

ADVANCED NIGHT REPAIR SERUM

TOUCHLESS DISPENSER
EXPERIENCE GUIDE



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OVERVIEW

WHAT IT IS:

A touchless dispenser of our #1 serum, Advanced Night Repair Serum. Allows for easy trial and demonstration of the serum without using a tester.

WHAT IT DOES:

Automatically dispenses .15ml (approximately 3 drops) of Advanced Night Repair Serum. To experience, simply place a hand underneath the dropper. A sensor will detect the hand and will automatically dispense serum from the dropper. Remove hand, and gently pat serum into skin.

KEY THINGS TO REMEMBER:

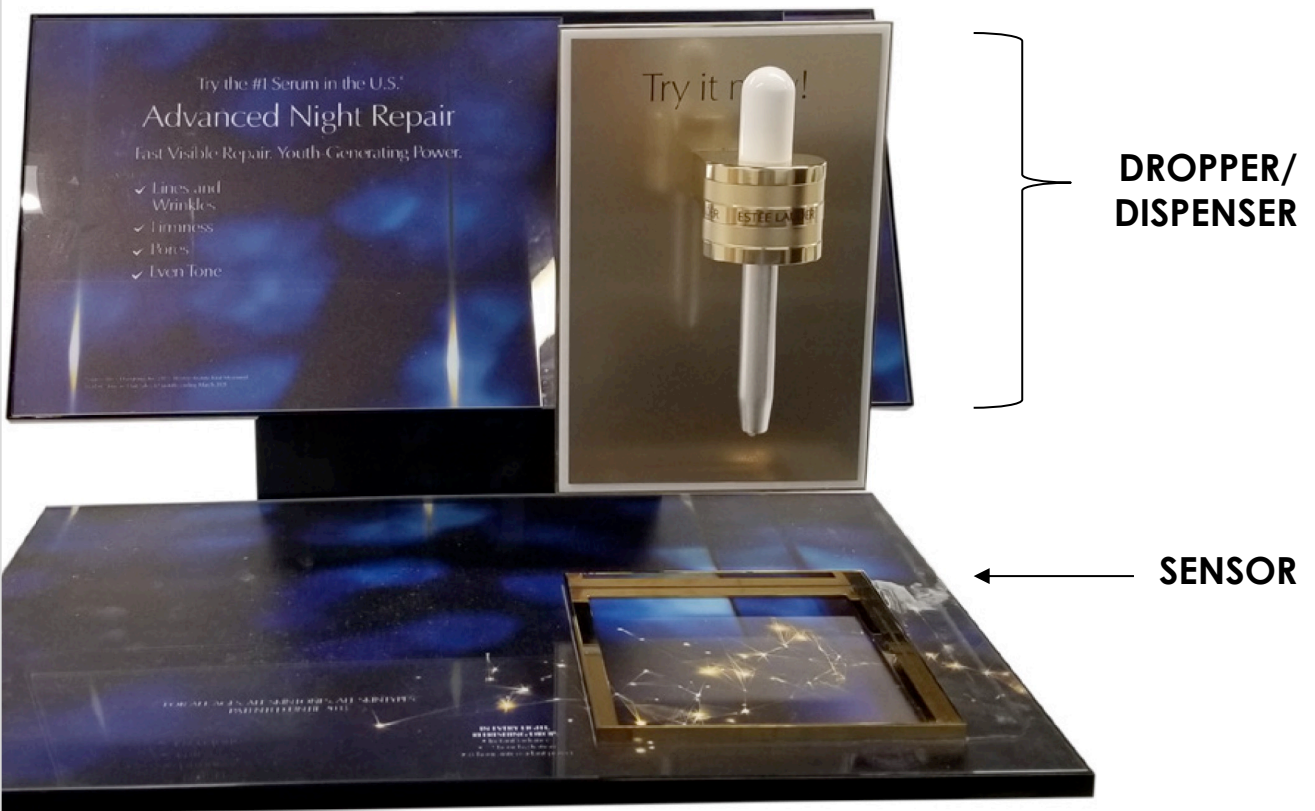
- Always follow daily cleaning protocols.
- The unit must have a 115 ml bottle of Advanced Night Repair installed to work. Replenish the bottle as needed to keep the unit functioning consistently.
- Each month the unit will be refreshed with new tubing to adhere to safety protocols.
- As long as the unit remains plugged in, the main power remains on and the lights will remain on.

HYGIENIC SUPPLIES NEEDED:

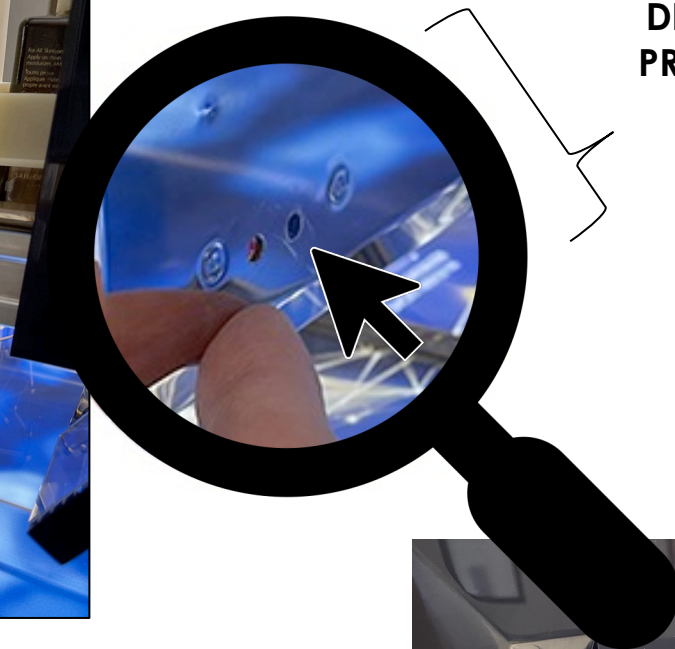
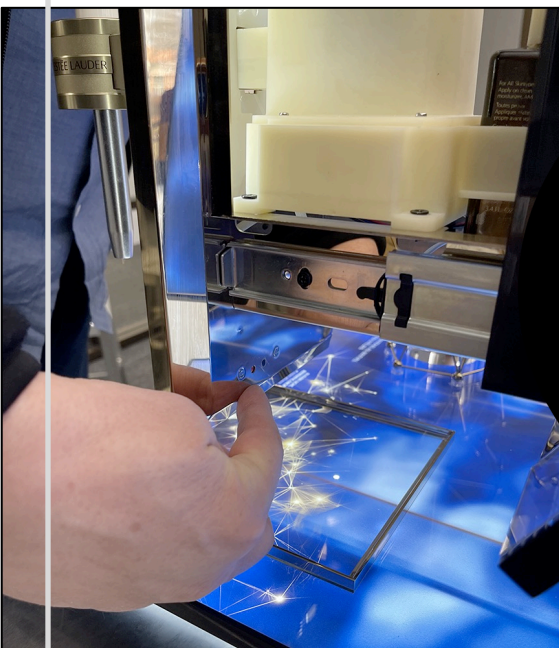
- Alcohol wipes
- Hygienic Gloves (Nitrile disposable gloves)



THE TOUCHLESS DISPENSER

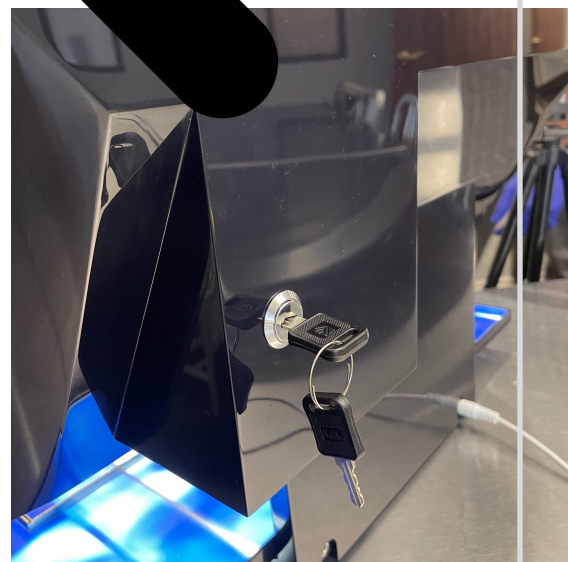
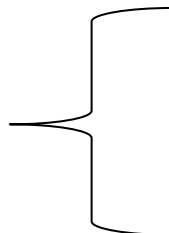


THE TOUCHLESS DISPENSER



**DISPENSER
PRIMING &
MODE
BUTTON**

**LOCK TO
OPEN
DISPENSER**



THE TOUCHLESS DISPENSER

MODES – Dispensing & Priming Modes

The Touchless Dispensing unit has TWO modes:

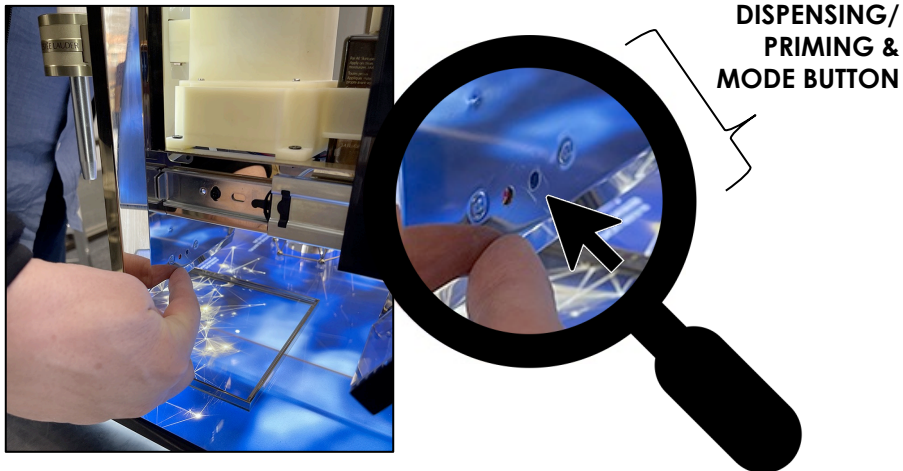
- 1. ON/Dispensing Mode – Unit is ready for touchless dispensing**
- 2. OFF/Priming Mode - Unit will not dispense product, press and hold button to prime**

The Dispenser & Priming MODE Button controls the mode the unit is in. You can determine what mode the unit is in by checking the lights.

Dispensing Mode– Light will be On

Priming Mode – Light will be Off

When Priming or Dispensing – Light will flash



WHAT IS PRIMING?

To keep the unit functioning optimally, the unit requires frequent priming, or running of serum through the tubes. Make sure the unit is used frequently, and if it is not used for several hours, follow instructions for priming.

DAILY CLEANING & PRIMING PROTOCOLS

IMPORTANT: To keep the unit functioning properly, it will need to be cleaned and primed each morning and evening.

SUPPLIES NEEDED:



ALCOHOL WIPES

STEP 1:

Using an alcohol wipe, gently wipe down the outside of the unit, including the tip of the dispenser. Use extra care when cleaning the tip.



Caution

The tip of the unit has a sharp edge.

STEP 2:

Unlock the Unit using keys provided.



DAILY CLEANING & PRIMING PROTOCOLS

STEP 3:

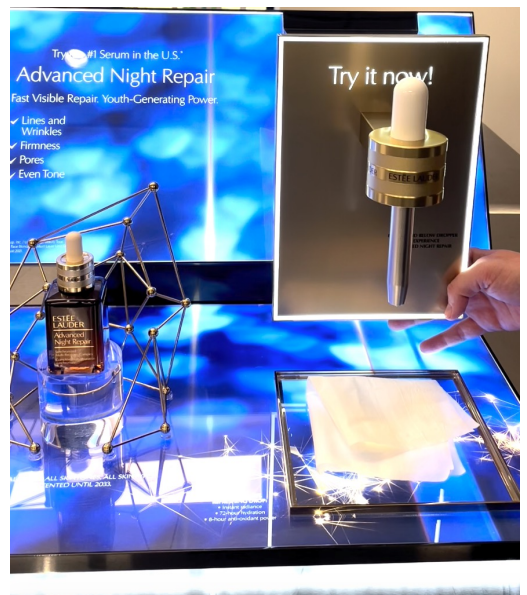
Open the unit, gently pulling the wall that holds the dropper forward. Check the amount of product left in the current bottle and replace if needed. Close the front of the unit, and lock in the back. Remove key. If bottle has less than 20% left, follow instructions for Replacing Advanced Night Repair Bottle.

STEP 4:

Place a tissue or paper towel under the dropper to collect product as it is dispensed during Priming. Press and hold the MODE button once to turn the dispenser to Priming mode. Next, press and hold for 5 seconds until product starts dispensing. This will prime the machine and help to ensure that there are no clogs and that the dispensing function is working properly.

STEP 5:

Press the MODE Button again to switch to Dispensing mode. LED light will turn on and remain on. After completing the daily cleaning and priming protocols, the unit is ready for use with customers.



HOW TO REPLACE ADVANCED NIGHT REPAIR BOTTLE

Check remaining product level during daily cleaning protocol. If the bottle has less than 20% product left, it will need to be replaced to continue functioning smoothly.

TIP!

If there are air bubbles in the serum that is being dispensed, it could be signaling the need for a replacement bottle.

STEP 1:

Wash or sanitize hands and put on a new pair of disposable gloves. Hygienic Gloves (Nitrile disposable gloves) Always use a fresh pair and dispose after using.

STEP 2:

Unlock the Unit using keys provided. Press the MODE button to turn to Priming mode.

STEP 3:

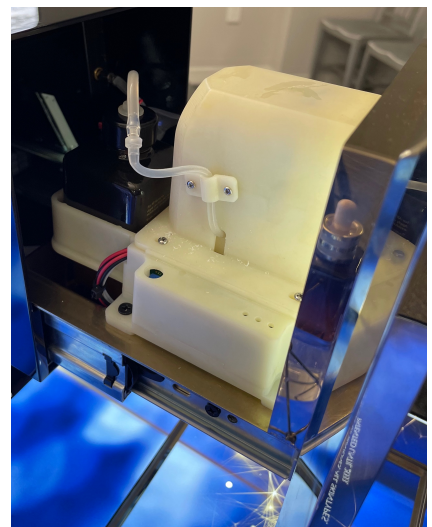
Open the unit, gently pull the wall that holds the dropper forward. Unscrew the tubing from the top of the bottle and remove the empty bottle.

STEP 4:

Wipe tube thoroughly with a clean alcohol wipe.

STEP 5:

Open new bottle of 115ml Advanced Night Repair and remove dropper. Insert bottle into unit and screw the tubing into the bottle, being careful not to stretch the tubing.



HOW TO REPLACE ADVANCED NIGHT REPAIR BOTTLE

STEP 6:

Push gently to close the unit. Lock the unit and remove the key.

STEP 7:

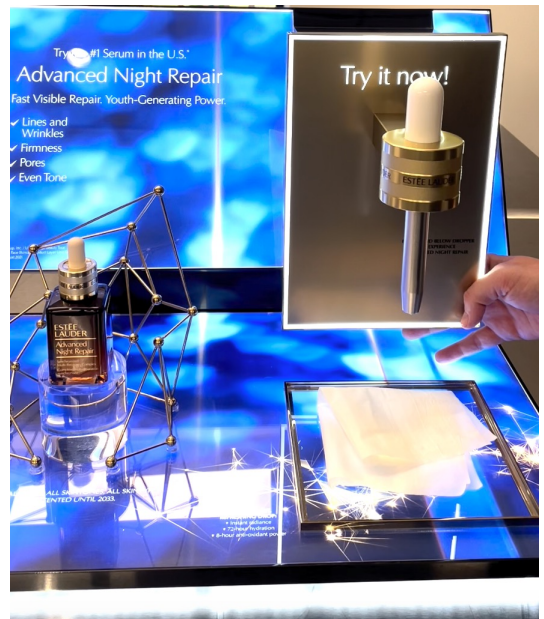
Place a tissue or paper towel under the dropper to collect product as it is dispensed during Priming. Press and hold MODE button for 5 seconds to prime the unit and clear any clogs. Once complete, press the MODE button again to turn dispenser on. LED light will now turn on and remain on. Now the unit is ready for use with customers.

STEP 8:

Recycle empty bottle of Advanced Night Repair and dispose of dropper from the new bottle, always following your local retailer guidelines.

NOTE:

If a bottle is dropped, follow your retailer guidelines for cleaning up and disposing of any broken glass.



THE CUSTOMER EXPERIENCE OVERVIEW

This new Touchless Dispenser will allow customers to experience our bestselling Advanced Night Repair in a quick, easy, no-touch experience. It will also attract traffic and new customers to your counter who are interested in experiencing the new unit. See details and conversation starters on the following pages.

NOTE:

Always wash or sanitize hands and offer sanitizer to your customer and follow your local hygiene guidelines before doing any demonstrations.



1

GREET

Introduce Advanced Night Repair Serum and invite customers to experience the touchless dispenser



2

MEET

Share the key benefits of the serum as they experience it on their hand



3

TREAT

Share the Water Demonstration.

If customer is comfortable, offer to experience the serum as a part of a Power Nap Mini Facial or Night Ritual Hand Demonstration



4

COMPLETE

Invite them to come back for another Beauty Service Experience

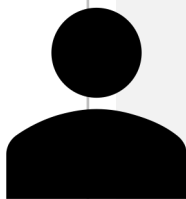
THE CUSTOMER EXPERIENCE OVERVIEW



Introduce Advanced Night Repair and invite customers to experience the touchless dispenser



IT MAY SOUND LIKE:



Advanced Night Repair is our #1 best-selling serum for everyone that addresses every key sign of aging. It's the one serum you shouldn't live without. To experience it, simply place your hand underneath the dropper.

TROUBLESHOOTING TIP!

The sensor has a target on the bottom of the unit, if your customer is having trouble finding where to hold their hand, have them aim for the white dot under the dropper.

THE CUSTOMER EXPERIENCE OVERVIEW

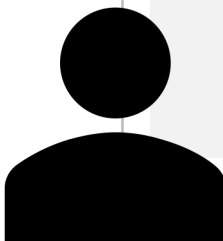
MEET

Share the key benefits of the serum as they experience it on their hand



IT MAY SOUND LIKE:

“ This lightweight, fast-absorbing serum cocoons skin in nourishing moisture. While you sleep, it helps to optimize skin’s natural nightly repair process, nourishes skin with 72 hours of hydration, and help keep skin protected from damaging environmental assaults with 8 hours of anti-oxidant proception. Use it twice a day for a significant reduction in the look of every key sign of aging, lines, wrinkles, uneven skin tone, dehydration, plus firmness and visible pore reduction.



THE CUSTOMER EXPERIENCE OVERVIEW

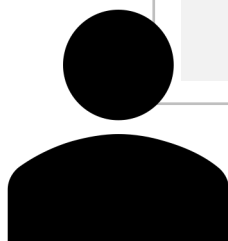


Share the **Water Demonstration**



IT MAY
SOUND LIKE:

“ To help demonstrate the key hydration benefit, I’d love to show you our Water Demonstration to show you how the Hyaluronic Acid in Advanced Night Repair acts like a “moisture magnet” to hold onto valuable hydration in skin.



THE CUSTOMER EXPERIENCE OVERVIEW

BONUS:
WATER DEMO

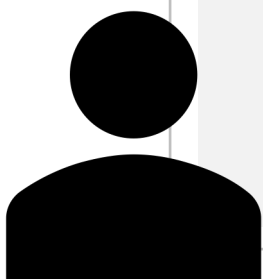
WATER DEMONSTRATION

Spray 5 sprays of water on the treated hand, followed by 5 sprays of water on the untreated hand. Point out that the hand treated with Advanced Night Repair holds onto moisture versus the untreated hand where the water rolls off. That's because of the Hyaluronic Acid, which acts as a "moisture magnet" to lock in hydration, creating the optimal environment for skin's nightly repair.

SHARE WHY & BENEFITS OF HYDRATION

“

Did you know? Nighttime is when skin's natural repair process is at its peak, and skin's moisture barrier is at its thinnest causing the most moisture loss. That's why hydration is so critical before bed! Advanced Night Repair is packed with high levels of Hyaluronic Acid to bind moisture to the skin. After just one use it wraps skin in 72-hour hydration. At night this hydration is critical to creating the optimal environment for skin to maximize its natural nightly repair and defending against visible skin damage.



Next, offer a **Power Nap Mini Facial** or **Night Ritual Hand Demo** to experience Advanced Night Repair as a part of a daily skincare routine.

THE CUSTOMER EXPERIENCE OVERVIEW

STEP FOUR:
COMPLETE



To complete the experience, make sure you capture your customer's information for easy follow-up, and invite them to come back to experience another service from our Beauty Service Menu.



TROUBLE SHOOTING TIPS



HOW DO I KNOW WHAT MODE THE UNIT IS IN?

Check the LED lights to know what mode the unit is in. If the light is on, the unit is in dispensing mode, and will dispense product when a hand is placed under the sensor. If the light is off, the unit is in priming mode, and will not dispense product. If the light is flashing, the unit is currently dispensing product.



WHAT DOES IT MEAN WHEN THERE ARE BUBBLES IN THE SERUM WHEN IT IS DISPENSED?

This means that the bottle of Advanced Night Repair does not have enough product in it, and must be replaced, or the unit needs to be primed. Check amount of product in the bottle, and follow instructions for priming the unit.



WHAT IF UNIT IS NOT DISPENSING ANY PRODUCT WHEN I PLACE MY HAND UNDER THE SENSOR?

Start by making sure the unit is turned on by checking to see if the light is on. If the unit will still not dispense product when on, follow instructions for priming. Next, check the level of product in the unit, and replace if needed.



WHICH CUSTOMERS SHOULD I INTRODUCE ADVANCED NIGHT REPAIR TO?

Everyone. Our #1 serum for everyone, it optimizes skin's natural nightly repair process to address all key signs of aging. It has benefits for all skin types, genders and ages.