

TROUBLESHOOTING

If you have any unexpected operation or events, please call Nu Skin Support Services at: 1-801-345-9900.

LOSS OF CONDUCTIVITY DURING USE

If the metallic nodes lose contact with your skin, the current will be interrupted, causing Nu Skin RenuSpa iO to pause, emit a tone, and the indicator lights to breathe.

Pro tip: A lack of gel may cause a loss of conductivity. Apply more product to your skin and ensure the device is in contact with both your skin and the product for optimal use.

MOVEMENT ALERTS DURING USE

The device will emit a sound if you are moving too quickly. The session will automatically resume when you resume the correct movement speed. Slowly glide the device over the targeted area
