

CLINIQUE

# Quick Clarifying Facial Device

Service Journey + Sanitizing | Maintenance | Troubleshooting Guide

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# The Service Journey

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## Service Journey + Sanitizing | Maintenance | Troubleshooting Guide

### PRE-SERVICE

#### Introduction

The Clinique Quick Clarifying Facial Device delivers a deep cleansing and exfoliating facial experience using our extra-gentle, alcohol-free Clarifying Lotion 1.0, in combination with measured and adjustable suction, to sweep away pollution, grime and dulling flakes. A single service reveals visibly brighter, smoother, clearer-looking skin and prepares skin for the application of serum & moisturizer – as exfoliated skin is more receptive to hydration and allows for a more effective delivery of treatment products.

This facial can be performed every 4 weeks as a supplement to Clinique's twice a day 3-Step Skincare System and the client's custom-fit Clinique dermatologist guided skincare solutions.

#### Pre-Service

- ✓ Share an overview of the experience with your client.
- ✓ Ensure your client is a candidate and their skin is not sensitized or sensitive.
- ✓ Inform the client they may experience mild-to-moderate, temporary redness and can discontinue the service at any time.
- ✓ Have client read and sign the service agreement. *(Note: once signed, it must be secured in a pre-determined location)*
- ✓ Place tissues in the client's collar to protect client's clothes.
- ✓ Remove all traces of makeup with TTDO Balm + All About Clean™ Liquid Facial Soap in client's custom Skin Type.

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### PRE-SERVICE QUESTIONS

#### Self-perceived sensitivity

- Do you have any underlying skin conditions diagnosed by a dermatologist or other physician?
- Do you have very dry skin that is **causing sensitivity**?

#### Induced sensitivity

- Do you often have reactions to products, foods or beverages?
- Do you easily react with irritation to cosmetic products?
- Have you been exposed to environmental insults such as sun exposure or extreme temperatures that have resulted in irritation?
- Have you recently had an invasive dermatological procedure performed such as achemical peel, micro-needling, ablative laser, etc. in the past 2 weeks?
- Are you undergoing medical treatments such as radiation, chemotherapy or anything that is **causing your skin to feel sensitive**?

#### Condition-based sensitivity and acne / blemishes

- Have you been diagnosed by a dermatologist or other physician with conditions such as psoriasis, eczema, atopic dermatitis, rosacea or acne\*?

\* Note: The Quick Clarifying Facial can be used on areas with blackheads but cannot be used on **blemishes or any area of the face that is already experiencing inflammation**.

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## PREPARATION



Remove the hose from the storage compartment behind the back door of the device.

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## PREPARATION



In the cylinder with the red line, fill Clarifying Lotion 1.0 to 1/8" below red line, if you are performing 2+ services and only half-way to the red line, if you are performing a single service.

Note: You can continue to add Clarifying Lotion 1.0 to the cylinder for additional services – there is NO need to empty this cylinder between services.

**\*\*\*Use NO other product in the device \*\*\***



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## PREPARATION



Sanitize the tips by spraying thoroughly with 70% Isopropyl Alcohol then wiping with a cotton swab followed by a tissue.

**NOTE:** This should be done **in front of the client** before the service begins and when the service is completed.

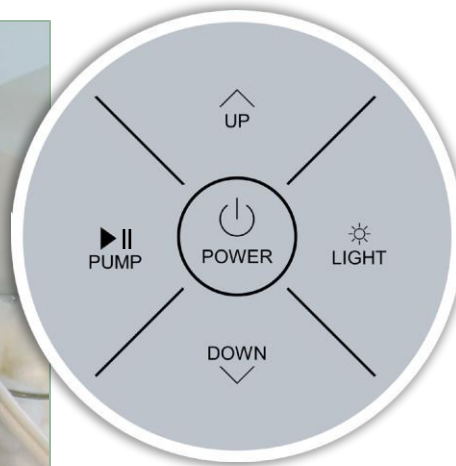
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DURING THE SERVICE



Use the top touchpad to power device on and off.

Start the pump and adjust pump levels.



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DURING THE SERVICE



To begin, set device to Level 2.

To activate suction and lotion flow, press tip against the back of your sanitized hand.

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DURING THE SERVICE



## Forehead:

- Make 3 swipes in opposing directions. Repeat twice, if client is comfortable.
- Make 1 swipe between brows. Repeat 3x, if client is comfortable.

## Cheeks:

- **If loss of elasticity is detected, avoid cheek area entirely.**
- Use larger tip in slightly short, curved paths.
- Make 8 swipes starting near nose and sweeping outwards on each side. One pass over cheek area is sufficient.



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DURING THE SERVICE



Ask client if they would like to increase the level and check in right away to ensure they are comfortable.

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DURING THE SERVICE



Change tips: small for around nose & chin and large for cheeks and forehead.



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### DURING THE SERVICE



### Nose and Chin:

- With the device in one hand, cover your index finger of the other hand with a tissue to catch any excess liquid and avoid dripping on client's skin.
- Start Session at Level 2 (green), using smaller tip for nose and chin.
- Ensure that each swipe with either tip ends with a flick to minimize dripping.
- Make 2 swipes on each side of nose and down the center. Repeat 3x, if client is comfortable.
- Make 3 swipes on chin in opposing directions. Repeat 3x, if client is comfortable.



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DURING THE SERVICE



When service is complete, show client the difference between clear Clarifying Lotion 1.0 and the cloudy extracted liquid.



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### DURING THE SERVICE

#### Once Complete

- Place the cap on the wand and place the wand back in the cradle to avoid leaking.
- Show the client the dead skin cells/debris/dirt/oil that was collected from their pores by comparing the 2 containers: cloudy extracted liquid vs. clear Clarifying Lotion 1.0)
- Complete the service with the application of their custom-fit clinical solutions (e.g., Smart/EB Clinical/MS)
- Close the sale by sharing how their custom 3-Step Skincare + Clinical treatments will deliver clinical results.
- Provide client with sample(s), a copy of our Diagnostic Pad & our Product @ A Glance.
- Book follow-up appointment in 4 weeks!

#### Post Service

- Remove tip and sanitize thoroughly with isopropyl alcohol 70%.
- Remove dirty container and pour liquid into secure lid container with trash bag. Sanitize canister thoroughly with isopropyl alcohol 70%.

#### End of Day

- Sanitize hose as outlined in the sanitizing portion of this guide.
- Gently pull and slide grey plug on the bottom of the device and lay device on its side to allow it to air out overnight as outlined in your manual.

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# Sanitizing

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## Sanitizing the Tips – Before & After Each Service



**Spray thoroughly with 70% Isopropyl Alcohol, clean with cotton swab followed by an alcohol-sprayed tissue.**

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## Sanitizing the Cylinders – Between Services



**Dispose liquid into the lined waste container & sanitize cylinder with 70% Isopropyl Alcohol.**

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## Sanitizing the Cylinders – End of the Day



**Detach all cylinders from the main body.**



**Clean cylinders with hot water + mild soap. Rinse + dry thoroughly.**

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## Sanitizing the Cylinders – End of the Day



**After cleaning and drying, spray each cylinder with 70% isopropyl alcohol.**



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## Sanitizing the Hose—1



**Fill the solution cylinder with hot water and 70% Isopropyl Alcohol and attach it to the device.**

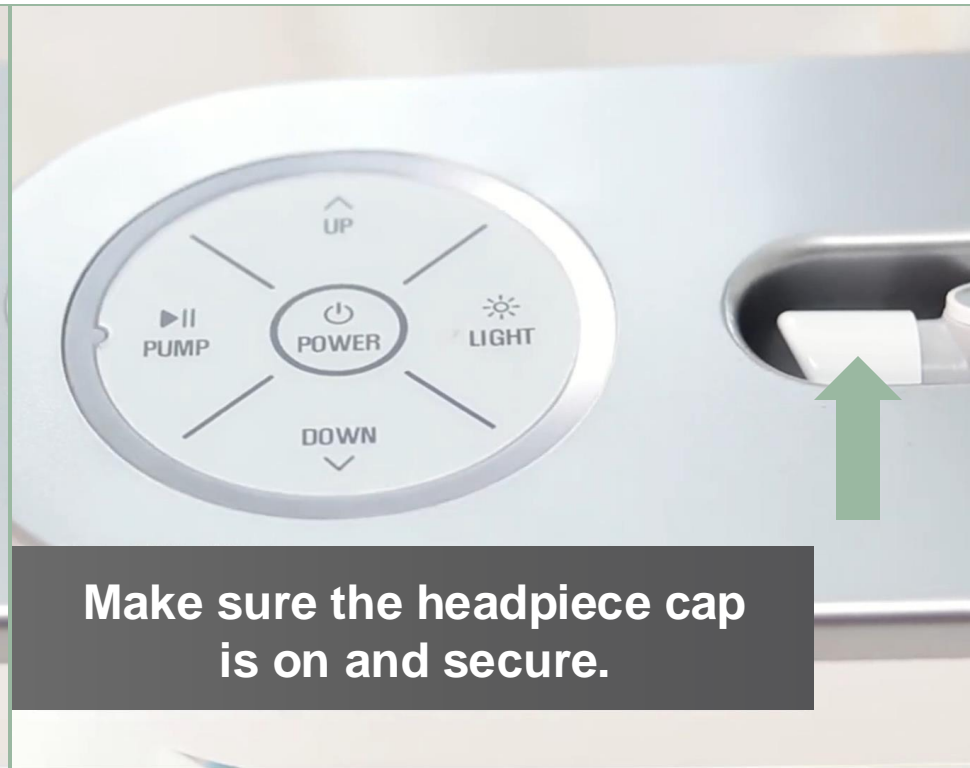
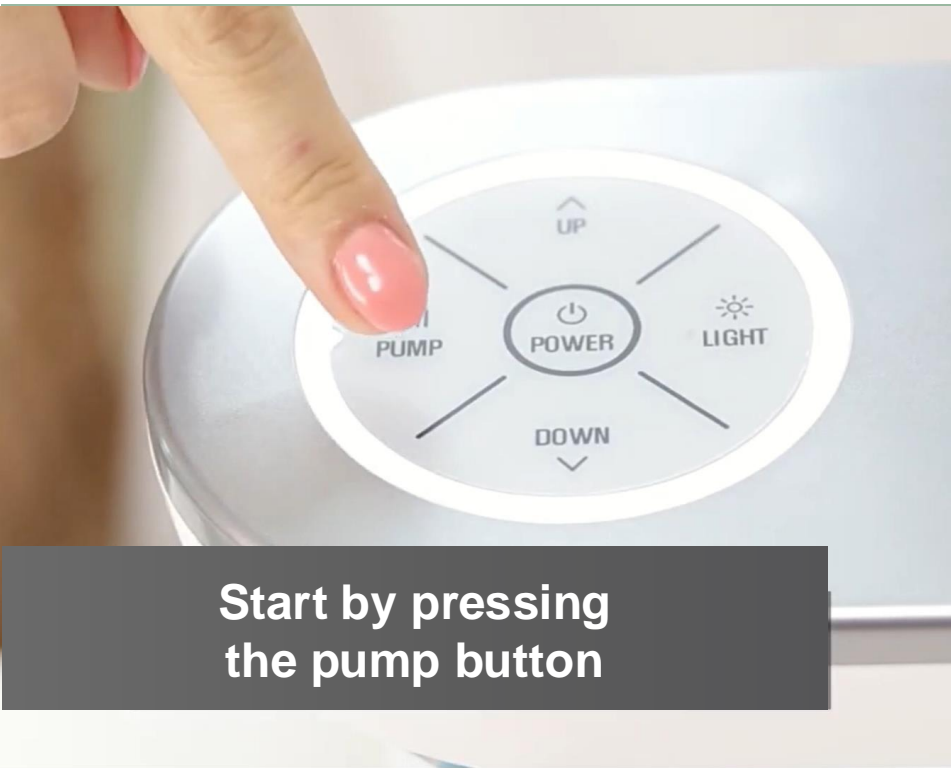
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## Sanitizing the Hose—2



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## Sanitizing the Hose—3



Allow device to run until all hot water moves from the solution cylinder to the receptacle cylinder.

NOTE: Once complete, repeat Steps 1-3 using 70% Isopropyl Alcohol.

(Note: this will take approx 10-15 minutes)

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# Maintenance

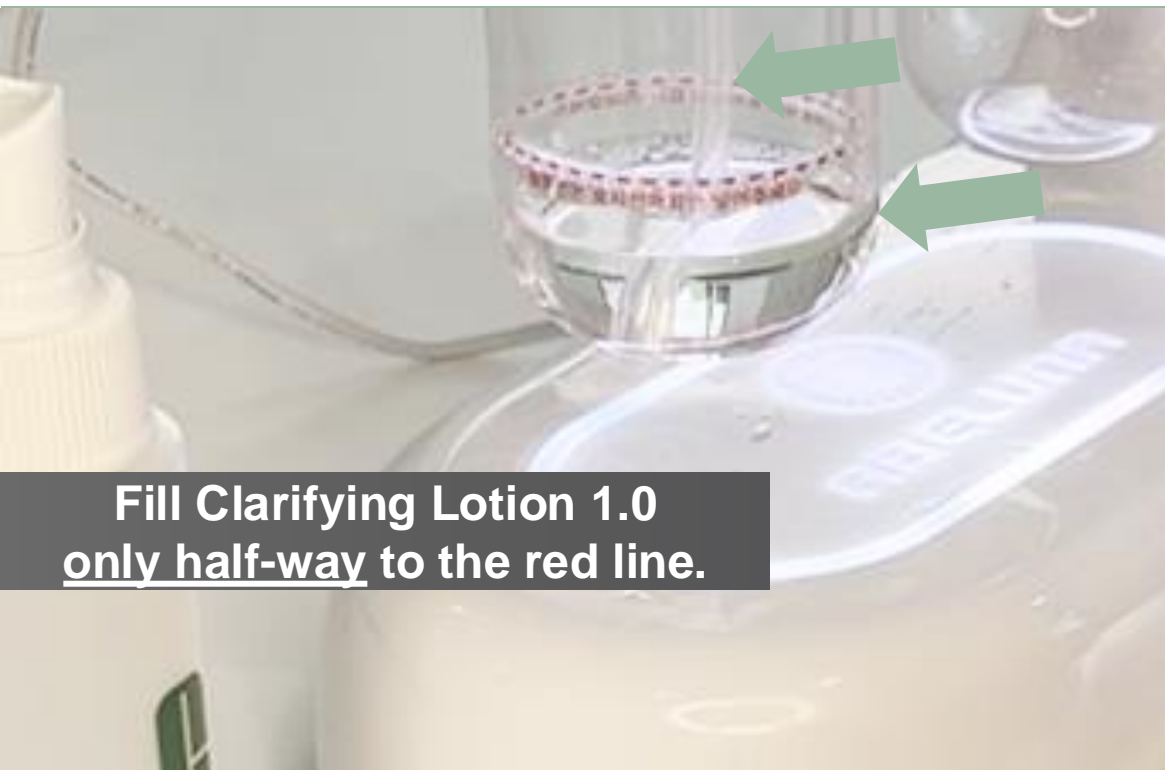
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For a single service, fill Clarifying Lotion 1.0 **only half-way** to the red line **and** make sure it is secured over the clear intake tube.



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To prevent humidity damage to motor:



**Open silicone cap on bottom of machine nightly.**



**Leave plug open and device on its side overnight.**



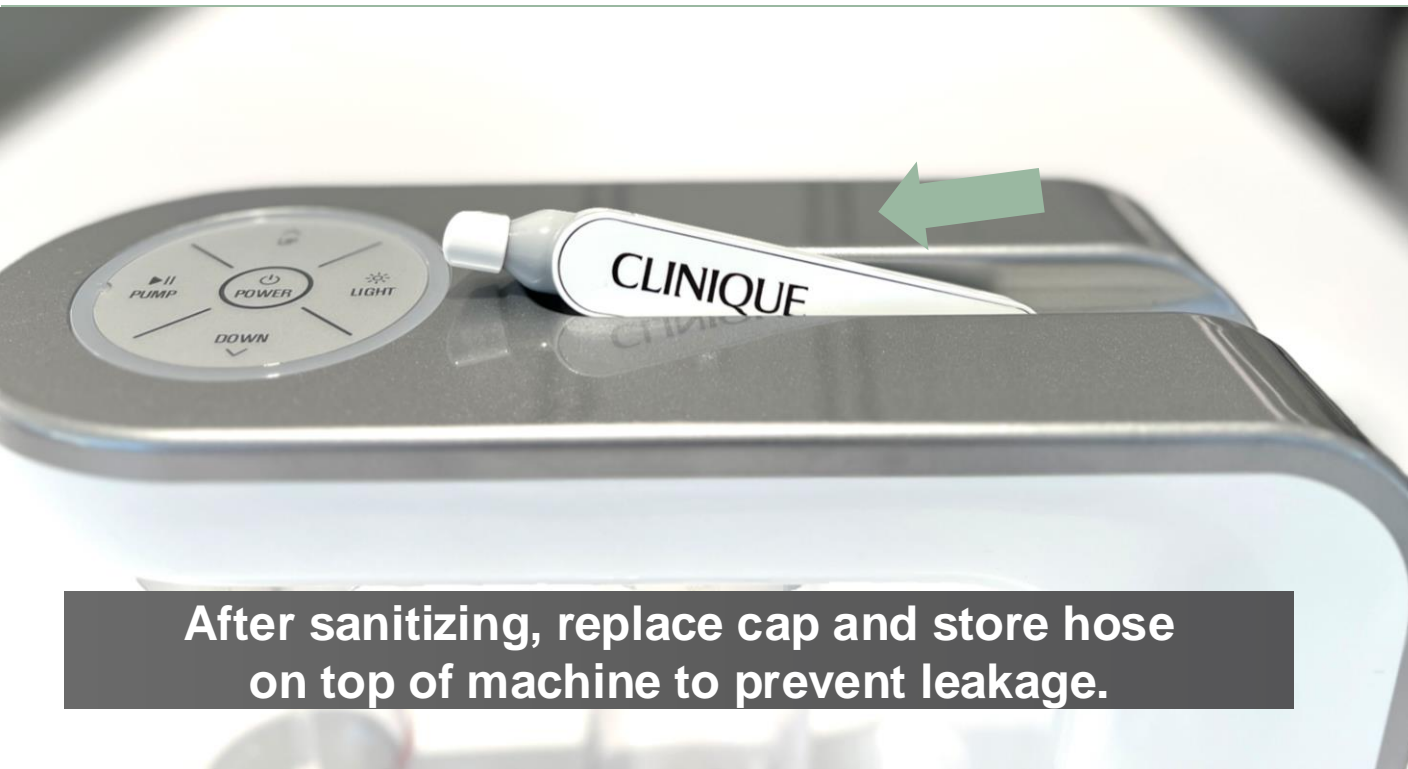
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After sanitizing, replace cap and store hose on top of machine to prevent leakage.



**After sanitizing, replace cap and store hose on top of machine to prevent leakage.**

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# Troubleshooting

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## **Machine will not turn on:**

1. Ensure you are using the appropriate power cord adapter.
2. Ensure cord is securely plugged into outlet.
3. Ensure outlet has power.

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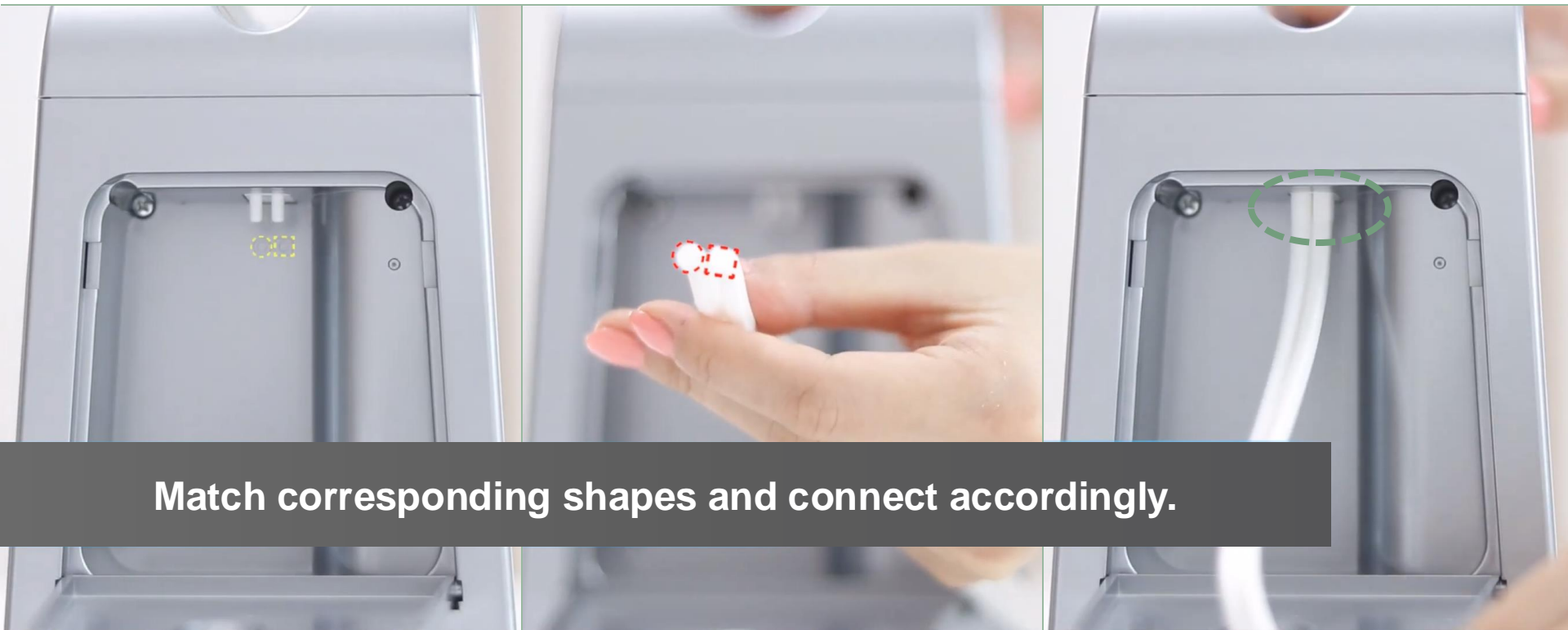
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**Solution does not dispense:**

**Tip 1:** Check that hose is connected properly.



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## **Solution does not dispense:**

**Tip 2:** Adjust the distance between the device and client to avoid a steep pitch in the hose. A steep pitch delays the Clarifying Lotion from reaching the tip, preventing a smooth and controlled flow of the Clarifying Lotion.

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**If suction pressure is low. Tip 1:**



**Close BOTH cylinders tightly.**



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**If suction pressure is low. Tip 2:**



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Should you still need assistance after attempting the troubleshooting tips herein, please reach out to the Clinique Quick Clarifying Facial Device Help Desk at:

[CliniqueQCFD@Clinique.com](mailto:CliniqueQCFD@Clinique.com)