

FREQUENTLY ASKED QUESTIONS

Results

- *When can I expect to see results?*
 - When treating acne with Tända Professional Clear™, you may see results in as quickly as 24 hours. When treating the signs of aging with Tända Professional Regenerate™, results can be seen after about 30 days of consistent use. See **“What to Expect with Tända Professional Regenerate”** in the training presentation.
- *Does Tända Professional Clear prevent breakouts from occurring?*
 - Yes! Tända Professional Clear uses blue LED light that is scientifically proven to kill P.acnes bacteria, helping to cure existing blemishes and prevent further outbreaks. If you use Tända Professional Clear as part of your daily skincare routine, you can prevent your breakouts from ever happening.
- *Is the Tända Professional Skincare System™ a one spot treatment?*
 - No, the surface area of the Tända Professional Clear and Tända Professional Regenerate Light Therapy Treatment Head is 3.18in². They can be used to treat a large area and, in the case of acne, can treat the area surrounding a blemish as well, therefore preventing future breakouts.
- *Do I have to use the Tända Pre-Treatment topicals to see results?*
 - Tända Pre-treatment topicals have been specially formulated with a high degree of transparency and designed to be free of light reflecting properties to optimize delivery of light. Best results are achieved when the complete system is used.

Safety

- *Will the LEDs used by the Tända Professional light therapy treatment heads burn my skin?*
 - No. Under normal operating circumstances, the temperature remains at a comfortable level. If the temperature exceeds this level it terminates the treatment cycle.
- *Is there any UV danger when using the Tända Professional light therapy device?*
 - No. The Tända Professional Skincare System does not use UV light. Tända Professional Clear uses 414nm blue LED light and Tända Professional Regenerate uses 660nm red light, which are within the region of visible light and are not UV wavelengths.
- *Do I have to wear the goggles?*
 - The goggles have been provided for your convenience and comfort as some people find the light bright. Company sponsored testing showed that, when used as directed, the device did not pose risk of damage to the eyes.

Technology

- *How long will the treatment heads last?*
 - Each Tända Professional Skincare System treatment head will last for 500 hours which is the equivalent of 10,000 three-minute treatments.
- *How long should a charge last?*
 - A fully charged battery will provide approximately 8-10, three-minute treatments.

Overall

- *Can I take my Tända Professional light therapy device with me when I travel?*
 - Yes, the Tända Professional light therapy devices light weight design and compact form make traveling easy. The Tända Professional light therapy device also features a dual 110-220V transformer and a plug converter so you can use the device all over the world.
- *Is the Tända Professional light therapy device only for individual use?*
 - The benefits of the Tända Professional Skincare System can be shared by the whole family. The treatment heads are easily interchanged to provide different skincare solutions. Individual treatment heads may be purchased separately. Easy to use and versatile, this skincare device is ideal for everyone. The treatment heads can be easily cleaned between uses with a damp cloth and mild detergent.
- *Can I use my normal creams and lotions?*
 - Yes, however, after cleansing your skin, only Tända Pre-treatment topicals should be used prior to the light therapy treatments. After the light treatments you may use your normal moisturizers and lotions.
- *What is the return policy?*
 - See your retailer for your return policy