

MyoLift QT FAQ

1. Do I need to use an App to use the MyoLift QT device?

Yes, this device can only be used with the app. The base app is free and is available now from the App store, but there may be charges for additional and special access in the future.

2. How do I turn on the Myolift QT device?

You have to be connected to the app in order for your device to turn on. Press and hold the power button for 3 seconds until you hear a beep.

3. Do I need to use Bluetooth with the QT?

Yes, the device connects to your smartphone through the Bluetooth connection.

4. Why does the QT vibrate?

The QT device will sometimes vibrate to show conduction but when it stops vibrating that doesn't mean it's not conducting. The device vibrates to let you know that you're still conducting current. When you take the device off your face and then place it on again it will vibrate to let you know it's conducting again.

You can also tell it is conducting by looking at the Conductivity Bar light indicator on the app.

5. How do I turn off my device?

To turn off the device, make sure you have stopped running any programs in the app or the device will be locked. Once you have turned off any programs in the app you can hold the power button for three seconds to turn off the device.

6. What do the lights mean?

There are two LED lights on top of your device and one on the bottom.

When they are all blinking it means the device is on waiting for a bluetooth connection.

The two top lights are indicators if you are in high intensity or low intensity.

When the bottom light is solid it means you are connected to the app.

7. What are the two LED lights on the top of the device?

The lights on the top of your device are indicators to show you if you are in low intensity or high intensity. When only the bottom light is on, then you are in low intensity, when both are on it is showing you are in high intensity.

8. What does the red light on the base of my device mean?

If the light turns red on the base of your handheld device it means your battery is low. You can charge your device by plugging it into the mini USB cable on the end of your device and connect it to the USB port to a computer or adapter to charge.

9. How often do I need to charge my battery?

The device comes fully charged. Battery needs to be charged every 20-25 treatments. Once the device is fully charged the battery light will become solid.

10. What is Smart Current™ technology?

Smart Current™ is what makes MyoLift QT at-home microcurrent facial treatment deeper, better, faster, easier and safer than other handheld microcurrent machines on the market.

Smart Current™ allows precise and convenient delivery of microcurrent using a “hands free” , app controlled device which is customizable and allows you to use different attachments.

Smart Current™ allows you to customize the treatments giving you complete control and visibility to choose a treatment based on your skin condition, problem area(s), and sensitivity as you progress in your skincare journey.

11. What is the difference between Nuface, Foreo, Ziip, Clareblend Mini and QT?

Our device stands out amongst the others because not only can you use two waveforms but the Microamp levels go up to 400 and you can use all of our attachments such as: the Eye, Lip and Forehead masks and the Conductive Gloves. We also have several programs available on the app such as Full Face 15 minute treatment, 2.5 minute Lip, 2.5 minute Eye, 2.5 minute Jowl, 2.5 minute Neck, 5 minute Full Face and Glove treatment, plus a Customized Treatment section where you can save your favorite treatment to do again in the future.

12. Are the gloves as effective with the QT as with the Mini?

Yes, the gloves will be as effective with the QT as with the Mini because you are able to do the pinch and hold technique.

13. Is the MyoLift QT appropriate for a professional treatment room?

The MyoLift QT was designed for the home user. For professional grade treatments we recommend using the MyoLift 600 or MyoLift MD device.

14. How often can I use the QT?

You can safely use the QT everyday.

15. What intensity are the mask treatments using?

We recommend using a low intensity to start, you can increase the intensity as long as it still feels comfortable. The program will automatically run 5 minutes in Stretch and 5 minutes in Lift.

16. What results do we expect using Masks? The masks penetrate the skin, smooth fine lines and wrinkles, boost ATP and they are great to push water based serums into the skin.

17. What is the Custom Treatment Section?

The custom treatment section is for you to select your own intensity, waveform and treatment time. You can choose to use the Gloves, Metal Balls, Forehead, Eye or Lip masks.

18. How do I know it's working?

While using the app, you will see a conductive light (in the app) indicating that you are conducting.

19. Is the current in the MyoLift QT alternating?

Yes, the MyoLift QT uses an alternating current because it is using the two metal probes and one side is positive and the other is negative. This is also true even in the masks.

20. What if I am not getting conductivity?

You may need to turn down your intensity. Especially on thinner skin areas such as the neck and forehead.

21. Can I use the MyoLift Classic Applicator Probes on the MyoLift QT Device?

No, the MyoLift Mini probes will not plug into the Myolift QT Device.

22. Can I use the MyoLift Cotton Tip Probes with the MyoLift QT Device?

No, the Cotton Tip Probes will not plug into the MyoLift QT Device.

MyoLift QT App Questions

I've forgotten my User ID and can't access the app.

You will need to recreate an account. You cannot use the same user ID email as you did before.

My device isn't connecting to the app.

Please make sure your smartphone Bluetooth connection is on in the settings on your phone as well as with the MyoLift QT App.

****For general microcurrent questions please see our website.**

MYOLIFT QT RETURNS AND WARRANTY INFORMATION

The MyoLift QT warranty is one year from the original date of purchase. The MyoLift QT warranty is one year from the original date of purchase. MyoLift QT devices are warranted to the original consumer for a period of one year. The device is warranted against defective materials or workmanship. This warranty is null and void if the product has been damaged by accident, misuse, neglect, improper service, or repaired by unauthorized personnel. This warranty does not extend to any devices that have been altered or modified, or damaged products or parts that have had the serial number removed, altered, defaced, or rendered illegible. The warranty does not cover

normal wear and tear or replacement of adapter, electrical cord, applicators and other accessories. For warranty service, for a product covered under the warranty period, please use the information in the "Returns" section to acquire a Return Merchandise Authorize form (RMA). Please send products insured, packed with sufficient protection, postage insurance, prepaid to the address. Customer's duty/brokerage fee, if any, must be paid by the consumer.

Requests for returns of item(s) purchased from 7E Wellness must be received within 30 days of delivery for an exchange or a full refund of the price of the item and must include a Return Merchandise Authorization Form (RMA).

Returns or exchanges will be accepted on devices opened and unopened in their original packaging so long as it falls within 30 days of delivery.

7E Wellness does not accept returns on opened items including: Gloves, TX Gels, Replenish Hydrating Spritzer, Eye,Lip and forehead Masks.

If you are returning an item, please note that return shipping charges are paid by the customer.

All returns require a Return Merchandise Authorization (RMA) number to arrange for the appropriate return or exchange.

Step 1: Contact 7E Customer Support by email: rma@7ewellness.com or, by calling: 888-412-3160. You must include your name and order #.

Step 2: 7E Customer Support will create a Return Merchandise Authorization (RMA).

Step 3: 7E Customer Support will email you your RMA form. You must print, complete and include the form when shipping items to our warehouse.

Step 4: Clearly mark the outside of the shipping box with your name, address and RMA number. Ship your item(s) to the address listed on the RMA form.

Step 5: Once your shipment is received by our warehouse it will be processed and you will be informed of a resolution of your RMA.

Unboxing

When you receive your MyoLift QT, the box should include the following items:

- MyoLift™ QT Smart Current™ Handheld device

- Conductive Lip Mask
- Conductive Eye Mask
- Conductive Forehead Mask
- Lead Wire
- Pair of Lead Wire Splitters
- Charger
- Reminder Card with App QR Codes + Warranty Information