

HIGHERDOSE

A close-up photograph of a person wearing a bright blue, contoured face mask. The mask has cutouts for the eyes, nose, and mouth. The person's eyes are visible through the eye cutouts. The mask is secured with white elastic straps around the head. The brand name 'HIGHERDOSE' is printed in white capital letters across the upper part of the mask. The background is dark and out of focus.

HIGHERDOSE

RED LIGHT FACE MASK

INSTRUCTION MANUAL

TABLE *of* CONTENTS

WELCOME	03
WHAT'S INSIDE THE BOX	04
MEDICAL WARNING	04
SENSITIZATION TEST	04
CONTRAINDICATIONS & PRIOR MEDICAL ADVICE	05
SAFETY PRECAUTIONS	05
HIGHERDOSE RED LIGHT FACE MASK	06
INTENDED USE	07
CHARGING THE MASK	08
USING THE HIGHERDOSE RED LIGHT FACE MASK	08
FREQUENTLY ASKED QUESTIONS	10
TROUBLESHOOTING	11
TECHNICAL SPECIFICATIONS.....	11
POTENTIAL ADVERSE EFFECTS	12
CLEANING & MAINTENANCE	13
WARRANTY	13

LET'S GET STARTED

RED LIGHT FACE MASK INSTRUCTION MANUAL

HIGHERDOSE



WELCOME to your NEW HIGHERDOSE RED LIGHT FACE MASK

READY TO IGNITE NATURALLY GLOWING SKIN?

Before using your mask, **please read this user manual thoroughly** to understand correct product usage, review important safety precautions, and learn how to boost the benefits of your session.

Save this manual for future reference.

The **HIGHERDOSE RED LIGHT FACE MASK** has been carefully engineered for effectiveness and safety. Basic safety precautions should always be observed when using this product.

WHAT'S INSIDE?

RED LIGHT FACE MASK INSTRUCTION MANUAL

1. HIGHERDOSE RED LIGHT FACE MASK
2. Controller
3. Power supply and country-specific adaptors
4. USB-C to USB-A connector
5. Head Straps
6. Carrying or storage bag
7. User Manual (not pictured)
8. Goggles



MEDICAL WARNING

Consult your doctor before using this product. Do not use The HIGHERDOSE RED LIGHT FACE MASK if you are taking any medication that can cause photosensitivity.

Those with any skin sensitivities or any medical conditions should consult their doctor before use. In rare cases, prolonged exposure to heat may result in a condition causing discoloration of the skin known as Erythema Ab Igne ("Toasted Skin Syndrome"). If you notice any skin discoloration, discontinue use immediately.

SENSITIZATION TEST

Before you begin the first treatment on your face, we recommend the sensitization test on your skin. Complete the following steps to conduct the test:

- Pick one of the inner arms and place the mask on the desired area.
- Press POWER and allow the mask to run for a 10 or 20-minute treatment program.
- If your skin feels hot or uncomfortable STOP using the RED LIGHT FACE MASK immediately.
- Initially, your skin might look a little red. Wait 3-4 hours after the treatment. If the skin on your inner arm still appears red or itchy, this product might not be suitable for you. Please contact HIGHERDOSE customer service team at help@higherdose.com
- A pair of goggles is provided. If you have photosensitive eyes, you should use them during the treatment.

CONTRAINDICATIONS & PRIOR MEDICAL ADVICE

If you have any questions regarding your current medical condition and the use of The HIGHERDOSE RED LIGHT FACE MASK, please consult your medical doctor before use.

If any of the following conditions apply, seek permission from your doctor prior to use:

- Taking medications
- Under 12 years old
- Chronic Conditions

If any of the following conditions apply, The HIGHERDOSE RED LIGHT FACE MASK's use is contraindicated:

- Lupus Erythematosus
- Photosensitive eczema
- Albinism
- Photosensitive Disorders (sensitivity to light)
- Sensitivity to Heat

This product does not diagnose, treat, or cure any disease, nor is it implied or inferred to cure or treat any disease. In the rare event that you experience pain and/or discomfort while using this product, discontinue use immediately and consult your doctor.

SAFETY PRECAUTIONS

- 1. Do not** use this product if you have any known skin conditions or are currently taking any medications that can cause photosensitivity.
 - Photosensitivity is a common side effect of various medications. Consult your doctor immediately if you are on any medications.
 - Some herbal remedies can cause photosensitivity. Some common examples are deodorants, topicals known to reduce skin melanin, etc. Ask your doctor if any supplements that you take may cause photosensitivity.
- 2. Do not** use this product if it is incapacitated or damaged in any way.
- 3. Do not** use this product next to an area where the product can come into contact with water easily.
- 4. Do not** use this product in any other way that is not listed in this instruction manual including the duration of use. This product has not been tested for other

usages not listed in this manual and the risks associated with any such usages are unknown.

5. Do not use this product longer than the recommended treatment time of 10 or 20 minutes, 3-5 times a week. Studies have shown that exceeding the recommended daily treatment time will not increase the effectiveness of this product and may render treatment less effective.

6. TURN OFF and REMOVE the product immediately if your skin feels hot or your skin feels uncomfortable.

7. Do not use this product on children under twelve years old. Children and those with disabilities must be closely supervised when using the product.

8. Do not use this product without removing any makeup, creams, lotions, and SPF before the treatment. The only skincare that should be applied before using The HIGHERDOSE RED LIGHT FACE MASK is the HIGHERDOSE LIGHT-ACTIVATED GLOW SERUM, if you wish, in accordance with its instructions for use. No other skincare is approved for usage.

9. Do not use this product if you are allergic to silicone, polyester, nylon, and lycra, which are used to manufacture the product.

GENERAL SAFETY

This RED LIGHT FACE MASK is an electrical device that under certain circumstances could present an electrical shock hazard to the user. Please read the accompanying user manual thoroughly and follow the directions stated in the manual to ensure maximum safety during operation.

HIGHERDOSE RED LIGHT FACE MASK

HIGHERDOSE RED LIGHT FACE MASK is an at-home wearable LED phototherapy device with two proven wavelengths of light 630 nm (RED LIGHT) and 830 nm (NEAR-INFRARED LIGHT). Both of these lights are known to rejuvenate the skin.**

This mask has been designed to perfectly fit your face so that the maximum amount of light hits the targeted skin. The extra strap on the top ensures the mask is securely in place during the entire session and no light is wasted.

**These statements have not been evaluated by the Food and Drug Administration. This product is not intended to diagnose, treat, cure, or prevent any disease.

INTENDED USE

HIGHERDOSE RED LIGHT FACE MASK is intended to be used on facial skin.

CHARGING THE MASK

- Insert the micro USB-C cable into the Controller, and insert the opposite USB-A end into the appropriate power supply plug type for your area. Plug into the wall outlet.
- The green light on the Controller will blink while charging. The green light will stay illuminated once fully charged (approx. 2-3 hours). Remove the controller from the charging unit once completely charged.

Note: The face silicone units should NOT be plugged in while the controller is charging. The RED LIGHT FACE MASK will not power on if plugged in while charging and this can cause damage to the unit over time.

USING THE HIGHERDOSE RED LIGHT MASK

- Make sure your RED LIGHT MASK battery is fully charged and connected to the mask.
- Gently clean and dry your face before using the Mask. Do not apply sunscreen. Red Light is a safe way to absorb the rejuvenating light of the sun, without the harmful UV rays.
- If you have the LIGHT-ACTIVATED GLOW SERUM, apply 2-3 pumps to clean skin.
- Secure the RED LIGHT FACE MASK to your face. Use the velcro straps to secure a snug but comfortable fit.
- Press and hold the POWER button. Wait a few seconds and the RED LIGHT MASK will be illuminated.
- Select the desired pre-programmed time of 10 or 20 minutes.
- Press once for 10 minutes.
- Press twice for 20 minutes.
- The RED LIGHT FACE MASK will automatically shut off once the chosen time is finished.
- You can turn the mask off at any time by pressing the POWER button and holding it until the lights turn off.
- Massage any remaining LIGHT-ACTIVATED GLOW SERUM into your skin and follow up with your favorite moisturizer or sunscreen if going outdoors.

- We recommend 4-5x weekly 10-minute sessions or 3-4x weekly 20-minute sessions.
- A pair of goggles is included. If you have photosensitive eyes we recommend using the goggles.

USING THE HIGHERDOSE RED LIGHT MASK

Press and hold the power button:
Once for 10 minutes
Twice for 20 minutes

Green light will blink when charging. It will remain illuminated when fully charged.



Treatment level light will illuminate based on time chosen.



FREQUENTLY ASKED QUESTIONS

WHAT IS RED LIGHT THERAPY?

- Red Light Therapy is a process where light-emitting diodes (LED) are used to deliver red (630 nm) and near-infrared light (830 nm) on your face or any other body parts. Red Light provides wavelengths of light similar to the sunlight but without the heat or damaging UV rays.

WHAT IS THE MASK MADE OF?

- The outer case of the Red Light Mask is made with soft and flexible, medical-grade silicone. The LED bulbs are attached to this.

WHAT ARE THE BENEFITS?*

- Reduces redness- Low wavelength red light targets uneven skin tone.
- Boosts mood- Red light and near-infrared relax the body and mind
- Rejuvenates skin- Red light therapy helps to revitalize skin and enhance natural glow.

HOW MANY USES DO I NEED BEFORE I START SEEING BENEFITS?*

- It is possible to feel refreshed and invigorated after just one session, and many people see benefits after just one or two uses. The results may also continue to build over continued use.

***These statements have not been evaluated by the Food and Drug Administration. This product is not intended to diagnose, treat, cure, or prevent any disease.*

However, if you have photosensitivity we advise you to exercise caution and common sense. Listen to your body and do what is most comfortable.

TROUBLESHOOTING

- If the Mask doesn't turn on :
 1. Please allow the battery to be completely charged for 2-3 hours.
 2. If even after charging for the recommended time the RED LIGHT FACE MASK doesn't turn on, reach out to help@higherdose.com to replace the battery or the unit.
 3. Make sure the battery is not plugged into the outlet on the wall. The mask won't work when it is plugged into an outlet on the wall.
- If RED LIGHT FACE MASK doesn't turn off after the pre-programmed time of 10 or 20 minutes: The RED LIGHT FACE MASK has a fault. Reach out to **help@higherdose.com**.
- If the LED on the RED LIGHT FACE MASK blinks during the treatment: The RED LIGHT FACE MASK has a fault. Reach out to **help@higherdose.com**.

TECHNICAL SPECIFICATION

LED WAVELENGTHS	RED: 630nm 26 mW / cm ² & NIR 830nm 24mW / cm ²
TOTAL IRRADIANCE	50mW /cm ²
TOTAL LED / DIODES	66 dual-core LEDs (132 DIODES)
PROGRAM TIME	10-minute and 20-minute treatment options
MASK DIMENSIONS	11.6" x 8.5" (295mm x 216mm)
CONTROLLER DIMENSIONS	4" x .9" x 1.1" (103mm x 24mm x 29mm)
ELECTRICAL OUTPUT	5V/1A/2600mAh
ELECTRICAL INPUT FROM POWER ADAPTER	100-240V
OPERATING TEMPERATURE	32F to 104F (0°C to 40°C)
STORAGE AND TRANSPORT TEMPERATURE	59F to 131F (-5°C to 55°C)
OPERATING HUMIDITY	30% to 95% without condensation
STORAGE AND TRANSPORT HUMIDITY	20% to 95% without condensation
CHARGING CABLE	USB-C to USB-A
CHARGING CABLE LENGTH	3.28 ft / 1.2 meter
BATTERY TYPE	Lithium-ion
CHARGING PORT	USB-C
CHARGING TIME	3-4 hours

POTENTIAL ADVERSE EFFECTS

- Immediately after treatment, the skin may appear red. The skin should return to normal within 1-2 hours.
- Because of facial application, the light rays may bother the eyes if they are not closed. We recommend using the pair of goggles that are provided with the product or closing your eyes during the treatment.

CLEANING AND MAINTENANCE

- We recommend using the HIGHERDOSE HIGH MAINTENANCE CLEANER to clean the RED LIGHT FACE MASK after every use.
- You can also clean the RED LIGHT FACE MASK with water-based wipes or a damp clean cloth.
- Leave the mask on a clean, dry surface to air dry.
- Store the mask in the provided carry-on bag at room temperature in dry conditions.
- We recommend cleaning the mask before and after each use.

WARRANTY

HIGHERDOSE RED LIGHT FACE MASK

One (1) Year Limited Warranty
Updated MAY 10, 2024

IMPORTANT: BY USING YOUR HIGHERDOSE RED LIGHT FACE MASK YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THE HIGHERDOSE ONE (1) YEAR LIMITED WARRANTY ("WARRANTY") AS SET OUT BELOW.

DO NOT USE YOUR PRODUCT UNTIL YOU HAVE READ THE TERMS OF THE WARRANTY.

IF YOU DO NOT AGREE TO THE TERMS OF THE WARRANTY, DO NOT USE THE PRODUCT AND RETURN IT WITHIN THE RETURN PERIOD STATED IN HIGHERDOSE'S RETURN POLICY FOR A REFUND.

HOW CONSUMER LAW RELATES TO THIS WARRANTY

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, BUT YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE (OR BY COUNTRY OR PROVINCE). FOR A FULL UNDERSTANDING OF YOUR RIGHTS YOU SHOULD CONSULT THE LAWS OF YOUR COUNTRY, PROVINCE, OR STATE.

WARRANTY LIMITATIONS SUBJECT TO CONSUMER LAW

TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY AND THE REMEDIES SET FORTH ARE EXCLUSIVE AND INSTEAD OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL, WRITTEN, STATUTORY, EXPRESS OR IMPLIED. HIGHERDOSE DISCLAIMS ALL STATUTORY AND IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS, TO THE EXTENT PERMITTED BY LAW. IN SO FAR AS SUCH WARRANTIES CANNOT BE DISCLAIMED, HIGHERDOSE LIMITS THE DURATION AND REMEDIES OF SUCH WARRANTIES TO THE DURATION OF THIS EXPRESS WARRANTY AND, AT HIGHERDOSE'S OPTION, THE REPAIR OR REPLACEMENT SERVICES DESCRIBED BELOW. SOME STATES (COUNTRIES AND PROVINCES) DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY (OR CONDITION) MAY LAST, SO THE LIMITATION DESCRIBED ABOVE MAY NOT APPLY TO YOU.

WHAT IS COVERED BY THIS WARRANTY?

HIGHERDOSE LLC of 42 Broadway, 12th Floor #212 New York, NY 10004 ("HIGHERDOSE") warrants the HIGHERDOSE- branded RED LIGHT FACE MASK and the HIGHERDOSE- branded accessories contained in the original packaging ("HIGHERDOSE RED LIGHT FACE MASK") against defects in materials and workmanship when used normally in accordance with HIGHERDOSE's published guidelines for a period of ONE (1) YEAR from the date of original retail purchase by the end-user purchaser ("Warranty Period"). HIGHERDOSE's published guidelines include but are not limited to information contained in technical specifications, user manuals, and service communications.

WHAT IS NOT COVERED BY THIS WARRANTY?

This Warranty does not apply to any non-HIGHERDOSE branded products, even if packaged or sold with HIGHERDOSE branded products. HIGHERDOSE does not warrant that the operation of the HIGHERDOSE RED LIGHT FACE MASK will be uninterrupted or error-free. HIGHERDOSE is not responsible for damage arising from failure to follow instructions relating to the HIGHERDOSE RED LIGHT FACE MASK's use.

This Warranty does not apply:

- (a) To cosmetic damage, including but not limited to scratches, dents, and broken plastic on ports, cords, or controllers, unless failure has occurred due to a defect in materials or workmanship;
- (b) To damage caused by accident, abuse, misuse, fire, liquid contact, earthquake, or other external cause;
- (c) To damage caused by operating the HIGHERDOSE RED LIGHT FACE MASK outside HIGHERDOSE's published guidelines;
- (d) To damage caused by service performed by anyone who is not a representative of HIGHERDOSE;
- (e) To a HIGHERDOSE RED LIGHT FACE MASK that has been modified to alter functionality or capability without the written permission of HIGHERDOSE;
- (f) To defects caused by authorized product users (eg. by presenting proof of purchase), normal wear and tear or otherwise due to the normal aging of the HIGHERDOSE RED LIGHT FACE MASK;
- (g) Damage caused by pets;
- (h) If HIGHERDOSE receives information from relevant public authorities that the product has been stolen, and you cannot prove in any way that you are the authorized user of the product (eg, by presenting proof of purchase).

YOUR RESPONSIBILITIES

- Before receiving warranty service, HIGHERDOSE or its agents may require that you furnish proof of purchase details, respond to questions designed to assist with diagnosing potential issues and follow HIGHERDOSE's procedures for obtaining warranty service.
- Following warranty service your HIGHERDOSE RED LIGHT FACE MASK or a replacement item will be returned to you, subject to applicable product model updates and availability.
- **Important:** Do not attempt to repair the HIGHERDOSE RED LIGHT FACE MASK, the Controller, or any other aspect of the HIGHERDOSE product. Attempting to repair the HIGHERDOSE product is dangerous and may cause damage that is not covered by this warranty. Only HIGHERDOSE should perform service on the product.

NO COMMERCIAL USE

- All HIGHERDOSE- branded consumer products including the RED LIGHT FACE MASK, are designed and intended only for home use. HIGHERDOSE- branded consumer products are not intended to be used in any commercial or institutional setting or application. These include but are not limited to commercial gyms, commercial spas, wellness centers, chiropractic offices, doctor offices, any other medical facilities, churches, police/fire departments, government agencies, apartment/retirement/condominium communities, hotels, cruise ships, schools, or universities.
- Using any HIGHERDOSE-branded product in a commercial or institutional setting will void the product's warranty and may open the owner/operator of the setting to liability.

WHAT WILL HIGHERDOSE DO IN THE EVENT THE WARRANTY IS BREACHED?

If during the Warranty Period, you submit a claim to HIGHERDOSE in accordance with this warranty, HIGHERDOSE will, at its option:

- Repair the HIGHERDOSE RED LIGHT FACE MASK using new or previously used parts that are equivalent to new in performance and reliability.
- Replace the Controller.

- Replace the HIGHERDOSE RED LIGHT FACE MASK with the same model (or with your consent a product that has similar functionality) formed from new and/or previously used parts that are equivalent to new in performance and reliability.
- Exchange the HIGHERDOSE RED LIGHT FACE MASK for a new item.

HOW TO OBTAIN WARRANTY SERVICE?

You must contact HIGHERDOSE via email at help@higherdose.com in order to seek warranty service.

A HIGHERDOSE representative will help determine whether your HIGHERDOSE RED LIGHT FACE MASK requires service and, if it does, will inform you whether and how HIGHERDOSE will provide it.

WARRANTY SERVICE OPTIONS

HIGHERDOSE will provide warranty service through mail-in service. If HIGHERDOSE determines that your HIGHERDOSE RED LIGHT FACE MASK is eligible for mail-in service, HIGHERDOSE will send you prepaid waybills and instructions on how to properly pack and address your HIGHERDOSE RED LIGHT FACE MASK, so that you may ship your HIGHERDOSE RED LIGHT FACE MASK to HIGHERDOSE. Instructions will be sent to you via email. Once service is complete, HIGHERDOSE will return the product to you. HIGHERDOSE will pay for shipping to and from your location if all instructions regarding the method of packaging and shipping of the HIGHERDOSE RED LIGHT FACE MASK are followed.

HIGHERDOSE reserves the right to change the method by which HIGHERDOSE may provide warranty service to you, and your HIGHERDOSE RED LIGHT FACE MASK's eligibility to receive a particular method of service. Service will be limited to the options available in the country where service is requested. Service options, parts availability, and response times may vary according to country. You may be responsible for shipping and handling charges if the HIGHERDOSE RED LIGHT FACE MASK cannot be serviced in the country it is in. If you seek service in a country that is not the original country of purchase, you will comply with all applicable import and export laws and regulations and be responsible for all customs duties, V.A.T., and other associated taxes and charges. Where international service is available, HIGHERDOSE may repair or replace the HIGHERDOSE RED LIGHT FACE MASK and parts with comparable products and parts that comply with local standards.

LIMITATION OF LIABILITY

EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, HIGHERDOSE IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOSS OF USE; LOSS OF REVENUE; LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFITS ON CONTRACTS); LOSS OF THE USE OF MONEY; LOSS OF ANTICIPATED SAVINGS; LOSS OF BUSINESS; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; OR ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE HOWSOEVER CAUSED INCLUDING THE REPLACEMENT OF EQUIPMENT AND PROPERTY. THE FOREGOING LIMITATION SHALL NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS, OR ANY STATUTORY LIABILITY FOR INTENTIONAL AND GROSS NEGLIGENT ACTS AND/OR OMISSIONS. SOME STATES (COUNTRIES AND PROVINCES) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

GENERAL

No HIGHERDOSE reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired. This Warranty is governed by and construed under the laws of the country in which the HIGHERDOSE RED LIGHT FACE MASK purchase took place.

HIGHERDOSE or its successor in title is the warrantor under this warranty.

FCC COMPLIANCE STATEMENT

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference,
- (2) this device must accept any interference received, including interference that may cause undesired operation.



HIGH-DOSE



HIGHERDOSE
RED LIGHT FACE MASK

HIGHERDOSE.COM

help@higherdose.com

@higherdose