

geneOTM+U
by Pollogen

USER MANUAL

THE FIRST
SMARTOUCH
MICRODERMABRASION
SYSTEM

CONTENTS

PAGE NO.

1. ABOUT GENE0+ U	3
2. SAFETY INSTRUCTIONS & CONTRAINDICATIONS	3
3. GENE0+ U KIT CONTENT LIST	6
4. TECHNICAL SPECIFICATIONS AND LABELING	7
5. GENE0+ U ASSEMBLY	8
6. OXYGENEO USER APPLICATION	10
7. CARE & MAINTENANCE	17
8. TROUBLESHOOTING	18
9. WARRANTY TERMS & CUSTOMER SUPPORT	20



**Read the User Manual thoroughly prior to use. Always adhere to all warnings and cautions.
As with any electrical device, you should observe certain precautions to ensure your safety.**

1. ABOUT GENE0+ U

gene0+ U is a microdermabrasion system providing safe, effective and simple solutions.

Microdermabrasion is a mechanical process based on the concept of removing the uppermost layer of dead skin cells (stratum corneum). During this process the body interprets this activity as a mild injury to the skin and will begin to produce healthy new skin cells to replace the lost ones.

gene0+ U also includes a massager head providing a more vibrant appearance and leaving the complexion with a fresher and more toned look.

gene0+ U consists of 6 main parts: Body Unit (1), Base Unit (2), OxyGeneo Applicator (3), Power Supply (4) Massager Head (5), Capsugen (6).

For detailed description and illustrations, please refer to sec. 3.

2. SAFETY INSTRUCTIONS & CONTRAINDICATIONS

This is an electrical device. To reduce the risk of serious injury:

- Only qualified personnel are allowed to operate the gene0+ U. In order to protect the system from use by unqualified personnel, turn it OFF when not in use.
- Use this system for its intended purpose only, as described in this user manual. The manufacturer cannot be held responsible for damage or injury resulting from improper or careless use.
- Do not operate, place or store gene0+ U near any water source.
- Do not touch the device should it fall into water. Unplug the power cord immediately with dry hands.
- Before cleaning or maintenance, first turn the gene0+ U OFF, then unplug the power supply from electrical outlet.
- Use gene0+ U for its intended purpose only, as described in this user manual. The manufacturer cannot be held responsible for damage or injury resulting from improper or careless use.
- Use gene0+ U only with the original supplied electric cord, power supply and Applicators
- No modification of this equipment is allowed!
- Only qualified personnel who have been trained by Pollogen Ltd., are authorized to service to the gene0+ U system.
- When the gene0+ U system is plugged in, never leave it unattended.
- Before use, ensure that the system and its accessories show no visible damage. Do not operate if electric cord is damaged or the system is disassembled
- In the event of defects or malfunctioning, switch off the device immediately.
- Switch off the system before moving it.

2. SAFETY INSTRUCTIONS & CONTRAINDICATIONS

- Before connecting the power supply cord, make sure that the ON/OFF switch is in the OFF position.
- Repairs to geneO+ U should only be carried out by an authorized customer service center. Do not try to repair the system yourself!
- Do not pull on the power supply cord or the system to unplug the electrical outlet.
- Keep out of reach of children.
- Hands should be completely dry when using the system and power supply.
- Do not use device on any of the following areas: breasts, groin, genitals, armpit, below the eyebrow, over the eye lids or eyeballs.
- High voltage is present inside the geneO+ U system. Always take proper precautions as described in this manual, while making sure to constantly be aware of the possible dangers.
- Do not touch the inner parts of the system; only authorized customer service centers are certified to repair the geneO+ U system.
- Do not operate the unit in the presence of electromagnetic interference. Electromagnetic interference may be caused by electro surgery, diathermy, magnetic resonance imaging or other type equipment.
- Portable and mobile are considered RF communication equipment & may affect operation of the geneO+ U system.
- Do not come in contact with the USB connector during treatment.

FIRE HAZARDS

- Do not use the system in the presence of explosive or highly flammable materials like alcohol, methanol, acetone, etc.
- Do not have flammable substances in the treatment room while preparing the skin for treatment.
- If alcohol is used for disinfecting, it should be allowed to dry thoroughly before the geneO+ U is used and then set at a distance from the system.

2. SAFETY INSTRUCTIONS & CONTRAINDICATIONS

CONTRAINDICATIONS

Patients having the following conditions should not be treated:

- Current or history of skin cancer or pre-malignant moles.
- Pregnant or nursing.
- Any active skin conditions within the applied area, such as sores, eczema, rash, fragile, swollen, burnt or injured skin, active acne, rosacea, dermatitis, psoriasis, or active Herpes Simplex.
- Take precaution when treating over areas of active acne, avoid areas of severe active acne.
When treating patients with predisposition to acne, occasional and transit acne eruptions may occur, which should be cared with acne treatment products.
- Excessive fresh skin tan (within the last few days).
- Vascular disorders such as: telangiectasia, varicose veins, thrombosis, phlebitis in the applied area.
- Severe concurrent disease such as: un-controlled diabetes, nervous diseases, cardiac disorder and cancer. In such cases, consult the treating physician.
- If any aesthetic procedure have been performed recently in treated area such as mesotherapy, peeling, resurfacing or recent use of products such as Accutane or Retin A, consult the treating physician before using geneO+.
- Known allergies to cosmetics or other products, or experienced severe allergic reactions like hives

POSSIBLE SIDE EFFECTS

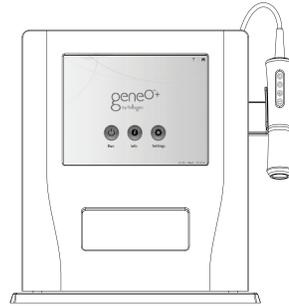
The following side effects are rare; however if they do occur, they are usually temporary. If any of the following conditions appear and excessively and significantly last more than 24 hours, the client should contact his/her treating physician: excessive redness or swelling, itching, irritated skin, scratches, visible capillaries, sensitivity to touch or change of pigmentation.

POST SESSION CARE

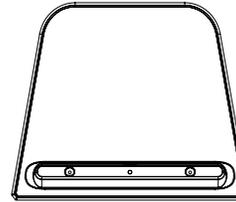
It is highly recommended to use sun protecting hydrating mask or cream post session.

3. GENE0+ U KIT CONTENT LIST

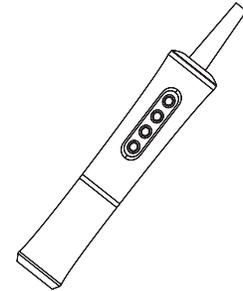
1. gene0+ U Body Unit (Fig. 1)
2. gene0+ U Base Unit (Fig. 2)
3. OxyGeneo Applicator (Fig. 3)
4. gene0+ U Power Supply (Fig. 4)
5. Massager Head (Fig. 5)
6. Screwdriver and Screws (Fig. 6)
7. Capsugen (Fig.7)



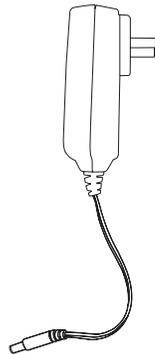
(Fig. 1)



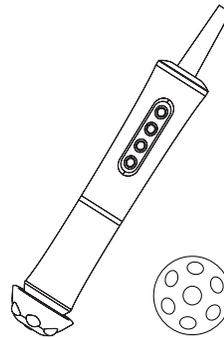
(Fig. 2)



(Fig. 3)



(Fig. 4)



(Fig. 5)



(Fig. 6)



(Fig. 7)

4. TECHNICAL SPECIFICATIONS AND LABELING

GENEO+ TECHNICAL SPECIFICATIONS

Weight:	~4.4 Kg
Overall Dimensions:	380mm x 382mm x 282mm (H x W x D)
Power Output:	Vibration - Frequency 5 – 30Hz
Inlet voltage of Power Supply:	100-240V~50/60Hz,600mA
Input Power Rating of Power Supply:	12VDC, 2.0A
Environmental Conditions for Operation:	
Operating Temperature:	5 – 30°C
Operating Humidity:	20 – 80% RH
Atmospheric Pressure:	80 - 106 KPa
Conditions for Transportation & Storage:	
Transport and Storage Temperature:	-20 – 60°C
Transport and Storage Humidity:	5 – 90% RH
Atmospheric Pressure:	50 - 106 KPa
Electrical Safety:	IEC 60601-1 Classification – Class II power supply, reinforce double isolation

4. TECHNICAL SPECIFICATIONS AND LABELING

SYMBOLS & LABELS

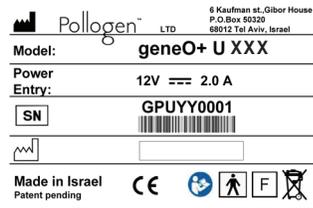
This section describes the symbols used throughout this User Manual (Table 1). It is recommended that users review the meaning of these labels for everyday usage and service.

Table 1: SYMBOLS USED IN THIS USER MANUAL

No.	Symbol	Description
1		SEE INSTRUCTIONS FOR USE
2		FLOATING CONNECTION
3		TYPE BF APPLIED PART
4		CE MARK
5		WASTE OF ELECTRICAL AND ELECTRONIC EQUIPMENT (WEEE) COMPLIANCE SYMBOL
6		MANUFACTURER
7		DATE OF MANUFACTURING
8		AUTHORIZED REPRESENTATIVE IN THE EUROPEAN UNION

4. TECHNICAL SPECIFICATIONS AND LABELING

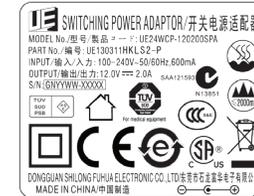
DEVICE S/N LABEL



OXYGENEO APPLICATOR SERIAL NUMBER LABEL



POWER SUPPLY LABEL



CAPSUGEN LABEL



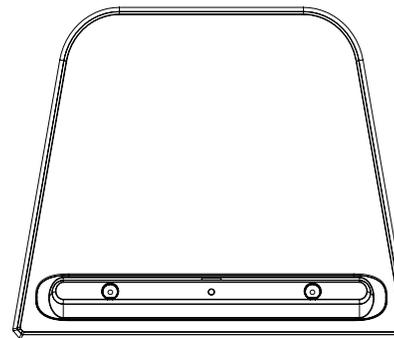
* XXX - Will be determined according to wrrent model.

5. GENE0+ U ASSEMBLY

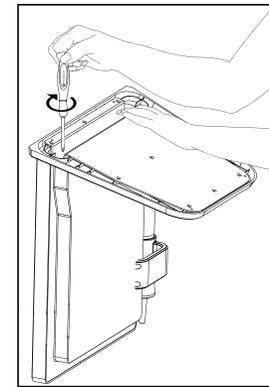
Unpack gene0+ U and verify that the system is intact and that all components are present. It is recommended to save the packaging box and materials for future transport.

Assemble the gene0+ U by connecting the Body Unit to the Base Unit using the provided screws and the screw driver. Plug in the Applicator cable into the appropriate connector on the back of the gene0+ U system. Verify that you hear a click. Place the Applicator in the Applicator cradle

Place the gene0+ U on a stable rigid surface and connect the supplied Power Supply into the system. Plug in the Power Supply's electric cord into the electrical outlet.



Base Unit top view
(Fig. 8)



Assembly Illustration
(Fig. 9)

5. GENE0+ U ASSEMBLY

OXYGENEO APPLICATOR

OxyGeneo Applicator includes a unique vibration algorithm.

Intensity of vibration can be adjusted according to the clients preference by using the "+" or "-" button on the applicator (Fig.10A). When Applicator vibration reaches its maximum and the "+" is pressed or when it is at its minimum and the "-" is pressed, the green light on the Applicator blinks shortly.

Pressing the Light button on the Applicator turns the Session Indicator Light OFF and back ON (Fig.10B).

Light color is illuminated according to the following sessions:
NeoMassage: red, NeoRevive: red, NeoBright: yellow.

Attach the proper head to the Applicator before commencing a session.

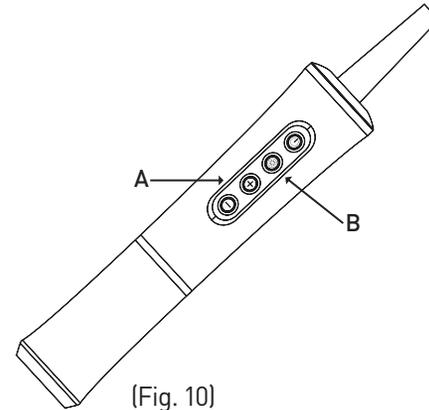
CAPSUGEN

Capsugen contents is 0.01lb. 6 gr. e

Ingredients: Sodium Bicarbonate, Citric Acid, Magnesium Stearate.

Warnings:

- For professional use
- For single use only
- A sensitivity test is recommended 3 days prior to first use in a concealed area. If no irritation or inflammation apparent, it may be assumed that no hyper sensitivity to the product exists.
- For external use only.
- Avoid contact with eyes. If contact occurs, flush immediately with cool water.
- Keep out of reach of children.
- Store in cool, dry place, below 30°C.
- Not to be used on acne or sensitive skin.



(Fig. 10)

Capsugen Instructions:

Cleanse the skin thoroughly. Once the skin is clean, massage Capsugen on wet clean skin at least once a week.

MASSAGER HEAD

- For professional use
- For multiple use (See cleaning instructions in section 6)
- For external use only.

Massager Instructions:

Massage the massager head on the skin.

6. OXYGENEO USER APPLICATION

POWER UP SEQUENCE AND SYSTEM CHECK

Before turning the geneO+ U on, verify that the power supply is connected to the system inlet on the back panel and to the power outlet. The system should only be used with the supplied power supply.

Switch the ON/OFF control to the ON position on the back panel (Fig.12).

NOTE: After the 'geneO+ U by Pollogen' uploads, the touch screen will become white and then black with SCREEN TEST heading as part of the system's self-system check. Verify that the screen is in good quality during these first few seconds of the system upload.

Following system check, the 'Pollogen Expect More' animation will appear.

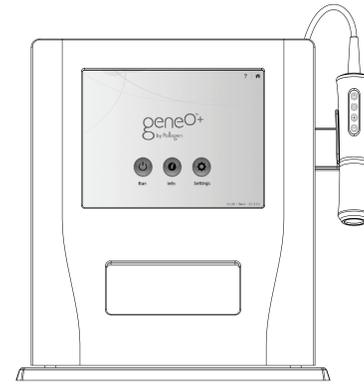
Once you have reached the home screen, the system is ready for use.

TURNING THE GENE0+U OFF

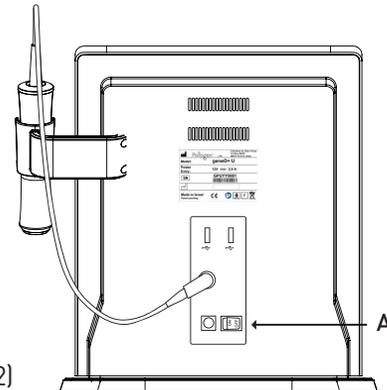
Switch the ON/OFF control at the back of the system (Fig.12).

Remove Power Supply from electrical outlet and disconnect from the geneO+ U.

Store your geneO+ U and its accessories in a cool, dry place.



(Fig.11)



(Fig.12)

6. OXYGENEO USER APPLICATION

HOME SCREEN

Home Screen includes the following:

- Run – Commence sessions
- Info – Training and marketing resources
- Settings – Adjustable system parameters

The Home Icon  - Located at the top right side of most screens. Returns the operator to “Home Screen”.

Help Icon  - Available at the top of selected screens. Use this icon to get detailed information on how to use these screens.

Back Icon  - Located at bottom left side of most screens. Returns the operator one screen back.

Time, day and date appear on the bottom right hand corner of each screen.

SELECT APPLICATION

Tap RUN and select the highlighted OxyGeneo key Select Session and reach the session screen, tap : NeoRevive, NeoBright or NeoMessage.



6. OXYGENEO USER APPLICATION

OXYGENEO SESSION SCREEN

Each session has default parameters which can be edited before commencing the session.

Intensity - Each session has a default power intensity. Use the slider on the screen to adjust session power or the "+" and "-" buttons on the applicator.

Duration - Each session has a default duration. Use the slider on the screen to adjust session duration before starting the treatment.

Run - Tap RUN to start a session

End - Tap END to end a session

Edit - to edit session parameters after commencing a session pause the session using the ON/OFF button on the applicator and tap EDIT on the "pop up" message. This will enable the keys and you will be able to edit the session parameters. To resume treatment press RUN and then the ON/OFF button on the applicator.

Session technique - move the applicator in circular and linear movements across the entire area using very mild pressure. You may also stay for a short while on selected areas to optimize effect. Adjust intensity [increase or decrease] according to treatment area and patient tolerance and comfort.

In case there is no Disk On Key or DOK has a wrong/corrupted file on it, the system will indicate: "No valid file found. Please check DOK. No system boot.



6. OXYGENEO USER APPLICATION

i INFO SCREEN

All available technologies will appear by tapping INFO.

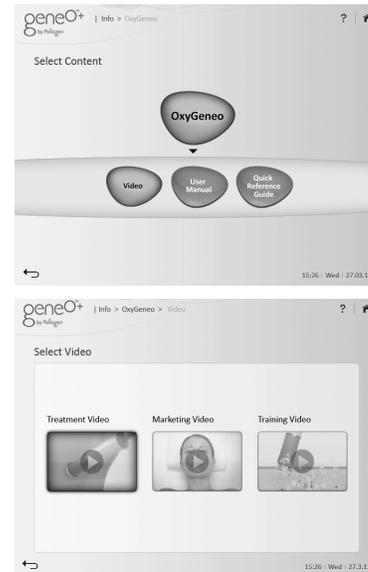
Select the relevant technology – a list of contents will appear:

- Video
- User Manual
- Quick Reference Guide

Select the desired resource.

The video module offers 3 options:

- Treatment video
- Marketing video
- Training video



6. OXYGENEO USER APPLICATION

SETTINGS SCREEN

Languages – Select your desired language

Date and date format – Set date and date format

Time and time format – Set time and time format

Software update – Select this option to update the system SW.

Touch panel calibration – Select to calibrate touch panel

Technician – Used for system technical information (authorized technician only)

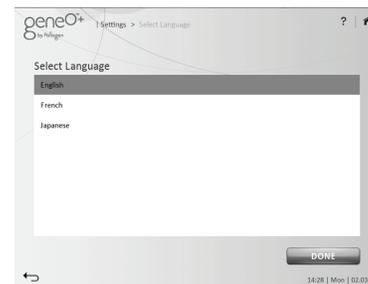
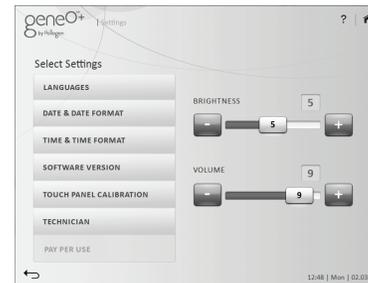
Pay per use – Future option (currently disabled)

Brightness - Adjust screen brightness using the “+” and “-” icons or the slider.

Volume – Adjust beeps and alerts sounds using the “+” and “-” icons or the slider.

LANGUAGE SCREEN

Select the desired language and press “DONE”.



6. OXYGENEO USER APPLICATION

DATE AND DATE FORMAT SCREEN

Enables the operator to select between date formats: DD.MM.YY or MM.DD.YY.

To set the date:

Select current date and press "DONE".

TIME AND TIME FORMAT SCREEN

Enables the operator to select between time formats: 24 hour clock or 12 hour clock.

To set the time:

Select current time and press "DONE".

SOFTWARE UPDATE SCREEN

View current SW versions (GUI, Linux & Applicator).

To update the system SOFTWARE insert the Disk On Key to any of the USB ports at the back of the platform and tap the "SOFTWARE UPDATE" key.

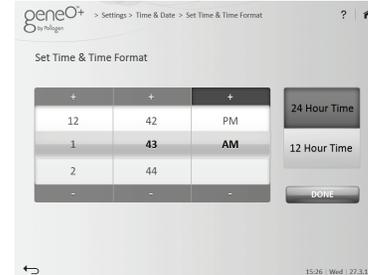
First indication you will get is: "SW update, please wait".

If SOFTWARE was successfully installed the system will indicate: "SW successfully updated, system will restart now". Verify the updated software version on the screen: GUI version.

After tapping OK, the system will restart itself, please wait for HOMESCREEN to appear.

If SOFTWARE was not successfully installed for any reason, the system will indicate: "Please make sure you have connected the Disk On Key to any of the USB ports".

In case of wrong or incomplete program upload while uploading a program version using a USB plug, restart the system.



6. OXYGENEO USER APPLICATION

TOUCH PANEL CALIBRATION

For screen calibration touch the calibration symbol (+) and ensure that you are touching the center of the calibration symbol.

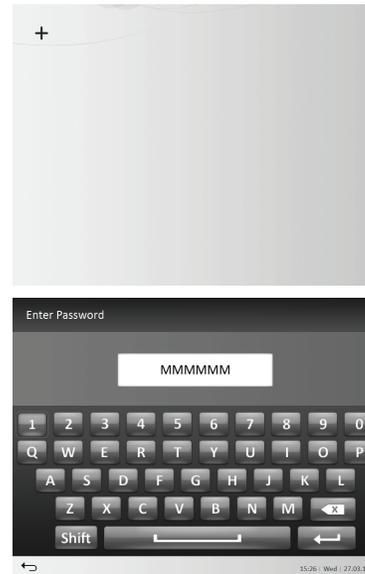
TECHNICIAN

TO BE USED BY POLLOGEN AUTHORIZED TECHNICIAN ONLY!

Used for system technical information, a code is required to proceed.

PAY PER USE

Future option (currently disabled).



7. CARE AND MAINTENANCE

CARE AND MAINTENANCE

Clean the geneO+ U at least once a week. Turn the system OFF and wipe down all surfaces with a soft, damp, non-abrasive cloth. Be careful not to spill any liquids on the geneO+ U.

Ensure that water never enters the inside of the system. Make sure the system is completely dry before next use.

After every treatment using the Massager Head, clean and disinfect the Massager Head according to the following procedure:

1. Disconnect the Massager Head silicone top cover from its plastic base.
2. Clean with water and detergent solution until it is visually clean.
3. Use a soft, dry cloth to dry the Head.
4. Use a soft cloth, moistened with 70% alcohol available in local pharmacies, to disinfect the Head for at least 1 minute.
5. Use a soft, dry cloth to dry the Massager Head.

The Capsugen is for single use. Care and Maintenance are not required.

8. TROUBLESHOOTING

Failure	Possible Cause of Failure	Action
geneO+ U doesn't turn on.	Verify the power supply is connected to the device and to a working wall outlet Verify the ON/OFF switch on the device is turned on.	Switch to another wall outlet. If this still doesn't work call service.
Communication error message.	Verify that the applicator is connected and locked Verify that a green led is illuminated on the applicator.	If applicator is connected and green led is on but still there is a communication error, switch applicator to the alternative inlet and recheck. If it doesn't help call service.
Can't start session.	After pressing RUN verify the green led on the applicator has changed from a constant green to blinking green.	If green led stays constant, shutdown device, disconnect applicator and reconnect to alternative inlet and recheck. If it doesn't help call service If green led blinks, and you pressed the ON/OFF button on the applicator and session still doesn't start, call service.
Can't export files to DOK. For certified service personnel only.	DOK is not formatted. DOK is write protected.	Format DOK and try again. Disable write protect feature on DOK.

8. TROUBLESHOOTING

Failure	Possible Cause of Failure	Action
Software can't be updated.	Verify only Pollogen DOK is connected to the device Verify that you are attempting to upgrade a higher software version.	If a valid DOK is connected with a higher version than one already installed, but still upgrade is not performed, switch DOK to another port and retry. If it doesn't help, call service.
Display failure	TOUCH SCREEN fault, Partial data displayed on the TOUCH SCREEN.	Switch OFF the system and then switch ON again. If display still does not operate properly, call service.
System cannot be switched off	ON/OFF switch failure, System cannot be switched off.	Unplug the device and call service.
No Green LED indication on the Applicator	Green LED not operating, No ON/OFF indication of the applicator.	Verify applicator connection to the system. In case of green LED not operating, call service.

9. WARRANTY & CUSTOMER SUPPORT

WARRANTY REGISTRATION AND TERMS

This product is powered by OxyGeneo™ technology, the most advanced technology in the market, and has been subjected to strict quality control performed by the manufacturer. For this reason, the geneO+ U distributor in your country guarantees proper function of your product for 12 months from date of actual purchase. If you use the device properly, follow all instructions outlined in the user manual, you can enjoy the product to your ultimate satisfaction.

This policy warrants the support that the distributor provides for the geneO+ U device, should it happen that failures attributable to manufacturing defects be found. In such case, you shall be entitled to make full use of the benefits of this warranty. This implies the reason and replacement of parts, free of charge (regarding both service and parts) at any Authorized Service Center. Within its validity term, you are entitled to make use of the warranty if necessary to have a fully enjoyable product, provided the above-indicated conditions are fully met. This warranty is valid for the geneO+ U device marketed by the distributor in your country.

CUSTOMER SUPPORT

In the event that your geneO+ U malfunctions, check the following:

1. Make sure all accessories are well connected to the device.
2. Make sure the electric cord is securely connected to device.
3. Make sure power button was pressed Otherwise,
please contact your local distributor for service.

9. WARRANTY & CUSTOMER SUPPORT

THE WARRANTY IS NOT VALID WHEN

1. Amendments in the warranty policy, sales receipt or invoice, or the absence of any of these original documents.
2. Damage or deterioration of the device due to improper use or if the device has been modified or repaired by an unauthorized third party.
3. Damage of the product due to defects incurred during transportation, such as bumps, bangs or improper handling.
4. Damage due to humidity or any kind of liquids, foreign bodies inside the device or the use of unapproved, unadvised accessories with the device contradictory to the User Manual.
5. When the device is not used in accordance with the respective User Manual or with its supplied accessories.
6. Partial or total damage or loss of the device, due to natural disasters (such as earthquakes, floods, fire, lightening, etc.), force majeure or accident.
7. Damage to the device after being subjected to high dust environments, humidity or application of excessive voltage from the power inlet.
8. If the product's serial number has been amended or erased.
9. To cosmetic damage, including but not limited to scratches and dents.

