



How do I use the machine?

The FaceMaster® comes with a complete set of written instructions, as well as a video that takes you through each step in real time. Click [Operating Instructions](#) to see highlights of our DVD and the full usage and information manuals.

Is this electricity safe?

Yes. Your FaceMaster® has passed a rigorous, physician-supervised, independently reviewed, clinical study to determine both its safety and cosmetic effectiveness.

How often do you recommend using the FaceMaster® and how long does a treatment take?

The recommended usage is every other day. This gives the muscles time to rest and change. The entire treatment takes 18 minutes after you've gained some experience with using the product; initially the treatment will take a little longer. You can feather an extra 12 minutes every day if you desire.

Can I use the FaceMaster® if I have had injections in my face?

Many people have injections into problem spots on their face. In general, toning the underlying muscles provides the best foundation for any spot treatments, just as it does for make-up. Let's take a look at three common injectables: 1. Restylane: a filler made of bio-degradable hyaluronic acid, this is FDA approved to provide volume to problem lines in the skin. It does nothing to tone muscles, and in no way interferes with FM actions. 2. Collagen: another injectable, commonly used in the lips, or in fine lines between the brows etc. We recommend avoiding the injected spots when using the FM, except for the general "feathering" mode. The FM can be fully used on the rest of the uninjected areas of the face. 3. Botox: a muscle paralyzing toxin, this is only injected into muscles that are over-contracted, meaning usually those above and between the brows, and in some cases, the "crow's feet" areas outside the eyes. The rest of the face needs the opposite, namely contraction, to tone muscle, such as lids, cheeks etc. So the FM is perfect for the untreated areas of the face 4. Fat: sometimes injections of fat are harvested from "donor" sites in the patient's own abdomen, then injected into trouble spots in the face. Again, it will only look better if the underlying muscles are toned, and presents no impediment to using the FM right over it.

Can I use the FaceMaster® if I've had surgery done on my face?

Yes. Facial surgery does not do anything to tone the underlying muscles. Whether you have had implants of silicone or fat, or whether you have had the excision of skin, the FaceMaster® can still be safely used to tone all the muscles of the face. Ask your surgeon if there are any particular reasons for caution in your case; if you are allowed to go to a spa and have an electrically stimulated facial treatment after your procedure, there is no reason why you can't do one yourself with your FaceMaster.

How much conductive solution should I be using?

You will only need to dip the foam caps into the solution four or five times for the full treatment of 18 minutes. If you are using the additional 12 minute feathering program you will need to dip the wands at least one more time.

The factory default setting for INTENSITY is too high for me. How do I turn it down?

Individual's sensitivity to the INTENSITY level varies widely, which is why it is adjustable. When the FaceMaster® is powered-on, use the INTENSITY buttons next to the display to adjust the level that best works for you. The larger button on the left increases intensity, while the smaller button to the right decreases intensity. There are a series of bars in the display area, along the left edge, that indicate what the INTENSITY setting is. The more bars, the higher the INTENSITY.

How does electricity help my face?

For over three decades, doctors and spas have recognized the great cosmetic potential of small doses of electricity applied to the skin. This superficial stimulation can be felt as a mild tingling, tapping, or "twitch." The use of mild electrical stimulation has been shown to have the beneficial effect of toning the skin and making it appear smoother and less wrinkled.

Are there any potential safety issues that I should be aware of?

In addition to the indicated and contra-indicated uses listed on the label, any person with cardiac arrhythmias, pacemakers, implanted defibrillators, any other implanted metallic or electronic devices, or other cardiac conditions should not use the FaceMaster® unless they have the express permission from their doctor. If you are unsure about your health status, or have any additional questions or concerns about any of your personal health conditions and the use of the FaceMaster, consult your doctor before use. If you do visit your doctor, we recommend that you take your FaceMaster® with you and discuss it during your visit.

For men: can I use the FaceMaster® if I have a thick beard or mustache?

The FaceMaster® wands need to touch the skin, or the electrical connection cannot be made. The REST of the face can still be treated with the FaceMaster.

When I use the FaceMaster® on my eyes for longer than the 3 minutes that the FaceMaster® recommends, the INTENSITY seems to go up and it can be mildly uncomfortable. What is going on and what can I do to make this a more comfortable experience?

After 3 minutes of using the FaceMaster® in its eye-mode, it switches to working on the face. The INTENSITY setting when working on the face is higher than when working on the eyes, so using your FaceMaster® on your eyes while in face-mode might feel mildly uncomfortable. You should switch the FaceMaster® back to the eye mode if you want to keep working on the eyes.

If I am a regular user of the FaceMaster, and then stop using it, what can I expect the results to be?

Any muscle in the body will tone with exercise, and sag with disuse. For example, if a weight-lifter suddenly stopped all exercise for a few weeks or months, every muscle will turn from toned to flabby, with the overlying skin reflecting the difference. To resolve this, simply go back to exercising and toning these muscles, and the muscles will quickly respond as they did before the stoppage! There is no way the skin or the muscles of the face (or rest of the body) can go "backwards". Following a stoppage the muscles will always return to their pre-toned status. Once you get used to toned muscles, however, it is all the more obvious when the muscles are left to atrophy. If Before/After pictures were taken you would see that the face returns to the Before appearance. So for the best results, keep exercising your face with your FaceMaster!

Is my credit card safe to use at FaceMaster.com?

Absolutely. [Click here](#) to read the credit card security section on our help page.

I turn my FaceMaster® on and it just beeps. I thought it might be the battery so I changed it, but all it continues to do is beep. What's wrong?

You can almost always solve these problems by following these instructions: First, unplug the wands from the unit. Plug the wands back in with the cord of the wands facing the back or where the wands are stored when not in use. Push hard until you feel the connection move into place. When you think you have it in all the way, please push down one more time to be sure. Put the foam caps on the wand tips and wet them thoroughly with conductive solution. Turn the machine on, the display should read 3:00 and will beep every second. Touch and hold the wand tips together for a moment and then release, this should start the timer counting down and the beep should change to every 10 seconds. The current is now flowing and the unit is ready for use. If these steps do not work the first time, please repeat one more time.

I've just started using my new FaceMaster® and I've followed the step-by-step DVD Instructions. I understand and felt the twitching sensation. However, at times I feel a stinging sensation with mild sparks emitted from the probes. I am using my FaceMaster® correctly?

The FaceMaster® is a machine that uses electric stimulation to tone and tighten the muscles of the face. The current is felt during treatment by most of our customers. Everyone's tolerance is different and that is why we provide you with an intensity control button. This will allow you to increase or decrease the amount of intensity sent through the wands. Our recommendation is to decrease the intensity to just one bar (readout located on the LCD display on your left side). This will make the use of the FaceMaster® more comfortable for you. Feel free to increase this intensity as you get used to using the unit.

I would like to place an order using my non-US address for billing and a US address for shipping. How do I do this?

On the checkout page, there is a checkbox labeled "ship to another address". If you check this box, you should be able to enter separate addresses for billing and shipping.

When I turn the machine on and everything is setup properly, 3min comes up on the counter and it starts to beep then it shuts off. No time is displayed, there is no beeping and I can't feel anything when I apply the wands to my face. I can't even increase the intensity. It has done this consistently every time I've tried to use it.

Please see the above FAQ on constant beeping. The same solution is recommended.

Can the FaceMaster® be used on your neck? If not, when will you have a product that does work on the neck?

The neck area is contraindicated for use with your FaceMaster. Please do not try to use your FaceMaster® product on areas of your neck. In terms of when a product might be available for use on the neck areas, we currently have no plans in development. We do understand & hear your desire for such a product, and will take that into strong consideration as we make our development decisions.

Can't I just run the FaceMaster® wands randomly over the face?

No. For best results, it is very important to follow our video and written directions. Refer to the DVD and information and usage manuals which you received when you purchased your FaceMaster®, or [click here](#) for operating instructions.

I've emailed FaceMaster® and not received a response. Why is that?

We make every effort to respond to all our email within a 24 hour period Monday-Friday. If you email us late on Friday it will probably be Monday or Tuesday before we respond back. Also, please be sure that facemaster@slccompanies.com is a trusted address in your email program. If you think that any response from us is being filtered out as spam, please update your spam filter with our address. Also, you may want to check any spam folders you have for any responses that we might have sent. Please do not send us an email asking us to update your spam filters. We ask that you perform the necessary updates.

I'd like to know when new accessories for FaceMaster® will be available. For instance, when will I be able to buy an attachment for my chin?

We can not comment on our development plans for any new products. If and when there are additional FaceMaster® products available for sale we will announce their availability through all available communication channels so that you get the news as soon as possible.

I purchased an original FaceMaster® several years ago. Do you offer a trade-in program to upgrade to the FaceMaster?

There is not a trade-in program for the original FaceMaster.

I purchased an original FaceMaster® prior to the FDA decision to regulate the product. Can I safely use it now? Were there any changes made to it that would affect it's safe usage?

While the original FaceMaster® and FaceMaster® use similar technology, they are not the same product. The FaceMaster® has been studied and reviewed by Federal Food and Drug Administration for safety and effectiveness, and has been cleared for marketing as a cosmetic device by that regulator agency. We recommend that you use a FaceMaster® and "retire" your original FaceMaster.

Can I use the foam caps from the FaceMaster® on my original FaceMaster?

No, the foam caps are specifically designed for use with the FaceMaster® wands. We recommend that you use a FaceMaster® and "retire" your original FaceMaster.

Can I use the wands from the FaceMaster® on my original FaceMaster?

No, the FaceMaster® wands are specifically designed for use with the FaceMaster. We recommend that you use a FaceMaster® and "retire" your original FaceMaster.

Is the FaceMaster® conductive solution compatible with the original FaceMaster?

Yes, you would wet the Original FaceMaster® cotton swabs with water then insert the swabs into the probe tips. Dip the cotton swabs into new solution. You will use less of the new conductive solution. We recommend that you use a FaceMaster® and "retire" your original FaceMaster.

What forms of payment can I use on your website?

We only accept the following credit cards: MasterCard, Visa, Discover, and American Express. We do not accept checks, PayPal, or any other form of payment other than the credit cards listed above.

Which countries accept the power cord from the FaceMaster?

FaceMaster® is a battery-operated device, therefore it does not need to be plugged into the power mains and will operate the same in all countries.

For more information contact:
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