



# Frequently Asked Questions

## Clinical topics

### **I want to remove all hair from the bikini zone, are there any risks?**

E>One is safe to use on every part of the body, without exception. Therefore, the bikini area is without any particular risk.

### **Can I remove the hair from my nipples?**

Absolutely, the flash represents no risk. Caution is advised on dark nipples.

### **Is the E>One technology suitable for pregnant women?**

No. The professional sector considers the technology unsuitable for pregnant women and E>One advises the same. Pregnant women experience major hormone changes which affect the hair growth cycle.

### **Is the E>One safe to use whilst breastfeeding?**

Yes

### **Can the E>One be used over scars, stretch marks and tattoos?**

Scars: no problem

Stretch marks: no problem

Tattoos: do not flash over a tattoo, there is a risk of modifying its appearance and burns.

**I am under an immunosuppressant cyclosporine treatment. Can I use the E>One without any risk?**

The E>One, just like the rest of the professional flash lamps, is not a potential inductor of melanoma. So, unless there is already the presence of melanoma, it is safe to use the E>One. As far as the risk related to the use of the cyclosporine is concerned, it would be advised to consult the doctor who is prescribing it to you. Ask him/her whether or not it is safe to be using the IPL flash lamp technology whilst under the treatment.

**I am allergic to many creams, can I still use the E>One?**

There is no allergy possible from the use of the E>One. As far as the gel is concerned, it is totally neutral and perfume free.

**I easily get pimples (caused by hair re growth according to my doctor), can I use E>One?**

Yes. Moreover, your pimples should rapidly disappear (2 or 3 sessions on average)

**I have a beauty spot/mole on my face and I was wondering if it was dangerous to use your device on it?**

With any hair removal technology working with light, we need to avoid flashing beauty spots. They are saturated with melanin so they will absorb high amount of energy. We have included in the E>One pack some patches and a “guide plate” (please refer to the accessories that come with the E>One). These were designed to cover the zones we don’t want to flash.

NB: It is important not to mix up beauty spots and freckles, the latter poses no problem.

## **I would like to know if the hair is being removed permanently with the E>One and if yes, after how long?**

In the professional sector, with good quality devices, it takes on average 6 sessions to obtain the desired permanent result and it will last many years. However, it is possible 2 or 3 more sessions may be required to achieve this. With the E>One, the average number of sessions required to obtain the same quality results is 10. Yet again, this is an average and each individual is different.

## **After how long (or how many sessions) will I start seeing results? And should I keep shaving?**

The first hairs start falling out after approximately one week. You can keep shaving regularly or you can let it grow and observe it progressively become sparse. 15 to 20 days after treatment, the remaining hairs are possibly the ones missed by the flash. Ideally, you should proceed to flash those stubborn hairs. Then, you should repeat when needed (this can vary from one individual to the other). You can choose to wait the recommended 2 months, or you can re-flash once in a while/as soon as you see hairs appearing. By doing so, after 4 or 5 sessions, shaving should become unnecessary.

## **What is the minimum age to start using the E>One?**

E>One should be used with parental consent and supervision.

## **I would like to know if the flash from the E>One can be harmful for the eyes in the long run?**

The danger for the eyes lies in a direct application of the flash to the eyeball. The E>One is equipped with a switch that makes it very difficult to apply a flash on the eye ball. Additionally, E>One comes with a pair of glasses,

E>One Safety Glasses, which should be worn during the entire use of the E>One.

### **Is there any risk of developing a cancer?**

The E>One's technology destroys the hair by cauterizing the vessels that nourish the hair bulb. It is called photocoagulation. Before the existence of these light technologies for hair removal, doctors used electric energy to cauterize the nourishing vessels. That was called the electro-coagulation. This technique was born around 1880. So it has been more than 100 years since professionals have been to removing hair by cauterizing the vessels that nourish the hair bulb. 100 years seems like enough to reassure the users. It's definitely a much longer time than what is necessary nowadays to approve a new drug.

The wavelengths of light emitted by the E>One have been restricted to exclude those that are unnecessary and harmful. The IPL technology is used in the medical sector as it does not represent any long term risk.

### **Can the hair re-grow under the skin?**

No hair re-grows under the skin after using E>One. Ingrown hairs are caused by a rupture of the hair during a hair removal session (by wax, by electric hair remover or even whilst shaving for certain people). When that happens, the hair turns back on itself under the surface of the skin with the tip. Then, when it starts growing again, the tip takes a different "route" compared to usual. The hair ends up growing under the skin tissue provoking an inflammation. With the IPL hair removal technique, it's the entire hair that falls out. A new hair may re-grow and it will have no other choice but to grow following its natural path. People prone to these undesirable ingrown hairs should notice a remarkable change after 2 or 3 sessions with the E>One. They will no longer experience ingrown hairs and their skin will recover to a normal and smooth status.

# Technical aspects

## **Is the efficiency of the E>One affected by the depth of the hair?**

The depth of the hair has little influence on the results obtained with the E>One. The pressure switch integrated into the E>One applicator head forces the user to apply pressure on the skin in order to set the flash. Applying this pressure on the skin compels the part of the hair which is under the skin to a laying position exposing it more to the light. That way, the hair bulb also gets closer to the surface of the skin. The greater pressure with the E>One applicator at the moment of the flash, the better the results will be.

## **What other parts will eventually need to be replaced? (Besides the optic cartridge)**

Besides the optic cartridge (which is designed to last 3000 flashes), nothing else should need to be replaced unless a part has been damaged or broken. The E>One like all technology needs to be handled carefully. The E>One has been built to a high standard and no parts are expected to fail should the E>One be used cautiously, according to the user manual.

### **Over time can the results of the E>One vary?**

The quality of the flash produced depends on both a clean signal being produced by the unit and the flash lamp reproducing that energy accurately.

The flash lamp has been designed to last 3000 flashes and it was programmed to deliver the same quality of flash whether it's the first one flash or the last flash.

The main unit that creates the pulse has been designed and built to a very high standard. If any of its components were to fail, it has been designed not to affect the user.

### **Is there a warranty on the E>One? If yes, for how long?**

The manufacturer offers a 2 year warranty for parts and service.

### **What can happen if the device is not properly handled?**

The device was created based on the results of a study conducted by an institute called APAVE, based in Nantes France. This study took into consideration all of the risks and safety norms for the use of a product at home.

### **What is the size and weight of the E>One?**

Height: 36 cm, width: 21 cm, weight: less than 8 kg with the packing and accessories.

### **What is the delay between each flash?**

Between 6 to 6.5 seconds depending on the settings selected.

### **How long can I use the E>One without any risk of overheating?**

As long as you like, there is no risk of overheating.

# How to use it?

## **How long would it take to do an entire beard with the E>One?**

Roughly 10 minutes (maximum) for the entire beard.

## **Can I manage to remove the hairs inside the nose with the E>One?**

It is possible to remove nose hairs with the E>One, but it is advised not to do so as there is a high risk of suffocation.

## **Can a man suffering from baldness use the E>One?**

Yes. The scalp hair cycle has a longer duration than any other hair cycle. Therefore, it is possible to either space out the sessions or multiply them for a long lasting result.

## **What if I don't want the hair to be removed permanently?**

The E>One is adjustable. You can select the appropriate function depending on your aim. The possible results vary from simple “photo waxing” to long term hair removal.

## **For an optimum efficiency, should I be flashing the same zone many times and how frequently should I be using the E>One?**

During every session, one flash per zone is sufficient. The first few sessions should be spaced out by 2 months and eventually more.

**If I flash the same zone many times, will it be more efficient or maybe faster?**

The only advantage of flashing the same zone many times would be to make sure you haven't forgotten any spot. Ideally, you should overlap the flashes slightly to avoid missing an area.

**Will I feel pain or tingling at the moment of the flash?**

No pain should be experienced. The sensation depends on each individual's sensitivity, the zone being treated, the quantity of hair in that zone and the diameter of the hairs that are being flashed in that zone.

**Why do I need to shave the zone I want to remove the hair from before using the E>One?**

Shaving the zone you're about to flash is essential for any hair removal technique using light. The light produced by the E>One is absorbed by the melanin in the hair. During this absorption, the light is converted into thermal energy (heat). This heat destroys the hair or more precisely the structure creating it. The length of the hair has an impact on this process since the energy will distribute the whole hair. Understandably, if the hair is shorter, the volume of energy will be more concentrated and conversely, if the hair is longer the energy will be diluted. This is why it is important to shave the hairs before flashing them to obtain better quality results.

**What about waxing instead of shaving before using the E>one?**

Actually, when we wax, certain hairs are ripped off from the roots or simply ruptured. A flash from the E>One therefore wouldn't provide optimum results. It is best not to have any hair removal sessions for 2 weeks prior to using the E>One. The best way to remain hair free during the waiting period is by shaving.

**What exactly is the purpose of the gel that we need to apply before the flash and how easy is it to purchase it?** The gel enables the flash to be better conducted by the hairs and skin. The extremity of the applicator consists of a piece made of a special kind of glass called “Pyrex”. This piece is what is applied on the skin. If no gel is placed between this piece and the skin, there will always be a thin layer of air remaining preventing a perfect penetration of the light in the skin. It is the same gel used for ultrasounds. It comes with purchase of the device and more can be purchased on the E-One website.

**What happens if I forget to apply the gel?**

The optical conduction between the E>One applicator and the skin is partially interrupted if no gel is placed on the skin prior to the flash. In addition to a lower degree of efficiency, you also risk heating the surface of the skin. For absolute safety and total efficiency, the E>One should not be used without the gel.

**Can I use hair removal cream instead of shaving?**

The drawback with these creams is due to the way they work; they are chemical products which destroys the hair. This aggressive action for the hair can be just as aggressive for the skin. The skin is attacked from the surface and can lose its characteristics. It is not recommended to use any chemical products (hair removal creams included) before using the E>One.