

Frequently Asked Questions (FAQ)

ARTISTRY Derma-Architect Boosting Gel

Q: Can I use the Boosting Gel as a standalone product?

A: Please use the Boosting Gel together with the Derma-Architect to achieve the results you want for your skin.

Q: What is the recommended amount of Boosting Gel to use with the Derma-Architect?

A: Squeeze a coin-sized amount (approximately 4cm in diameter) of the Boosting Gel, onto your hand.

Q: Can I use other ARTISTRY skincare products instead of the Boosting Gel with the Derma-Architect?

A: No, we do not recommend substituting the Boosting Gel when using the Skin Fitness mode of the Derma-Architect. This gel is specially designed to help deliver the Skin Fitness mode's energy evenly into the skin to deliver the best results. You can use other ARTISTRY skincare products with the Skin Nutrition mode.

Q: Is the Boosting Gel dermatologist tested?

A: Yes, the Boosting Gel formula has been dermatologist tested and has been shown to be gentle when used directly.

Q: What is The Vegan Society and why are ARTISTRY products registered with it?

A: The Vegan Society and its trademark represent the authentic international vegan standard. To ensure our products meet this standard, each product is evaluated by a dedicated and experienced team that rigorously checks each product application against strict criteria. This includes querying for any potential inclusion of animal-derived ingredients, even those not present in the final product. To learn more about the Vegan Society, visit this link: <https://www.vegansociety.com/about-us/history>

Q: What is the shelf life of the Boosting Gel, and how long can I use it for after the package has been opened?

A: The shelf life of the unopened product is three years (36 months). Once the package is opened, it is recommended to use it within 12 months to ensure full product efficacy.

Q: Can the Boosting Gel be used during pregnancy?

A: Yes. Our Boosting Gel formula can be used during pregnancy. However, we do not recommend pregnant women to use the Derma-Architect.

ARTISTRY Derma-Architect

Q: Is the Derma-Architect a medical device?

A: No, the Derma-Architect is not a medical device. This product is not intended to diagnose, treat, cure, or prevent any disease.

Q: As an avid user of Dermasonic, I've experienced healthier skin and outstanding results when using it with ARTISTRY skincare products. Is it worth switching to the Derma-Architect?

A: Yes, as it makes the best even better. The Derma-Architect features two different treatments, delivering an unprecedented synergy with ARTISTRY skincare products: **Skin Fitness mode** stimulates skin cells at two different depths using two types of thermal energy and red LED light therapy. During recovery, cells generate fresh collagen.

Skin Nutrition mode deeply penetrates vitamins and minerals from phytonutrients* and skincare formulas into the skin, effectively feeding it with essential nutrients.

**Phytonutrients are sourced from the ARTISTRY SKIN NUTRITION Defying Serum and ARTISTRY SKIN NUTRITION Correcting Serum.*

Q: Can I use it with other skincare products that are not specified in the usage instructions?

A: Product usage with Derma-Architect is as follows:

- **Fitness Mode:** Must be used with the Boosting Gel.
- **Vitamin C Mode:** The use of the ARTISTRY SKIN NUTRITION Vitamin C+HA3 Daily Serum is required.
- **Skin Nutrition Mode:** A variety of ARTISTRY SKIN NUTRITION serums and moisturisers are compatible.

Q: Did the Derma-Architect undergo testing with all ARTISTRY skincare products?

A: No, but it has been confirmed that the Skincare mode is compatible with all ARTISTRY skincare products, supported by clinical and in-vitro test results.

Q: What products should not be used together with this product?

A: The following products should not be used together with the Derma-Architect:

- SIGNATURE SELECT Polishing Mask
- SIGNATURE SELECT Brightening Mask
- LABS Retexturizing System
- LABS Aquabrasion Device
- INTENSIVE SKINCARE 14 Night Reset Program
- INTENSIVE SKINCARE Anti-Wrinkle Firming Serum
- Any facial scrub

Q: Can the device only be used with ARTISTRY skincare products? Can it be used with other skincare products?

A: Derma-Architect is specifically designed to provide optimal results when used with ARTISTRY skincare products. To guarantee the proven skin benefits, it is strongly recommended to use it exclusively with ARTISTRY products.

Q: Is there a reason why you need to hold it to another person's skin to "start" using the device?

A: Yes, this is due to the electrical feature of the device. For the electric current to flow, a complete circuit with a donor (+) and a receiver (-) is required. The touch sensors on both sides of the device's body act as the donor, while the electrodes at the top of the head function as the receiver. Both must be connected to create the circuit and enable the device to start.

Q: Are there more benefits when using the device at higher intensity levels?

A: No, using the device at a higher intensity does not necessarily produce stronger effects. Please use the product at an intensity level that suits you best.

Skin Fitness Mode

Q: How often do I use the Skin Fitness Mode?

A: For the Skin Fitness mode, it is highly recommended to use it twice a week (alternate days) in the evening.

Q: Is it necessary to use the Boosting Gel when using the Skin Fitness Mode?

A: Yes, the Boosting Gel is essential when using the Skin Fitness mode. It creates a protective layer on the skin, preventing burns or discomfort caused by the heat generated by RF.

Q: After completing the 50 shots of the Skin Fitness mode, can I continue using it on myself on overlapping areas?

A: It is not recommended to use the Skin Fitness mode multiple times on the same spot.

Q: After completing the 50 shots of the Skin Fitness mode, can I continue using it on myself if there are some areas that were not fully covered?

A: Yes, you can continue using it, but only on the areas that you feel were not fully covered.

Q: After completing the 50 shots of the Skin Fitness mode, can I use it on another person continuously?

A: Yes, but the device is limited to 5 consecutive uses before requiring a 10-minute cooldown period.

Q: Can I use the Skin Fitness mode after using the Skin Nutrition mode?

A: We recommend starting with the Skin Fitness mode before proceeding with the Skin Nutrition mode to maximise the penetration of active ingredients like Vitamin C+HA3 Daily Serum, Correcting Serum or Defying Serum.

Q: Can the Skin Fitness mode be used on its own?

A: Yes, the Skin Fitness mode together with Boosting Gel can be used on its own for skin-lifting benefits. However, to maximise the product experience, it is recommended to follow it with the Skin Nutrition mode.

Skin Nutrition Mode

Q: How often do I use the Skin Nutrition Mode?

A: For both the Skin Nutrition mode and Vitamin C mode, using it every morning and evening is possible, depending on personal sensitivity.

Q: Can the Skin Nutrition mode be used on the neck as well?

A: Yes, it can be used on the sides of the neck. However, avoid the middle of the neck, i.e. the thyroid area.

Technical Enquiries

Q: How is the LED of LABS Aquabrasion different from the Red LED of Derma-Architect?

A: The Red LED in LABS Aquabrasion works synergistically with the key ingredients in the Retexturizing Serum to boost its efficacy, while the Red LED in Derma-Architect supports RF and Ultrasound for skin-tightening benefits. However, keep in mind that both are not medical devices.

Q: What is the difference between the Ultrasound and Sonophoresis?

A: Both technologies share the same basic mechanism but offer distinct benefits depending on how they are combined with other technologies. Sonophoresis in the Skin Nutrition mode enhances the penetration of skincare products, while Ultrasound in the Skin Fitness mode promotes skin regeneration.

Q: Can I use this with LABS Aquabrasion?

A: It is not recommended to use the LABS Aquabrasion on the same day as the Derma-Architect.

Q: Can I use this with the Dermasonic Eye head?

A: No, using the Dermasonic Eye head on the same day as the Derma-Architect is not recommended.

Q: Can I use this with the Dermasonic Blade?

A: It is not recommended to use the Dermasonic Blade on the same day as the Derma-Architect.

Skin-related Query

Q: If I (or a customer) experience any skin reaction after using the Derma-Architect, what should I do?

A: ARTISTRY Derma-Architect has undergone safety and irritation testing, but individual reactions may vary. If a skin reaction occurs, discontinue use immediately. Avoid using the product on broken or damaged skin, and consult a doctor if symptoms such as a rash appear.

Q: Can I use this device if I have eczema, psoriasis, or other skin conditions?

A: For eczema, psoriasis, or other skin conditions, you are advised not to use this device, as it may aggravate your condition. Please consult a dermatologist before using such devices.

Q: Is the device suitable for users with sensitive skin?

A: The device has not been specifically evaluated for people with sensitive skin. If you have sensitive skin, use the device at lower intensity levels. If irritation occurs, stop using the device for 2 to 3 days.

Q: Can this device worsen pre-existing skin conditions such as acne or rosacea?

A: If you have rosacea or widespread acne on your face, it is recommended not to use this device. If you have only a few acne spots or pimples, you may use the device but avoid applying it directly on the affected areas.

Q: When the device is in the Skin Nutrition or Fitness mode, there is a sensation of discomfort, such as twitching around the eyes.

A: For either mode, ensure the device is kept at least 1 cm away from the eyes and mouth area and avoid direct use on these areas. If trembling sensations occur, even without direct contact, reduce the intensity and try again. If the issue persists, stop using the device immediately.

Q: When using the product in the Vitamin C mode, there is a stinging sensation.

A: The device itself should not cause a stinging sensation when used correctly. Some users may have a sensitivity towards the Vitamin C+HA3 Daily Serum, please do a patch test before using this mode. Users who are sensitive towards the Vitamin C+HA3 Daily Serum should avoid using the Vitamin C mode.

Q: When using the device in Skin Fitness mode, I feel a stinging and hot sensation.

A: Ensure the device's surface is in full contact with the skin. Gaps between the device and the skin may concentrate heat in smaller areas, potentially causing discomfort.

Q: What should I do if I feel skin irritation during use?

A: Start by testing the device on the inner arm before applying it to the face. If the intensity is acceptable, begin at the lowest level and gradually increase it over time if no irritation occurs. If you experience any discomfort, reduce the intensity immediately. Should the irritation persist, discontinue use for 2 days. If it continues beyond this period, please consult a doctor.

Q: After using the product, the skin on my forehead feels uncomfortable.

A: If you're using the Skin Fitness mode, please ensure you're using it together with the Boosting Gel. Start at the lowest level of intensity and work your way up slowly. The skin on the forehead is thinner and more sensitive compared to other facial areas. It is also closer to muscles and bones, with many nerves and blood vessels. You may apply more Boosting Gel if you find the skin in that area is dry. If irritation persists, avoid using the product on your forehead and try another time.

Q: If we use it daily, will it cause a breakout?

A: It is not recommended to use the Skin Fitness Mode daily. It is recommended to use the Skin Fitness Mode only twice a week on alternate days. However, it is safe to use the Skin Nutrition mode daily.

Q: What is the average downtime after using the Derma-Architect?

A: There is no downtime for the Skin Nutrition mode. When using the Skin Fitness mode, your skin might feel some residual heat, the effect of which will dissipate in a few minutes, depending on the individual.

CAUTION: Please consult a doctor if you have recently had facial surgery and/or are currently undergoing medical treatment. Discontinue use if an allergic reaction occurs.

Product Maintenance

Q: Can the ring part be purchased separately?

A: No, the ring part is not sold as a separate item. Please contact the Customer Careline for further assistance.

Q: Do I need to replace the ring part periodically?

A: No, it does not require periodic replacement as it does not degrade with normal usage over time.

Q: Why is there an SD card at the bottom?

A: The operating firmware program is installed in the SD card. The device cannot operate without it. Please **DO NOT REMOVE** the SD card from the device.

Q: Can I use alcohol wipes for cleaning?

A: We recommend gently cleaning the device with a clean, no-scratch microfiber cleaning cloth or wet tissue. Avoid using aggressive chemicals or detergents.

Q: How long does the sanitisation process take?

A: 8 minutes and kills 99.9% of bacteria.

Q: How much time is needed to fully charge the device?

A: It takes 3 hours (5V/2.0A) to fully charge the device. Although it is safe to be charged with a fast charger, the charging speed will remain the same.

Q: How much is the battery percentage when the product is shipped? How long does it take to reach full charge from that point?

A: The device is approximately 60% charged when shipped. It will take an additional 1–2 hours to reach full charge. Charging is faster between 0% and 50%, but once the charge exceeds 90%, the speed slows down due to regulation, making the final stages of charging slightly longer.

Safety & Precautions

Q: When using the device, I feel a warm sensation on my skin. Is there any risk of burning due to overheating?

A: A mild, warm sensation is normal and part of the device's design to enhance its effects. The risk of burning is minimal if the device is used properly (the Skin Fitness mode must be used together with the Boosting Gel). Avoid using the device on the same spot repeatedly and adhere to the recommended usage time.

Q: Can the Derma-Architect be used during pregnancy?

A: No, it is not recommended for use during pregnancy.

Q: Can nursing mothers use this device?

A: While it depends on the user's skin sensitivity, it is not recommended for nursing mothers to use the device. Hormonal changes during nursing can make the skin more delicate and sensitive, increasing the likelihood of undesirable reactions.

Q: Is it safe for people with pacemakers or other implanted medical devices?

A: No, the device is not recommended for individuals with pacemakers or other implanted medical devices. Please consult a doctor before use.

Q: Can this device be used on skin with fillers, Botox, or other cosmetic treatments?

A: This device should not be used immediately after receiving fillers, Botox, or other cosmetic treatments for up to two weeks or as advised by your dermatologist to avoid potential irritation or interference with the treatment. For cosmetic surgeries, it is advised to avoid using the device for at least 8 weeks to avoid any post-surgery complications.

Q: Are there any risks of accidentally using the device over the thyroid area?

A: Yes, using the device over the thyroid area can cause unintended stimulation. Avoid the central area of the neck and use the device only on the sides of the neck.

Q: What is the appropriate usage scope for this device, especially around the eye area?

A: This device is not intended for use around the eyes. Ensure it is kept at least 1 cm away from the eye area. Avoid using it on areas without bony support, such as the eyelids or under-eye region.



Avoid the shaded areas.

Environmental Considerations

Q: Is the Derma-Architect packaging recyclable?

A: Yes, the packaging, including blister packs, plastic bags, paper boxes, and cartons, is fully recyclable.

Q: Was the Derma-Architect tested on animals?

A: No. The ARTISTRY brand opposes animal testing. Our products are not tested on animals unless required by regulations.