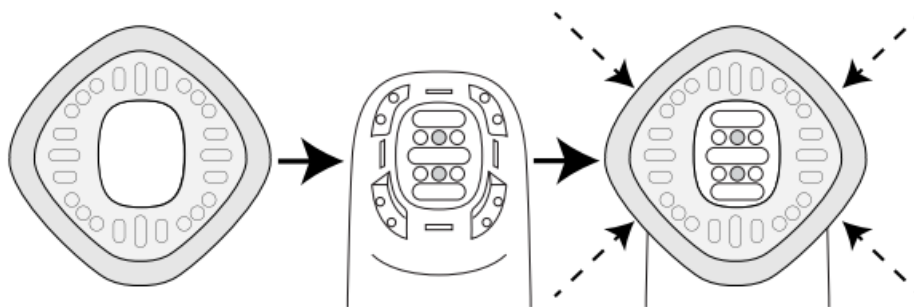
INFO: You will feel the skin temperature rise as you increase the energy level. It usually takes about 1-2 minutes for the device to reach the required temperature. During the treatment, your skin will get a little red. Don't worry; this is normal.

WARNING: Stop immediately if you feel any discomfort.

7. Experiment by moving the device slowly across the area you are treating. If the treated area is hot and you feel uncomfortable, try moving the device a little faster.
8. Clean the treated area: Remove any residual gel from the skin, then rinse the skin with lukewarm water. Dry the skin with a towel, and apply a facial cream to soothe and moisturize the skin.

Treatment steps for use on larger areas

For larger areas, such as cheeks, we recommend you use the RF attachment (#9).



1. Place the RF attachment (#9) on the treatment surface (#1) and gently press it so that it locks into place. Make sure that the triangular mark on the back of the attachment faces upwards.
 1. If the RF attachment is installed correctly, the battery/attachment indicator light (#6) will be constantly green during use.
 2. The LED lights (#3) and Infrared lights (#4) will also be on.

INFO: If the RF attachment is not installed correctly, the battery /attachment indicator light (#6) blinks green. If that happens, re-install the attachment.
2. Once the attachment is positioned correctly, follow the treatment steps in section 6.1 Treatment steps for use on smaller areas.
3. Remove the RF attachment: Gently pull the attachment outwards until it detaches from the device. Clean and dry it before storing it for the next use – see section 7. Cleaning, maintenance & storage.

Cleaning, maintenance & storage

Clean the device and the RF attachment (#9) after each treatment.

WARNING: Never immerse your device or any of its parts in water!



- To clean the device, put the device in standby mode, then unplug it.
- Use absorbent paper (such as toilet paper or wipes) to remove the gel residue off the treatment surface (#1). Make sure you remove all gel residue to prevent the gel from solidifying or damaging the device.
- Use a clean damp cloth to clean the device and the treatment surface (#1).
- Clean and dry the RF attachment (#9) in the same way.

INFO: You may use cleaning fluids with up to 70% alcohol, but never use acetone or other abrasive liquids, because they will damage your device.



- Finally, wipe the device and the treatment surface (#1) dry with a clean dry cloth.
- After cleaning, we recommend you store the device in its original box. Store the device and the gel in a cool dry place.



Troubleshooting

Do not attempt to open or repair your device. You may expose yourself to dangerous electrical components and may cause serious harm to yourself. It will also void the warranty.

Problem	Checks
The device does not start.	<ul style="list-style-type: none">• Mains supply: Make sure the wall adapter is properly connected to the device, that it is plugged into the mains supply, and that you long press the control button (#8).• Cordless: Check that the battery is not low. If the battery is low, connect the device to the mains supply to perform the treatment.
I don't feel any heat from the device even though I pressed the control button (#8).	Heat will only be emitted when the treatment surface (#1) is in full contact with the skin, and you have applied gel before and/or during your treatment.
One or more lights blink continuously.	The device has malfunctioned. Unplug the device and restart.
The device has stopped working and is in standby mode.	<ul style="list-style-type: none">• Mains & cordless: Long press the control button (#8) to restart the device.• Cordless: Check that the battery is not low.

For problems or queries, please contact Customer Service.

Customer service

For more information about Silk'n products, visit your regional Silk'n website: www.silkn.com or www.silkn.ca. If the device is damaged, defective, or in need of repair, or if you need our assistance, please contact your nearest Silk'n service center. This manual is also available as a PDF download from the websites.

- **Service number:** 1-[800-250-5053](tel:800-250-5053) (toll-free)
- **Email:** customercarena@silkn.com

Consumables

You can purchase Silk'n Slider Gel at www.silkn.com and www.silkn.ca.

Warranty

This product is covered by a 1-year warranty. The extent of the warranty on this product is limited to technical defects caused by faulty production processes. In the event you want to claim a warranty please be sure to contact our customer service for instructions. They may be able to solve your problem without needing to return the product to the store or our service center. Our customer service is always pleased to help you!

INFO: The manufacturer accepts no liability for damage or injuries caused by improper or incorrect use.

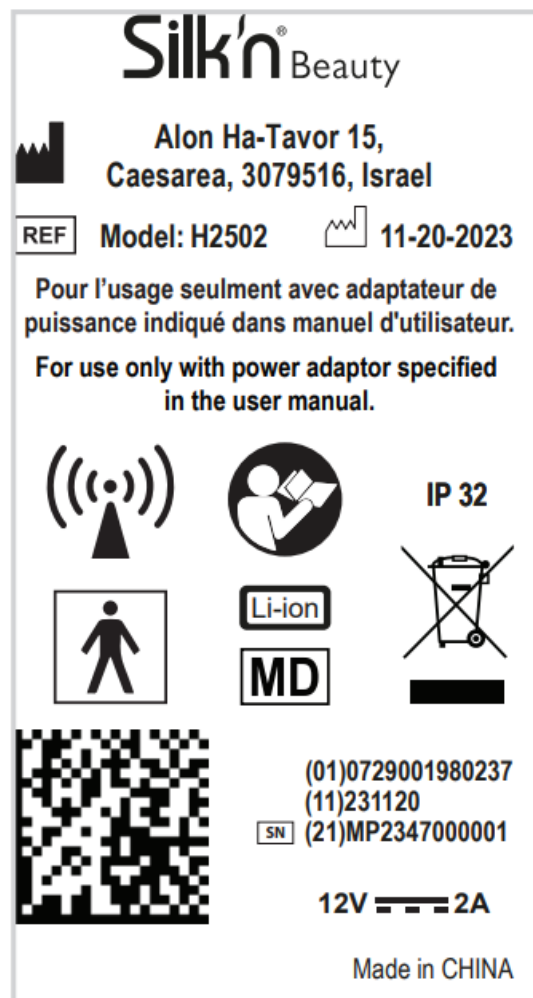
Disposal

- If your device reaches its End of Life stage, be sure to follow local regulations for the disposal of electrical items. Contact your local council for more information.
- Old appliances should not be disposed of with household waste!
- Should the product no longer be capable of being used at some point in time, dispose of it by the regulations in force in your locality. This ensures that old appliances and packaging are recycled professionally and also rules out negative consequences for the environment.

Dispose of the packaging separated into single-type materials. Dispose of cardboard and cartons as waste paper and film via the recyclable material collection service.

Do not dispose of household waste! The WEEE directive requires that you dispose of this electrical device (including all accessories and parts) at a designated recycling collection point for electrical devices. This prevents the release of harmful substances* into the environment. Make sure that the device is in an uncharged state before disposal. * Products labelled with Cd = cadmium, Hg = mercury, Pb lead.








Labeling



INFO: This device is not suitable for use in the presence of a flammable anesthetic mixture with air or with oxygen or nitrous oxide.

Signs & symbols

	A statement or event that indicates a possible or impending danger, problem when using the device.
	Important information about using or maintaining the device.
IP32	The device is protected against the ingress of objects larger than 2.5mm diameter, such as fingers, to protect against electric shock.
	Do not dispose with household waste. Dispose in accordance with your country's laws and help protect the environment. In accordance with the WEEE Directive.
	Lithium-ion inside.
	The built-in rechargeable battery contains substances that may pollute the environment. Discard in accordance with local regulations.
	Interference may occur in the vicinity of the equipment.

	Degree of protection against electric shock: type BF applied part.
	Date of manufacture.
	Manufacturer.
	Product serial number.
	Product reference number.
	Medical device.
	Read the user manual.

Specifications

- **Model no. Handpiece:** H2502
- **RF Attachment:** HA2502
- **Treatment area Handpiece:** 426 mm²
- **RF Attachment:** 1012 mm²
- **RF Attachment + RF Head:** 1438 mm² Technology Home Technology™
- **Red LED light (wavelength; optical output power)**
- **Handpiece:** 22±0.66 mW/cm²
- **RF Attachment:** 20±0.6 mW/cm²
- **Infrared (wavelength; optical output power)**
- **Handpiece:** 23±0.69 mW/cm²
- **RF Attachment:** 18±0.54 mW/cm²
- **Radiofrequency (RF) (frequency; maximum output power)**
- **Handpiece:** 1 MHz ±30%; 10W max
- **Handpiece + RF Attachment:** 1 MHz ±30%; 20W max
- **Operation & safety** Heat stabilizer preventing skin overheating
- **Dimensions Handpiece + RF Attachment** 189 x 71 x 61 mm²
- **System weight Handpiece; RF Attachment** 210 gm; 45 gm
- **Time from minimum storage temperature between uses to minimum operating temperature with an ambient temperature of 20°C:** 30 minutes
- **Time from maximum storage temperature between uses to maximum operating temperature with an ambient temperature of 20°C:** 30 minutes
- **Transport & storage between uses and storage condition:** Temperature: minus 40 to 70°C Relative humidity: 10% – 90% Atmospheric pressure: 500 – 1060 hPa
- **Operating conditions**

- **Temperature:** 10 to 35°C
- **Relative humidity:** 30% – 75%
- **Atmospheric pressure:** 700 – 1060 hPa
- **Wall adapter Input Output Protection class** DZ024CHL120200H 100–240 V~, 50/60 Hz, 0.8 A 12.0 V DC, 2.0 A, 24.0 W II

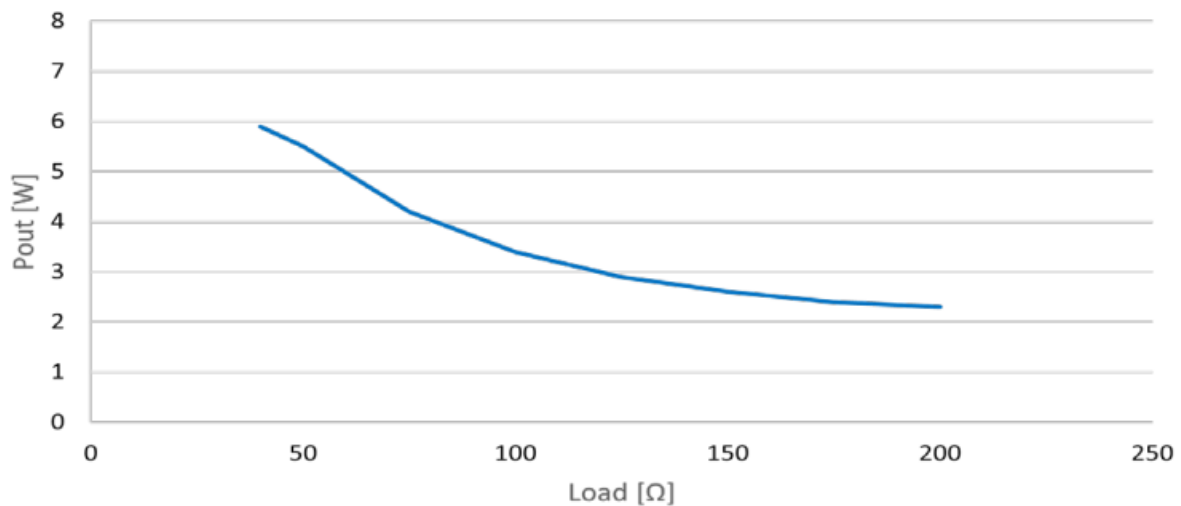
The device was tested and complies with these standards

- IEC 60601-1 (Safety)
- IEC 60601-2-2 (High Frequency)
- IEC 60601-1-2 (EMC)
- IEC 60601-1-11 (Environment)
- IEC60601-2-83 (Safety of home light therapy equipment)
- **The expected service life of the equipment** 5 years
- **Rechargeable Li-on battery**
 - **Model:** INR21700-40T
 - **Nominal voltage:** 3.7Vdc
 - **Rated capacity:** 4000mAh

Output power curves

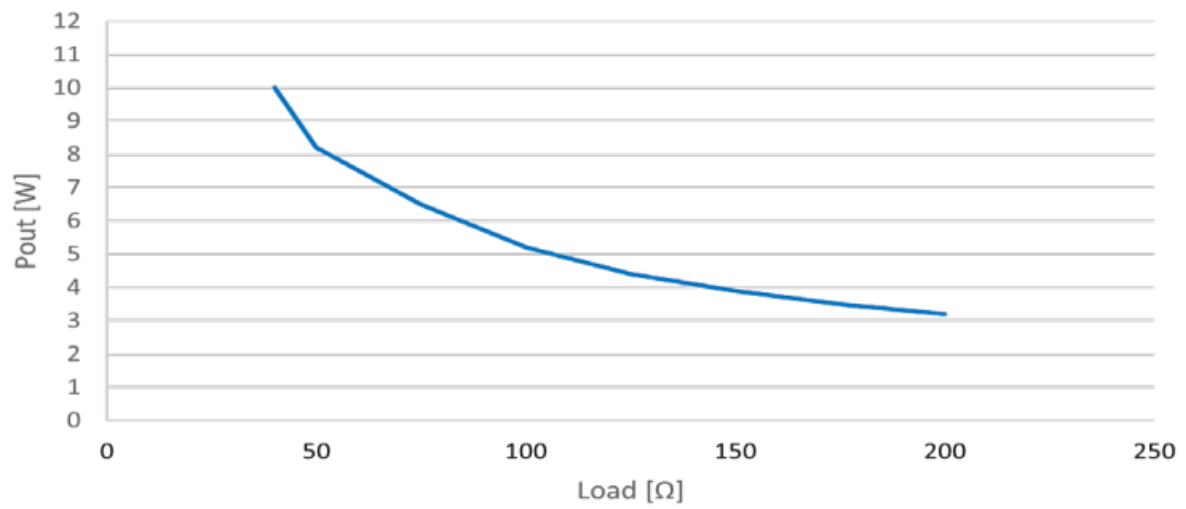
The graphs show the device's RF power (for all modes of operation) versus the treated skin impedance.

Handpiece Half Output Power Vs Load



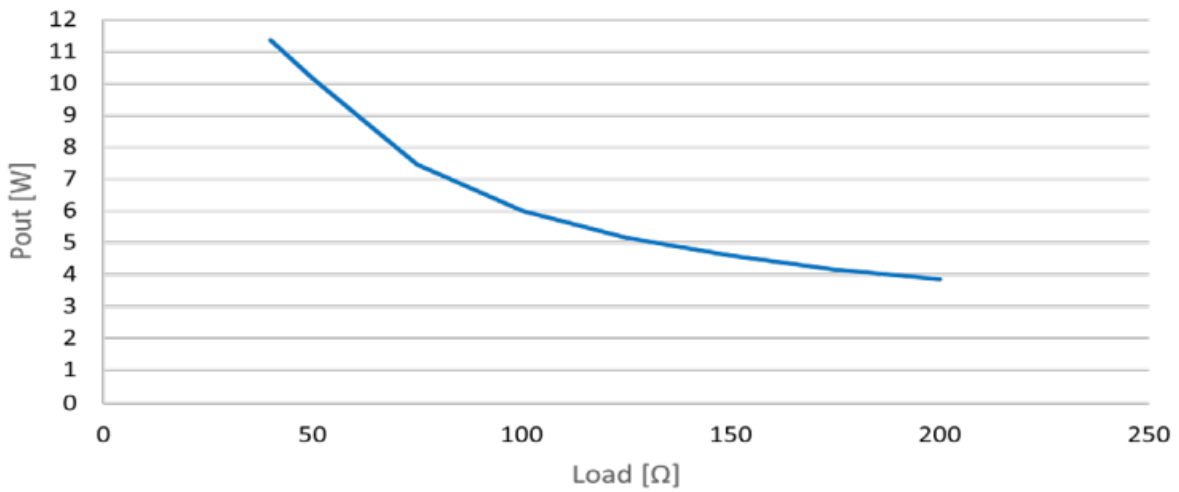
Handpiece Half Output Power Vs Load

Handpiece Full Output Power Vs Load



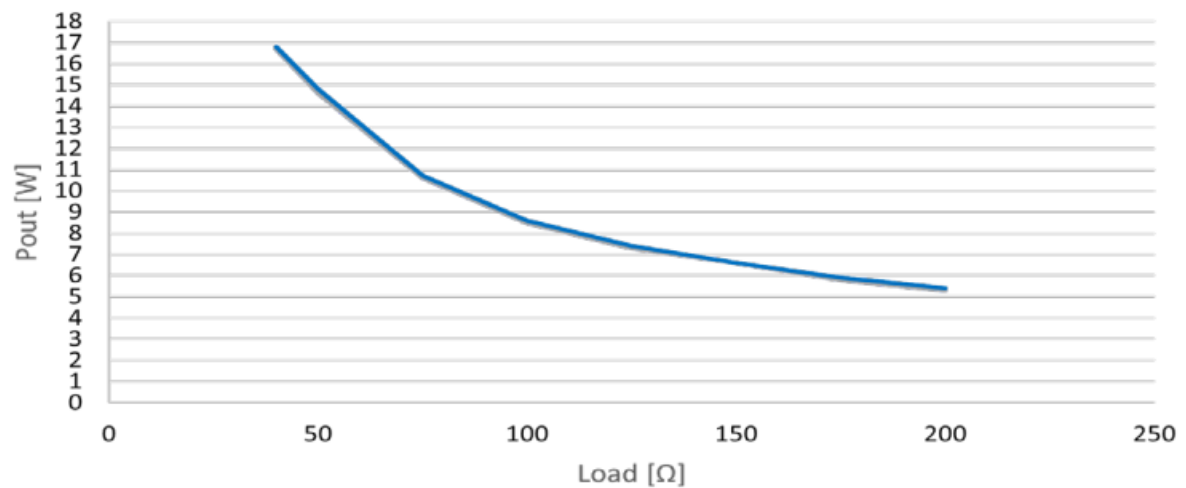
Handpiece Full Output Power Vs Load

Handpiece and RF Attachment Half Output Power Vs Load



Handpiece and RF Attachment Half Output Power Vs Load

Handpiece and RF Attachment Full Output Power Vs Load



Handpiece and RF Attachment Full Output Power Vs Load

EMC Technical results

- **EMC requirements**

- IEC 60601-1-2 Edition 4.0 (2014)
- Environment of intended uses:
- Home Healthcare Facility Environment

- **Summary of Test Results**

Problem	Checks
The device does not start.	<ul style="list-style-type: none">• Mains supply: Make sure the wall adapter is properly connected to the device, that it is plugged into the mains supply, and that you long press the control button (#8).• Cordless: Check that the battery is not low. If the battery is low, connect the device to the mains supply to perform the treatment.
I don't feel any heat from the device even though I pressed the control button (#8).	Heat will only be emitted when the treatment surface (#1) is in full contact with the skin, and you have applied gel before and/or during your treatment.
One or more lights blink continuously.	The device has malfunctioned. Unplug the device and restart.
The device has stopped working and is in standby mode.	<ul style="list-style-type: none">• Mains & cordless: Long press the control button (#8) to restart the device.• Cordless: Check that the battery is not low.

Legal notice

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Manufacturer

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- **Issue date:** 01/2024
- www.silkn.com www.silkn.ca info@silkn.com

FAQ


- **Q: Can I use this device on all skin types?**

- A: The device is suitable for various skin types including light, pale white to dark black skin tones. Refer to the user manual for specific skin type recommendations.



- **Q: How often should I use the device?**

- A: Follow the recommended treatment frequency outlined in the user manual based on your skin type and desired results.

Documents / Resources

	<p>Silkn H2502 Titan MultiPlatform [pdf] User Manual H2502, ED905-13, PB120112A, H2502 Titan MultiPlatform, H2502 Titan, Titan, MultiPlatform, H 2502 MultiPlatform</p>
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References

-  [Beauty Tools for Home Use | Silk'n](#)
-  [Beauty Tools for Home Use | Silk'n](#)
- [User Manual](#)

Manuals+, [Privacy Policy](#)

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