

  
SAY SKIN  
AURORA-*me*

SAY SKIN AURORA-me  
Instructions and Warranty

10 minutes a day!  
Stay beautiful forever  
with **SAY SKIN**

 **SAY SKIN** is  
the premium beauty care device brand.  
SAY SKIN cares for your skin to help  
you maintain your beauty forever.  
With premium beauty care solution  
**SAY SKIN** you can possess eternal beauty!

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## ● Product Benefits and Features

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### # Wrinkle Treatment & Skin Tightening

Helps tighten skin and reduce wrinkles.



### # Whitening

Improves dull complexion and skin blemishes and provides a strong skin whitening effect.



### # Trouble Care

Solves problems of skin irritation caused by exposure to pollutants, such as fine dust, once and for all.



### # Improve Skin Care Product Absorption

Boosts the absorption of effective ingredients of skin care products to provide strong protection for the dermis.



### # Safe & Eco-Friendly Material "Zirconia"

The eco-friendly material that is used for dental implants.



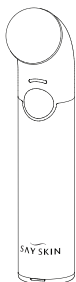
### # One simple click to operate

Convenient and simple User Interface design to operate power and levels with just one-click button.

# ● Components

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1



1. The main body of the device
2. Power plug
3. USB Charging Cable (Type C)
4. Instructions
5. Quick guide
6. Pouch for the device

2



3



4



5



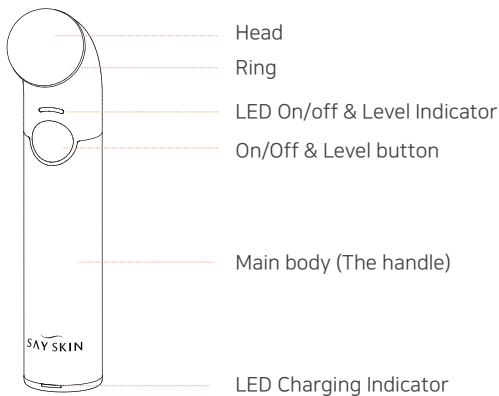
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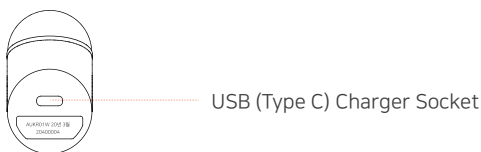
## • Description of the Device

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### Front



### Bottom



## ● Operating Instructions

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### 1. Tone your facial skin after cleansing.



Make sure to pat your face dry before using the product as remaining water may make your skin irritated.

### 2. Apply SAY SKIN super moisture cream on your skin.

2.1 Make sure to apply an appropriate amount of cream as the excessive amount of cream may get cakey on your skin while using the device.

2.2 Depending on skin types and conditions, plasma produced by the device may leave white streaks of sebum or other substances on the skin if there is an excessive amount of them in the skin.

Wash your face gently after using the device, and then your skin will feel soft and smooth.

Using the device will remove the old dead skin cells and promote the absorption of effective ingredients of skin care products.

2.3 Or you may use other skin care products. Applying cream will reduce friction on your skin while using the device and promote the absorption of effective ingredients of skin care products.

### 3. Press and hold the On/Off button for 2 seconds.

The LED On/Off & level indicator will light up white (Level 1)

### 4. Press the On/Off & Level button to choose the level (from 1 to 3) you want.

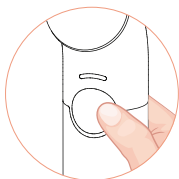
Use the device for 5 to 10 minutes per a day.

Your skin may feel irritated depending on how sensitive it is while using the device. Thus, start from Level 1 (the white LED) and increase the level gradually after your skin gets used to the device completely.

## • Operating Instructions

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### Switch it On/Off



**Press On/Off & Level button for 2 seconds**

### Choose Level

Press On/Off & Level button shortly after the power has been turned on.

Each time you press the button, the level will go up.

If you press the button at Level 3, it will go back to Level 1.

- Level 1 (White LED)
- Level 2 (Orange LED)
- Level 3 (Red LED)

### 5. If you want intensive skin care

Use the device on the applicable area repeatedly for several times.

**Caution!** If you care just one of your skin areas, please use the device within 10 minutes at a time.

### 6. Gently put the device on the area you want and move the device as if you scanned your face with it following your skin texture from bottom to top.



※ When using the device on your neck, avoid using it around the Adam's apple where the thyroid gland is located.

If you have any thyroid gland disease, please consult your doctor before using the device.

### 7. The device will turn off automatically after 10 minutes of use.

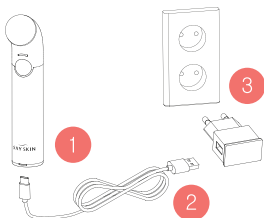
If your hand does not properly touch the handle, the device would produce less plasma, undermining the effectiveness of the product.



## ● Charging

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1. Connect the USB cable (Type C) to the main body of the device. → **Fig.1**
2. Connect the USB cable (Type C) to the charging adapter. → **Fig.2**
3. Put the adapter plug into the outlet. → **Fig.3**



● Full charging time : About 2 hrs.

◎ Operating time after full charging : About 1.5 hrs.

※ The charging time and operating time are subject to change depending on the remaining battery power, ambient temperature and charging conditions.  
The device cannot be operated while being charged.

※ **Only use the charger provided with the product.**

- Charging the product with a non-standard charger may result in product failure or damage.
- Connecting the charger improperly may cause serious damage to the device.
- Any damage caused by misuse is not covered by the warranty.

\* After purchasing the product, charge the device fully before using it.

\* Failure to charge the battery for a long time may reduce the battery life, and, thus, it is recommended to charge the battery regularly for every six months.

\* If the device is used when its battery runs very low, it may not work without the low battery alarm beeping. In this case, connect the device to the charger immediately and fully charge the battery without worrying about the possibility of product failure.

## • LED Indicators and Sound

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### ▶ LED Charging Indicator

LED	Status
Blinking Red	Low battery
Red	Charging in progress
Green	Fully charged



### ▶ LED On/Off & Level Indicators

LED	Status
White	Level 1
Orange	Level 2
Red	Level 3



### ▶ Sound

Sound	Status
1 beep	When the device is used for over 5 min.
3 beeps	When the battery needs to be charged

## ● FAQ

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### 1. Can I use the device several times a day on a daily basis?

It is recommended to use the device for 5 to 10 minutes for each area, 2 to 3 times per day.

This recommended time of use is for average healthy skin. Please adjust the time of use and level if you have sensitive skin.

※ For sensitive skin: It is recommended to use the device at Level 1 several times until your skin gets used to it completely and raise the level gradually.

### 2. I smell something when using the product. Is it all right?

You don't have to worry about the smell as it is a natural phenomenon that occurs when the plasma is produced.

AURORA+ produces plasma that consists of ions in the air. You may feel a subtle smell from ions colliding with one another.

### 3. I hear a crackling sound while using the product. Is it all right?

The sound is made by plasma that is produced between the heads and your skin when the device is in normal operation.

### 4. How can I make use of SAY SKIN super moisture cream?

If you apply cream after cleaning your skin, it will reduce friction on your skin while using the device and promote the absorption of effective ingredients of skin care products.

### 5. Can I use the device during charging?

The device cannot be operated during charging.

# ● Care and Safety Instructions

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## 1. Safety Instructions

※ Any damage resulting from negligence or carelessness is not covered by the warranty. Please read the following instructions carefully.

### ◆ Ask a doctor if :

- 1) Rashes or excessive irritation appear on the skin
- 2) You need to take precautions because you are pregnant, in your menstrual period or in outpatient treatment
- 3) You have allergic diseases with highly sensitive skin
- 4) You have a serious infection caused by festering pimples.

### ◆ People who use the following medical devices cannot use this product :

- 1) Users of implantable electronic medical devices such as a pacemaker
- 2) Users of electronic life-support medical devices such as a heart-lung machine
- 3) Users of electronic medical devices that are attached to the body such as ECG devices

### ◆ Take the following precautions to avoid danger:

- Do not use this product for other purposes than those intended. Using the product for other purposes may result in an accident.
- Avoid using this product in the area around the Adam's apple when using it on your neck, and do not put it in your mouth or use it directly on your eyes.
- **If a person with sensitive skin uses this product, this may cause minor skin contact irritation. Stop use for two to three days if these symptoms appear, and then start using it again.**
- When using this product, avoid touching the jewelry you are wearing with this device.
- Using this product with its heads broken or cracked may cause skin burns and damage. Stop use immediately in this case.
- Do not place or use the product in hot and humid condition such as sauna or bathroom.
- Do not insert or pull the plug with wet hands. This may cause electric shock.
- Read the user's manual and directions thoroughly and use the product appropriately in the right order.
- Refrain from using the product on the same area of your body for a long time, and if you find any problem with the device while using it, stop use immediately, switch it off and contact the retailer.
- If the product comes in contact with other electric appliances, this may cause product malfunction.
- When there is thunder and lightning, stop charging the product and unplug the charger from the outlet.

# ● Care and Safety Instructions

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## 2. Storage Instructions

- 1) It is recommended to store the product in the pouch.
- 2) Wipe oily residue of skin care products from the heads and the main body of the device with clean wipes after use to keep the product clean and sanitary.
- 3) Put the cleaned device in the pouch and store it in a drawer of the dressing table, etc.
- 4) Do not place the product in an environment with high temperature or humidity or with a large amount of dust, in an area exposed to direct sunlight, or in a place where magnetic or electromagnetic waves are emitted.
- 5) Keep this product out of reach of toddlers, children, seniors with dementia and pets.
- 6) Do not drop the product in the water. Any product damage or malfunction caused by carelessness is not covered by the free service warranty.
- 7) Failure to charge the battery for a long time may reduce the battery life, and, thus, it is recommended to charge the battery regularly for every six months.

### ◆ Please take note of the following information about warranty.

\* Consumables, except for the main body, are not covered by warranty. The product may be replaced or refunded only when there is a manufacturing defect within 7 days of purchase. The free warranty service period for this product is for one year from the date of purchase, and the repair expenses incurred due to negligence by the customer may be charged to the customer.

### ◆ Please take note of the following information in case you need service on your product.

- 1) Do not disassemble the main body of the device.  
If you arbitrarily disassemble the device at home, you cannot receive free service.
- 2) If the product malfunctions, stop use and contact the retailer.
- 3) Do not drop the product from a height or expose it to strong shocks. If any of such incident occurs, make sure to have the product checked before use.
- 4) This product contains high-precision parts, and dropping the product or exposing it to strong shocks may cause serious damage to the components, which can result in malfunctions or failures of the device.

## ● Specifications

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Brand Name	SAY SKIN
Model Name	AURORA-me
Efficacy & Effectiveness	Beauty skin care effects
Power Supply	DC 5V, 1A (USB- Type C)
Material	BODY : Aluminium, PC+ABS HEAD : Zirconia
Size	30.3(W) x 153.8(L) x 51.2(H)mm
Weight	120g
Manufacturer	Withnix Co., Ltd.
Country of Origin	Republic of Korea

# ● Warranty

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## Full One Year Warranty.

Brand name	
Product/Model Name	
Wholesaler	
Serial No.	
Retailer	
Customer Name	
Address	

※ You should present this warranty including the date of purchase when requesting a repair to get service.d.

※ This warranty is valid only in the Republic of Korea. Please keep this warranty carefully as it cannot be reissued.

- ① SAY SKIN warrants the product according to the Consumer Damage Compensation Regulation by item (Ministry of Finance and Economy Public Notification No. 2006-36).
- ② Call customer service to request a repair or service, and call the retailer to request return.
- ③ Eligibility for compensation and compensation details will be notified within 7 days of request, and compensation will be made within 14 days of notice.
- ④ Free warranty covers any failure caused by defects in product performance or functions that occur under normal operating conditions within the warranty period, and if the defect is beyond a repair the product will be replaced. (\* From three months after the date of purchase, the consumer is responsible for the cost of shipping the product for service or a repair).
- ⑤ Free warranty service does not apply to the following:
  - Any failure caused by the consumer's willful misconduct or negligence.
  - Any failure caused by problems with power supply or defective connecting devices.
  - Other failures caused by external factors other than defects of the product itself.
  - Defects in performance or functions and failure that occur after the warranty expires.
  - Failures caused by natural disasters - Failures that result from repairs performed by someone other than SAY SKIN service centers or authorized agencies.
- ⑥ If the product is not defective, the expenses of repairs may be charged to you. Therefore, read this instruction carefully before using the product.

## ● Consumer Dispute Settlement Standard

Types of Consumer Damage		Compensation Details	
		Within the warranty period	After the warranty period
Any performance or functional failure that occurs under normal operating and environmental conditions (within the warranty period)	When a major repair is needed within 10 days of purchase	Replacement or refund of product price	
	When important components are in need of repair within one month of purchase	Replacement or free repair service	
	When a replaced product is in need of a major repair within one month of replacement * If replacement is impossible	Refund of product price	
	When defects occur	Free repair service	
	When the same defect occurs repeatedly (3 times) after repair	Replacement or refund of product price	Refund the fixed price after depreciation plus 10% of this amount
	When defects occur repeatedly (5 times) even after defects in multiple areas were repaired four times * If repair is impossible		
	If the product shipped by the consumer for repair is lost by the company		
	When a repair cannot be done as spare parts are out of stock		
	Damages incurred during shipping or installation after purchase	Replacement	
Any performance or functional failure caused by the consumer's willful misconduct or negligence	When a repair can be done	Paid repairs	Paid repairs
	When a repair cannot be done as spare parts are out of stock	The product is replaced after the amount equivalent to the repair fee is charged.	The product is replaced after the amount equivalent to the repair fee is charged.



## ● Consumer Dispute Settlement Standard

Responsibility (of the customer) for paid service	Within the warranty period	After the warranty period
<ol style="list-style-type: none"> <li>1. Any failure caused by natural disasters (fire, storm &amp; flood damage, lightning, gas, seawater, earthquake, etc.)</li> <li>2. Any damage or failure caused by dropping the product or exposing it to shocks</li> <li>3. Any failure caused by use of wrong voltage</li> <li>4. Any failure caused by putting other materials than the original components into the product</li> <li>5. Any damage or deformation to the exterior of the product caused by organic solvents such as thinner, benzene, etc.</li> <li>6. Exchange of consumable parts subject to normal tear and wear</li> <li>7. Any damage caused in transit after installation</li> <li>8. Failures that result from repairs or remodeling performed by someone other than SAY SKIN service centers</li> <li>9. Any damage resulting from the use of parts or consumables other than the standard SAY SKIN components</li> <li>10. Any damage caused by not following the "safety instructions" included in this manual</li> <li>11. When the product warranty is not presented</li> <li>12. Any failure caused by external factors other than defects of the product itself or by the user's negligence or carelessness</li> <li>13. The matters not specified here shall be dealt with in accordance with the Consumer Dispute Settlement Standard.</li> <li>14. Other failures caused by the user's fault or negligence</li> </ol>	Paid repairs	Paid repairs

※ The compensation for the matters not specified above shall be made according to the Consumer Dispute Settlement Standard based on the Framework Acts on Consumers.

☎ Customer Center (Without country code) 1661-6987

※ The matters related to product washing and adjustment or directions for use are not related to product failure.

- MEMO

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SAY SKIN **AURORA-*me***

Customer Service: (Without country code) 1661-6987

Website: [www.say-skin.com](http://www.say-skin.com)

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**MADE IN KOREA**

Please make sure to read the instructions carefully before using the product. If you have any problems or malfunctions with the product, please contact customer service.

If you know the model name and status of defects accurately before contacting customer service, you can get service faster.

**This is a skin care device, not a medical device, and  
Does not have any medical efficacy or effect other than the**