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GENERAL QUESTIONS

1. How is Nu Skin® unique in the industry?

No other personal care company is taking Nu Skin®’s unique approach to building superior anti-ageing product solutions. We have a proprietary understanding of how specially formulated ingredients, when incorporated into products, may influence ageing at the source and help slow the effects of ageing and preserve youth. Our exclusive market position is our unique understanding of arSuperMarkers and how they are related to ageing.

2. What are arSuperMarkers?

In collaboration with leading scientists, Nu Skin® identified what is called age-related super markers, or arSuperMarkers. These arSuperMarkers are the components of body chemistry that influence how we age. Nu Skin®’s exclusive ageLOC® science is based on this discovery and targets the internal sources of ageing.

Unlike exposure to the sun, there is nowhere to hide from these skin markers that cause lines, wrinkles, sagging skin, discolouration, hyper-pigmentation and other visible effects of ageing. ageLOC® technology can target these ultimate sources of ageing, helping you control your skin’s future.

3. What are the visible signs of ageing on my body?

With age, the production of structural proteins within the skin begins to slow, while the presence of enzymes – which degrade these structural proteins – begins to increase. This leads to less structure and elasticity within the skin, resulting in sagging and a loss of contour. To make matters worse, the configuration and loss of these proteins allow subcutaneous fat stores in key areas such as the hips, thighs, buttocks, upper arms and abdomen to bulge, resulting in an increased appearance of cellulite.

4. Why is ageLOC® Galvanic Body Trio so exciting?

ageLOC® products are Nu Skin®’s most successful launch to date and now we’re bringing ageLOC® anti-ageing benefits to the body. ageLOC® Galvanic Body Trio is a comprehensive treatment system that targets ageing at its source. When it comes to achieving a slimmer, more contoured appearance, ageLOC® can deliver unmatched results by providing superior products for a youthful looking body.



ageLOC® GALVANIC BODY TRIO

FREQUENTLY ASKED QUESTIONS

5. What products are in ageLOC® Galvanic Body Trio?

ageLOC® Galvanic Body Trio is a system containing the new ageLOC® Galvanic Body Spa and two advanced anti-ageing body products, ageLOC® Body Shaping Gel and ageLOC® Dermatic Effects, for slimming, smoothing and firming benefits and to promote healthy looking, youthful skin.

6. How does galvanic technology work?

Cosmetic galvanic treatments use the basic principles that like charges repel each other and opposites attract – similar to magnetic poles. Simple product formulations can contain key ingredients, which carry a positive or negative charge. A galvanic instrument can also be set to have the same charge as the product. The repelling of like charges “pushes” the product into the skin, facilitating the delivery of key ingredients. With the careful application of positive and negative galvanic currents to the skin, users are able to perform a variety of beneficial skin treatments.

7. What is unique about the ageLOC® Galvanic Body Spa?

The ageLOC® Galvanic Body Spa was designed for use in combination with ageLOC® Body Shaping Gel on body areas—not on the face. This instrument was designed to target a larger surface area with a patent-pending ageLOC® conductive surface that captures 10 times more key ingredients between the conductive surface and the skin (when compared to the ageLOC® Edition Nu Skin Galvanic Spa System® II body conductor). Secondly, this design is more ergonomic for easier use and handling during body treatments. Thirdly, the ageLOC® Galvanic Body Spa and ageLOC® Body Shaping Gel target end benefits/results (i.e., appearance of cellulite, slimming, toning, etc.) that are different from those targeted on the face. Lastly, the skin on the body is thicker and less sensitive, making it more apt to benefit from and respond to a pulsating current.

8. What are the benefits of the ageLOC® Galvanic Body Spa?

The ageLOC® Galvanic Body Spa provides galvanic benefits to the body. It is ergonomically designed with a larger conductive area, which better targets the larger surface areas of the arms, abdomen, buttocks and thighs and better suits the contours of the body. The instrument also features Nu Skin’s patent-pending, grooved surface (able to capture 10 times more key ingredients between the conductive surface and skin than the ageLOC® Edition Nu Skin Galvanic Spa System® II body conductor during each galvanic treatment). The ageLOC® Galvanic Body Spa also features a patent-pending galvanic pulsating technology that maximises anti-ageing effects on the arms, abdomen, buttocks and thighs. It also helps stimulate, purify and refresh your skin to reduce the visible signs of ageing.

TREATMENTS

9. What is the difference between ageLOC® Body Shaping Gel and ageLOC® Dermatic Effects?

Both ageLOC® Body Shaping Gel and ageLOC® Dermatic Effects have been developed to smooth the appearance of fat and cellulite and improve the appearance of skin’s firmness and both have been formulated with ageLOC® ingredients shown to target the source of ageing. These products help provide a slimmer, smoother, firmer looking appearance. However, there are important distinctions.

- ageLOC® Body Shaping Gel was designed to be compatible with ageLOC® Galvanic Body Spa treatment, which assists in the delivery of the key ingredients to the skin. It contains ingredients to help maintain skin’s robust structure, reinforcing structural proteins relevant to healthy looking skin. It also is specifically formulated to help refresh, purify and reenergise skin while reducing the visible signs of ageing.
- ageLOC® Dermatic Effects increases cellular turnover necessary for renewing the skin and returning it to its natural radiant texture. It also contains technology to diffuse light instantly to help skin look smoother and improve the appearance of the skin’s surface. It provides daily hydration benefits and instantly smooths the skin, while helping extend the benefits of ageLOC® Body Shaping Gel (ageLOC® Dermatic Effects is not suitable for use with galvanic currents).

10. Does a galvanic treatment help heal or reduce bruising?

Nu Skin’s Galvanic Spa instruments were developed for use on healthy skin. They should not be used to treat or mitigate any skin conditions, over broken capillaries and/or on bruises.



11. Are the ageLOC® Galvanic Body Spa, ageLOC® Body Shaping Gel and ageLOC® Dermatic Effects weight-loss products?

No, the ageLOC® Galvanic Body Spa, ageLOC® Body Shaping Gel and ageLOC® Dermatic Effects are not weight-loss products. ageLOC® Body products were developed to minimise and smooth the appearance of fat and cellulite, improve the appearance of skin's firmness and promote the youthful appearance of the skin.

USAGE

12. What areas of the body can I use ageLOC® Galvanic Body Trio on?

Nu Skin® developed ageLOC® Galvanic Body Trio for use on the arms, lower stomach, buttocks and thighs.

13. Can I use the ageLOC® Galvanic Body Spa on my face?

No. The ageLOC® Galvanic Body Spa is not designed or approved for use on your face and such use is not recommended. Ergonomically, the ageLOC® Galvanic Spa System® II best follows the facial contours, whereas the ageLOC® Galvanic Body Spa is specifically designed to follow the contours of the body.

14. Why should I use the new ageLOC® Galvanic Body Spa rather than continuing to use the current ageLOC® Edition Nu Skin Galvanic Spa System® II body conductor?

Designed specifically for the body, the new ageLOC® Galvanic Body Spa's ergonomic design allows the instrument to better follow the contours of your body. The proprietary grooved ageLOC® surface with its larger conduction area covers more skin and constantly maintains a higher amount of product between the skin and instrument, which delivers more ageLOC® ingredients to the skin. The new pulsating galvanic current also aids in stimulating and increasing movement of fluids and removal of impurities, while leaving your skin more energised.

15. Are there different settings on the ageLOC® Galvanic Body Spa for different areas of the body?

The ageLOC® Galvanic Body Spa has only one setting, which is compatible for use with ageLOC® Body Shaping Gel.

16. Should I feel anything when I use the ageLOC® Galvanic Body Spa?

As with the ageLOC® Edition Nu Skin Galvanic Spa System® II, we would not anticipate that individuals will feel anything during treatments with their ageLOC® Galvanic Body Spa when used as directed. Some more sensitive individuals may feel a slight warming sensation, but no uncomfortable sensations should be experienced.

17. How much pressure should I apply?

Nu Skin®'s Galvanic Spa instruments should be very gently used with light pressure. There is no need to apply pressure to get the maximum benefits. The galvanic currents do the work for you.

18. How often should I use the ageLOC® Galvanic Body Spa and ageLOC® Body Shaping Gel?

For best results, ageLOC® Body Shaping Gel should be used with ageLOC® Galvanic Body Spa once a day, three times a week. Please see the instructions that came with your Galvanic Spa instrument for additional information. The ageLOC® Galvanic Body Spa should be used only as recommended.

19. Do I need to use an additional body moisturiser if I use ageLOC® Dermatic Effects daily?

ageLOC® Dermatic Effects is a lotion that was developed for daily use on targeted areas – thighs, buttocks, abdomen and arms. If, after use, the skin in these areas or other areas of the body needs more hydration and/or feels tight, we recommend using an additional Nu Skin® moisturiser like Epoch® Baobab Body Butter, Perennial®, or Body Smoother.



20. What is the ageLOC® Galvanic Body Spa rubber cover and how should I use it?

Because the ageLOC® Galvanic Body Spa is used in wet conditions over a large surface area, we have taken precautions to prevent moisture from entering into the instrument. With each instrument, we have included an external fitted rubber cover. The rubber cover is designed to fit the instrument firmly, in order to prevent gel or water from migrating past the outer battery compartment, but also to increase the comfort level as well as provide a better grip. For this reason, we recommend to use this rubber cover every time you use the ageLOC® Galvanic Body Spa. Please find below four steps to successfully apply the cover on the instrument:

- Position the rubber cover vertically so that both arrows are pointing up.
- Place the bottom of the ageLOC® Galvanic Body Spa (i.e. battery compartment) in the cover first and align the arrow with the middle of the instrument.
- Gently pull the upper portion over the top of the instrument and ensure that both arrows are centred and aligned to each other.
- Pull the rest of the rubber cover over the sides of the ageLOC® Galvanic Body Spa instrument and smoothen it to make sure you do not have any irregularities on the sides. Please ensure that the cover does not overlap the conductive surface.

21. When should I clean the ageLOC® Galvanic Body Spa and how?

In order to increase the longevity of your ageLOC® Galvanic Body Spa, we recommend that you clean it after each treatment. Simply use a damp cloth to remove any excess product from the instrument. Do not use harsh chemicals or solvents as they may damage the product. Dry thoroughly.

RESULTS

22. What is the benefit of using the ageLOC® Body products as a regimen?

ageLOC® Body Shaping Gel and ageLOC® Dermatic Effects were developed to be complementary products. Used together, they provide a comprehensive slimming, smoothing and firming skin care regimen for the body. Both products have been formulated to include proprietary ingredients that have been validated by ageLOC® science (patent-pending technology that targets arSuperMarkers, the ultimate sources of ageing). Used daily morning and night, ageLOC® Dermatic Effects includes several additional key ingredients that hydrate while smoothing and firming and provides a continuous supply of those key anti-ageing ingredients to the skin. The ageLOC® Galvanic Body Spa with ageLOC® Body Shaping Gel works to supply beneficial ingredients to the skin, once a day three times per week, with the delivery enhanced by a galvanic current. Using ageLOC® Dermatic Effects twice daily and the ageLOC® Galvanic Body Spa with ageLOC® Body Shaping Gel up to three times per week provides you with complete delivery of the greatest level of key anti-ageing ingredients.

23. How soon should I see a difference in my skin using the ageLOC® Galvanic Body Spa?

Individual results will vary. The research to date indicates the consumer should see improvements in as little as eight weeks.

24. What is the benefit of using ageLOC® Dermatic Effects every day?

ageLOC® Dermatic Effects is a daily moisturising lotion that smooths the appearance of fat and cellulite. ageLOC® Dermatic Effects increases cellular turnover necessary for renewing the skin and returning it to its natural radiant texture. It also contains technology to diffuse light instantly to help skin look smoother and improve the appearance of the skin's surface. Formulated with ageLOC® ingredients that target the body's ultimate source of ageing, this product provides a daily, continuous dose of ageLOC® for slimmer, smoother, firmer looking skin.



25. What is the benefit of having a grooved body conductive surface?

The patent-pending grooved ageLOC® conductive surface captures 10 times more key ingredients in the critical area between the conductive surface and the skin (when compared to the ageLOC® Edition Nu Skin Galvanic Spa System® II body conductor attachment).

26. What is the benefit of using pulsating galvanic current on the body?

Direct galvanic currents, whether pulsating or not, can assist in the delivery of like charged key ingredients to the skin by improving osmotic flow. This is increasingly important for enhancing delivery of key ingredients to areas with thicker skin. Additional research shows that the pulsating current enhances fluid vibration, which, in turn, promotes healthy circulation. Pulsating galvanic currents aid in stimulating skin and increasing cellular communication to help purify and refresh skin and help reduce the visible signs of skin ageing. Pulsating galvanic currents are optimally designed for use on the body where the skin can benefit from enhanced fluid vibration.



INSTRUMENT LOGISTICS

27. Why do I need a different instrument for body galvanic treatments?

The ageLOC® Galvanic Body Spa was designed for use in combination with ageLOC® Body Shaping Gel on body areas – not on the face. This instrument was designed to target a larger surface area with a patent-pending ageLOC® conductive surface that captures 10 times more key ingredients between the conductive surface and the skin (when compared to the ageLOC® Nu Skin Galvanic Spa System® II body conductor attachment). Secondly, this design is more ergonomic for easier use and handling during body treatments. Thirdly, the ageLOC® Galvanic Body Spa and ageLOC® Body Shaping Gel target end benefits/results (i.e., appearance of cellulite, slimming, toning, etc.) that are different from those targeted on the face. Lastly, the skin on the body is thicker and less sensitive making, it more apt to benefit from and respond to a pulsating current.

28. Why does the instrument beep every 10 seconds?

The ageLOC® Galvanic Body Spa II instrument is designed to be silent when in use. The beeps every 10 seconds have been added to let the user know the treatment is in progress.

TECHNICAL QUESTIONS

29. What should I do if I think my ageLOC® Galvanic Body Spa is not working properly?

Here are some troubleshooting tips if you think your ageLOC® Galvanic Body Spa is not working properly:

1. **Are fresh batteries sitting in the ageLOC® Galvanic Body Spa unit properly?**

2. **Is all plastic film removed from the chrome on the ageLOC® Galvanic Body Spa?**

The galvanic instruments are shipped with a protective plastic coating that must be peeled from the chrome section and LCD screen. It must be removed for the unit to work properly.

3. **Has the on/off button below the LCD panel been pressed?**

Press the on/off button once to turn on the instrument. After pressing the soft button, the ageLOC® rings appear in the middle of the display and the treatment time of 5 minutes and clock appears below the ageLOC® rings. Thoroughly moisten your fingers and palm with water or NaPCA Moisture Mist. In order for a treatment to begin, gently touch the conductor's surface against the treatment area for the current level to self-adjust. The instrument will beep one, two or three times, indicating that it has self-adjusted to your skin.

4. **Is the ageLOC® Galvanic Body Spa instrument being held correctly?**

Galvanic is a current, so it is necessary to hold the chrome activators with slightly damp hands while pressing the instrument to the skin. This completes the circuit and allows the current to flow. Any lifting in either place will break the current and interrupt the treatment. In this case, the backlight will flash on and off and the instrument will stop beeping until the circuit is re-established.

ageLOC® GALVANIC BODY TRIO

FREQUENTLY ASKED QUESTIONS

5. Is the ageLOC® Galvanic Body Spa instrument being held with slightly damp hands?

Some individuals try to use the ageLOC® Galvanic Body Spa with very dry hands and have difficulty getting it to analyse their skin. Dry hands do not properly conduct the galvanic current, which can prevent the instrument from analysing. Simply moistening the hand that holds the chrome activators of the galvanic instrument will allow the current to flow properly.

6. Is the ageLOC® Galvanic Body Spa unit being held in place for a moment to allow it to analyse the skin?

After selecting the treatment option by pressing the on/off button, hold the chrome activators with a slightly damp hand and press the instrument to the skin. Allow it to analyse. You will know that it has analysed the skin when one, two or three beeps are heard.

7. Do you think it is not working because you do not feel anything?

During the galvanic treatment, most people will not feel anything. The specially formulated gels help conduct the galvanic current and ensure that it goes into the skin without any discomfort. Although you may not feel it, the instrument will beep every 10 seconds to indicate the units is on and working to deliver beneficial ingredients.

30. What is the warranty on the ageLOC® Galvanic Body Spa?

Nu Skin® warrants to the original owner of the ageLOC® Galvanic Body Spa that it is free from defects in materials and workmanship for a period of two years from the original date of consumer purchase. This warranty does not cover damage to the product as a result of misuse or accident. If the product becomes defective within the two-year warranty period, please call your local Nu Skin® office to arrange for a replacement.

31. What is the difference between a pulsating galvanic current and a constant galvanic current?

A constant galvanic current is one that has a steady flow. It does not waver or vary in amplitude. A pulsating galvanic current is one that varies between two different, pre-established levels. Please note these are very different than alternating currents (AC). Within alternating currents, the polarity fluctuates between positive and negative poles. A pulsating galvanic current is better suited for the body.

32. What is cellulite?

Cellulite is the protrusion of fat cells from the deepest layer of skin that forms dimpling visible on the skin's surface. It is the "orange peel" or "mattress" type of topography seen on thighs, buttocks and sometimes the arms and abdomen.

33. How is cellulite formed?

Cellulite formation is a somewhat cyclic process that is influenced by multiple factors. One factor is when fat cells become fatter they squeeze capillaries, which disrupts fat metabolism and microcirculation. Another contributing factor includes breakdown in the skin's structural proteins.

34. What is the difference between fat and cellulite?

Fat is a type of cell within the body that is utilised to store energy. Cellulite is a condition in which fat storage has an "orange peel" or "mattress" type of topography commonly seen on the thighs and buttocks and sometimes the arms and abdomen.

SAFETY QUESTIONS

35. Why is there a warning saying, "Check with your physician before using the ageLOC® Galvanic Body Spa if you are pregnant, have a pacemaker, are epileptic or have a metal implant"?

While the ageLOC® Galvanic Body Spa is very safe and gentle, clinical studies have not been performed to prove safety of use for the individuals mentioned. Nu Skin® also provides this warning to be in compliance with regulations for electronic devices. The effect on individuals with pacemakers or metal implants will vary based on the condition that the individual has. The warning that accompanies the ageLOC® Galvanic Body Spa is similar to other electrical devices like an electric toothbrush or MP3 player. For most people, it will not pose any risk, but there is the potential for some individuals. The currents could interfere with the functioning of devices such as pacemakers. If an individual has concerns, we would recommend that they speak with his/her health care provider.

