

Philips SC1981/50 Lumea Comfort IPL Hair Removal System

Frequently Asked Questions

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(1) Before you buy

1. What is the difference between professional and at-home light based treatments?

- i. Professional salons typically use light intensities at a much higher energy level than at-home light based treatments, which leads to more long-term hair removal results. However, even in professional salons, the permanent removal of 100% of hairs with laser or IPL is highly unlikely. And even then, maintenance treatments are required from time to time. At-home laser or IPL solutions work in a similar manner and quite often use gentler light intensities. Although this may result in hair removal that does not necessarily last as long as a professional treatment, it is far better and longer lasting than other at-home hair removal methods such as waxing, epilating, shaving, etc. because your skin remains smooth and hair free even in between treatments.

2. What is the difference between Intense Pulsed Light (IPL) and laser treatment?

- i. IPL emits light of all visible wavelengths (like a photo flash) while a laser emits a single beam of light at a specific wavelength (like a laser pointer). For hair removal, IPL and laser are equally effective. However, laser is a more expensive technology than IPL and usually requires a longer treatment time, as the window size on the device is smaller than with IPL devices.

3. Is Philips Lumea gentle and effective for me and my skin?

- i. Yes. Philips Lumea Comfort uses an innovative light-based technology called IPL



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(Intense Pulsed Light), derived from the technology used in professional beauty salons. Philips has adapted this technology for effective use in the safety and comfort of your own home. Philips worked closely with skin care experts to develop this technology. For more than 10 years Philips carried out extensive consumer research on IPL technology with more than 2,000 women. The appliance ensures that flashing is only possible when the device is in contact with the skin. The integrated UV filter protects your skin from UV light. If your skin is too dark, the skin color sensor prevents the emission of flashes. We recommend using the appliance in a well-lit room. Side effects and complications, while possible, are very unlikely as long as Philips Lumea is used according to the instructions and precautions included in the user manual.

4. Does the treatment hurt?

- i. In clinical trials, no women rated the experience as painful, providing that the correct settings according to skin tone and hair color were used and the instructions were followed. Some women did describe sensations such as warm sensation, prickling or itching, which in most cases disappeared within a few minutes up to one hour. To get accustomed to Philips Lumea, it is recommended that you make test flashes near the area you intend to treat, using the lowest recommended light setting. Once you are comfortable with this you can increase the light setting, step-by-step if necessary, but it should never become uncomfortable.

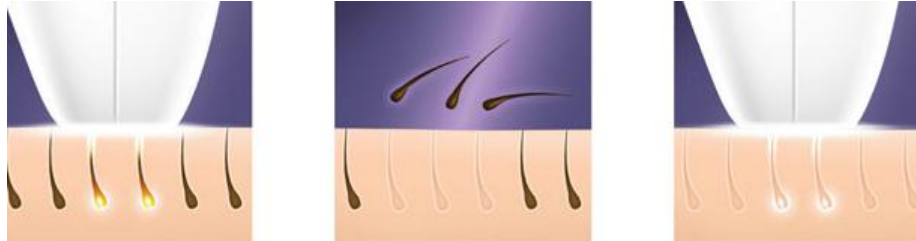
(2) Getting started

1. At what age can I use Philips Lumea?

- i. Close supervision is necessary when this appliance is used by, on, or near children or invalids. The appliance is not intended for children under the age of 18 years. Children should be supervised to ensure that they do not play with the appliance.

2. How does hair removal with IPL work?

- i. IPL (Intense Pulsed Light) technology works by heating up the pigment (melanin) in the hair and root underneath the skin. This stimulates the hair to go into its resting phase. The hair then sheds naturally, leaving your skin silky-smooth. Repeated regularly, the resting phase lasts longer and this will result into long term hair reduction.



3. How do I select the right light intensity for me?

- i. It is vital that you only use the light intensity recommended for your skin/hair type. To avoid undesired skin reactions, always first check the skin tone/hair color chart (see below) and then start with the lowest recommended intensity. If all is well, increase gradually. If the treatment feels uncomfortable, reduce the intensity. The treatment should not feel painful at any time. Different areas of the body can be more sensitive than others. Simply adapt the intensity according to the sensation you experience.

Suitable hair and skin tones

Hair Color	Skin tone						
	Lightest	Light	Medium-Light	Medium	Medium-Dark	Dark	Darkest
Black	✓	✓	✓	✓	✗	✗	✗
Dark Brown	✓	✓	✓	✓	✗	✗	✗
Medium Brown	✓	✓	✓	✓	✗	✗	✗
Light Brown	✓	✓	✓	✓	✗	✗	✗
Golden Brown	✗	✗	✗	✗	✗	✗	✗
Light Golden	✗	✗	✗	✗	✗	✗	✗
Very Light	✗	✗	✗	✗	✗	✗	✗

✓ This product is suitable for you to use

✗ This product is neither safe nor suitable for your skin tone and hair type

4. Can I use the appliance in the shower or bathtub?

- i. No. Do not use Philips Lumea on wet skin and do not allow the device to become wet.



5. Can I use Lumea while I am pregnant or breast feeding?

- i. No. Philips Lumea is not designed or tested for usage during pregnancy or breast feeding and should therefore not be used in these cases. Philips worked with leading dermatologists to develop Lumea and they have advised not to use Lumea, or any other light-based hair removal method, during pregnancy or breast feeding as precautionary measure to avoid any side effects.

(3) Use and Learn

1. For what body areas can I use Philips Lumea? Can I use it to remove facial hair as well?

- i. Lumea Comfort has been designed for gentle and effective application on body areas below the neckline. Use with confidence on underarms, bikini area, legs, arms and stomach. Lumea is not suitable for treatment of facial areas.

2. Can Philips Lumea be used for a full bikini area depilation?

- i. Yes. Philips Lumea is safe and gentle enough to treat the entire bikini area; so if you want a Brazilian (just a landing strip of hair) or no hair at all, go right ahead. On darker pigmented, more sensitive areas of the pubic area, use a lower setting. Do not use on mucous membranes (inner labia, vagina and anus)!

3. How often do I have to repeat the treatments? Do I need to keep using Philips Lumea, once I am smooth?

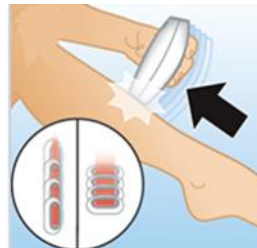
- i. To reduce hairs for a longer term for long-lasting smoothness and to prevent the hair follicle from becoming active again, the treatments have to be repeated once every two weeks for the first two months. Your skin should be smooth by then. Our studies have shown a significant hair reduction already after two bi-weekly treatments. Optimal results were generally achieved after four to five bi-weekly treatments. To maintain results and prevent the hair follicle from becoming active again, it is necessary to repeat treatments regularly to keep your skin smooth. If the treatment is interrupted, the hair follicle will re-activate and hair will start to grow back. To maintain results, repeat treatments every 4 to 8 weeks, this will ensure that the hair follicle stays inactive and hair regrowth is inhibited. The time between treatments may vary based on your individual hair growth. If too many hairs grow back between treatments, simply shorten the treatment interval again, but do not treat more often than once every two weeks. When you use the appliance more frequently than recommended, you do not increase the effectiveness but you do increase the risk of skin reactions.

4. What hair removal results can I expect from Philips Lumea IPL hair removal system?

- i. If Philips Lumea is suitable for you, you can achieve long term hair reduction for long-lasting smoothness with it. IPL technology stimulates the hair follicle to go into the resting phase. The hair sheds naturally and the hair growth is inhibited. This means that gentle pulses of light are applied to the hair root for long term hair reduction. Our studies have shown a significant hair reduction already after two bi-weekly treatments. Long-lasting smoothness was generally achieved after four to five bi-weekly treatments. Some hairs grow back even though you have used the appliance frequently. This happens because the hairs are at different stages of the cycle of hair growth during treatment. The hairs that grow back tend to be softer and thinner and will eventually fall out. The pulses of light delivered by Philips Lumea are gentler than those from professional devices yet still deliver excellent results.

5. How do I get the best results?

- i. To get the most from Philips Lumea, first shave the hair from the areas you intend to treat, and clean off any greasy or oily residue. Select the recommended intensity suitable for your skin and hair color, and move the appliance only 1 cm down or up after each flash to avoid missing spots. The rim around the treatment window should overlap (see image). To maintain these results simply repeat the treatments when needed between 4-8 weeks. Treatment intervals may vary based on your individual hair growth.



6. VIDEO: What is the correct way of using Lumea Comfort?

- i. In the online video you can see the correct way of treating your body with Lumea Comfort. It is important to make sure that you do not miss any spots, as this will result in less hair loss.

7. What happens if I use Philips Lumea more often - will I see better/quicker results?

- i. No. Using your Philips Lumea more often than recommended will not speed up the hair removal process due to the speed of the hair growth cycle. You should avoid treating the same area multiple times in one session since this will not improve the efficacy. It only increases the risk of skin irritations.

8. Can I use Philips Lumea all year long, for example during the summer months?

- i. Yes. However, if possible start the treatment in autumn, winter or spring and be smooth at the start of summer. Using Philips Lumea Comfort on skin that has been recently exposed to sunlight can result in adverse effects such as burns, blisters, and skin color changes. Do not use Philips Lumea Comfort on tanned skin or after sun exposure. Avoid exposure to the sun for 4 weeks before your treatment with Philips Lumea Comfort. Protect treated areas when you go out into the sun or use a sunblock (+30 SPF) in 2 weeks after the treatment.

9. Are there any side effects during or after treatments?

- i. Minor skin discomfort: Although home pulsed light hair removal is generally very well-tolerated, most users feel some mild discomfort during use. This minor discomfort is usually described as being a mild stinging sensation on the treated skin areas. The stinging sensation usually lasts during release of the pulse or for a few minutes after release of the pulse. Anything beyond this minor discomfort is abnormal and means that either you should not continue to use the device because you are unable to tolerate its hair removal method, or that the intensity level is set too high.
- ii. Skin redness: Your skin may become red right after using the device or within 24 hours of using the device. Redness generally clears up within 24 hours. Consult your physician if redness does not go away within 2 to 3 days.
- iii. Increased skin sensitivity: The skin of the treated area is more sensitive so you may encounter dryness or flaking of the skin.
- iv. Pigment changes: Philips Lumea targets the hair shaft, in particular the pigmented cells in the hair follicle and the hair follicle itself. Nevertheless, there is risk of temporary hyperpigmentation (increased pigment or brown discoloration) or hypopigmentation (whitening) to the surrounding skin. This risk of changes in skin pigmentation is higher for people with darker skin color. Usually discoloration or changes to skin pigment are temporary and hyperpigmentation or hypopigmentation rarely occur.
- v. Rare side effects are: Burns or wounds to the skin can occur following use of the device. The burn or wound can require a few weeks to heal and, extremely rarely, may leave a noticeable scar. Scarring may occur. Usually when scarring occurs, it is in the form of a flat and white lesion on the skin (hypotrophy). However, it can be large and red (hypertrophic) or large and extend beyond the margins of the injury itself (keloid). Subsequent aesthetic treatments may be required to improve the appearance of the scar. Treated skin may become very red and swollen. This is more common in sensitive areas of the body. The redness and swelling should subside within 2 to 7 days. Application of ice may help to reduce the swelling. Gentle

cleansing of the skin is allowed, but exposure to the sun should be avoided. Infection of the skin is exceedingly rare. However, it is a possible risk following a skin burn or wound caused by treatment with Philips Lumea. Very rarely, use of Philips Lumea may cause blue-purple bruising that may last 5 to 10 days. As the bruising fades, there may be a rust-brown discoloration of the skin (hyperpigmentation).

10. Can I hurt my eyes by using Philips Lumea?

- i. No. Unlike professional salon laser treatment, it is not necessary to wear safety goggles. Philips Lumea has a built-in safety feature for eye protection. It has been designed so that a light pulse cannot be emitted when the treatment surface is facing open air. The pulse button only works when the treatment surface is in contact with the skin.

11. Can men use Philips Lumea too?

- i. Yes. Philips Lumea has been optimized for use by women but can be used by men as well. Recent research showed that men could use Philips Lumea on most areas of the body, except the beard and scrotum. However, the instructions for use are tailored specifically for use by women. In some countries we have Lumea for Men which are developed recently to meet men's specific needs for IPL hair removal. Please check www.philips.com for the availability in your country.

12. Can I share the device with friends and family?

- i. We strongly recommend not sharing the device with anyone and keeping it for personal use only. Philips Lumea has been designed for one person usage. Use by more than one person can affect the lifetime of the device. We do not recommend sharing the device from a hygiene perspective as well.

(4) Parts and accessories

1. Where can I order spare parts or accessories for my appliance?

- i. You can order spare parts or accessories online. Please note that not all spare parts and/or accessories may not always be available. They may be out of stock. The webpage will clearly indicate which parts are available and which are not. Prices may vary from one shop to another. We want you to benefit from the best offer currently available. Therefore, feel free to compare Philips prices with the prices of our retailers. Order spare parts or extra accessories via Fox International with Philips Parts and Accessories Online: [Click here](#) to go to the right homepage. Enter the type number of your appliance in the search field, and click the search button. Select the desired spare part to view availability and price information. Order your spare part using your preferred payment method.

- ii. Buy an extra accessory in the Philips Online Shop: [Click here](#) to go to the Philips Online Shop. Search for the type of product you want to buy an accessory for and click it. You can now view, select and buy all accessories available.
- iii. If you would like to have more information on our products, or if you would like to order the accessory by phone, you can use the Online Shop contact details in the upper right-hand corner of the Online Shop webpage.
- iv. If you have problems ordering spare parts/ accessories: Our Consumer Care Center cannot order spare parts/ accessories for you, but will be able to assist you in your online search. They can also provide you with a spare part or accessory number which you can use to search online. On the top right-hand corner of your screen to find the Consumer Care Center number. You can also start a chat session.

(5) Service and Repair

1. What happens if the lamp in the appliance fails?

- i. Philips Lumea Comfort is equipped with a high performance lamp, which does not require replacement. The lamp enables you to continuously maintain results for up to 6 years*. When you face any issues with your Philips Lumea Comfort, simply contact the Philips Consumer Care center.

*Based on average usage scenario for one user.

(6) Troubleshooting

1. Could I burn my hair during treatment?

- i. Yes, if there are hairs left on the area you shaved before the treatment, they may get burnt. This creates a burning smell and you may even see wisps of smoke. Although unpleasant, this is not dangerous.

2. VIDEO: I didn't get the results I was expecting

- i. To start out, you need to treat yourself every two weeks. When you realize that the hair does not come back between treatments, you can extend the period between treatments step by step and usually people can stretch this to 6 to 8 weeks over time. Also it is important to make sure that you do not miss any spots, as this will result in less hair loss. The online video demonstrates the correct way of treating your body with Lumea comfort.

3. Why do hairs start to grow back on some spots of the treatment area?

- i. During the first few treatments, some hairs may grow back even though you have used the appliance frequently. This happens because the hairs are at different stages of the hair growth cycle during treatment. Also, always make sure to produce flashes with a slight overlap to ensure no areas are missed.

- ii. For further information also see questions: How often do I have to repeat the treatments? Do I need to keep using Philips Lumea, once I am smooth?

4. What should I do if my skin feels uncomfortable?

- i. First, check whether the device is suitable for you by referring to the Skin and Hair chart. Philips Lumea is suitable for most women, except those with naturally dark skin and women whose body hair color is gray, red, light blond or white. Make sure you have selected the recommended intensity suitable for your hair color and skin tone, and try lowering your current setting. Treat only shaved areas that are recommended in the user manual. Tanning can affect the comfort of the treatment, whether it is natural sunlight exposure, or artificial tanning methods such as tanning lotions, tanning appliances etc. Avoid exposure to the sun for 4 weeks before your treatment with Philips Lumea Comfort, and protect treated areas by using a sunblock (+30 SPF) at least for 2 weeks after the treatment. To reduce the uncomfortable feeling because of tanned skin, select a lower intensity. Bony areas such as shinbones and ankles are more sensitive than other areas of the body. Use gentler pressure when placing Philips Lumea on these areas.
- ii. If pain occurs: Reduce the light intensity to a comfortable level; Check that the treatment area is hair-free and cleaned; Check if the safety attachment (if present) is clean; Do not flash on lesions, moles etc.; Reduce the level of intensity when the pain occurs when you treat an area that is more tanned; Press the appliance onto the skin gentler, especially at more sensitive bony areas such as shinbone, knees and ankles.

5. Is it normal that the appliance becomes warm during use?

- i. Yes, it is normal that the appliance becomes warm when used for longer periods of time.

6. I see an air bubble inside my Lumea filter glass. Is my device defective?

- i. No, it is not. This is not an air bubble in the filter glass. You can find this in each Lumea device, since this is necessary due to the production process of the flash lamp.



(7) Tips and tricks

1. The best time to start using Philips Lumea

- i. If possible, start the treatment in winter or spring. By starting in winter or spring, you can enjoy smooth skin from the start of summer.

2. Apply before going to bed

- i. Apply the treatment before you go to bed at night. Any slight skin irritation that may occur will fade overnight.

3. Use when skin is cool

- i. The hair roots absorb the pulses of light more effectively when the skin is cool, so allow time after taking a sauna or bath before you start the treatment.

4. Cool your skin with ice or cold towel

- i. If you experience skin redness or itching- after the treatment - which is normal and harmless - you can reduce the redness or itching by cooling the skin with some ice or with a towel soaked in cold water or a cooling pack.

5. Combine with relaxing activities

- i. You can combine longer leg treatments with relaxing activities, such as listening to music.

6. Avoid moles

- i. Do not use Philips Lumea directly on or close to moles. If there is a mole in the area you want to treat, cover the mole with a white eye pencil and treat the area around it.

Note: Only use a pure white eye pencil. Any other colors, even light grey or light brown, will absorb the light and may cause skin irritation.

7. Use a white pencil to mark areas

- i. If you get distracted while treating large areas like the legs, you may forget which sections you have already treated. To help you remember, take a white eye pencil and mark sections on your leg and conduct the treatment section by section. If you need to take a break during a session just mark the last treated spot with the same marker and resume later.

Note: Only use a pure white eye pencil. Any other colors, even light grey or light brown, will absorb the light and may cause skin irritation.

8. Shinbone skin

- i. When treating skin on your shinbone, try pulling your skin gently away from the bony part of your leg or hold the device in a vertical position when applying.

9. Stop if it is too sensitive

- i. A woman's pain threshold changes from day to day due to hormones or mood, so if the treatment feels particularly sensitive, simply stop and postpone it to another day.