

Questions:

Is it safe? / Est-ce sûr ?

The device is very safe. In terms of programming and electronics, it is managed by a computerized Windows system. The cooling system is controlled by an electronic temperature sensor located in the processing head of the device and the temperature is controlled in real time by a curve and figures displayed in real time on the screen. In the event of a malfunction, the device alerts the operator by sounding a tone and displaying an error message.

How does it work? / Comment ça marche ?

The machine itself functions by a Peltier effect (thermoelectric cooling) regulated by a hydraulic system which ensures a very high inertia which is absolutely necessary for the correct application of the treatment in a minimum of time. These characteristics, which are very difficult to obtain, make it possible to enact a very rapid cooling of the fat tissues while avoiding the risk of lesions of the skin tissue due to an application that is too long. The principle of the treatment is to lower the temperature of the fat cells enough to cause what is called the phenomenon of apoptosis. This phenomenon is triggered when the temperature of the fat tissues is between 17 and 12 ° and consists in a self-programming of the death of these cells.

What are the benefits? / Quels sont les bénéfices ?

The major benefit sought is a large decrease in fat mass which was visualized by CT scans and measured between 15 and 40% according to the subjects tested. On the other hand, it must not be forgotten that the apparatus is not only capable of emitting cold but also of heat and of causing the two to alternate, thus causing "thermal shock". This method of thermal shock is medically recognized to be particularly restorative for tissues by significant increase of local microcirculation and collagen.

How does it feel? / Quel est le ressenti ?

The feeling is rather pleasant thanks to the start of the treatment which is generally done with a short period of skin warming and a gradual but rapid decrease of the temperature. At the end of the treatment, the thermal shock appears very quickly, which gives a feeling of warmth and lightness at the same time.

Who shouldn't do it? / Qui ne devrait pas suivre ce type de traitement ?

There are few contraindications to treatment.
But we must still be vigilant to some pathologies:

- Raynaud's syndrome
- Allergy to cold
- Pregnant woman
- Strong diabetes
- Cancer

How often can I do it? / À quelle fréquence puis-je le faire ?

The usual frequency is 1 treatment every 15 days (for slimming treatments). In some cases this can be reduced to 10 days by the addition of additional drainage treatment but is not necessarily recommended. There is a physiological reason for this: when apoptosis occurs and some fat cells die, waste is formed. This will be eliminated by natural routes (blood, lymphatic system, and then urine). Metabolism must therefore be allowed to evacuate this waste without overloading the circuits. Toning treatments can be performed once every week.

Can I workout before/after? / Puis-je pratiquer une activité sportive avant / après?

Yes!

What do I need to bring? / Que dois-je apporter ? (en tant que client)

Nothing. If anything, the best possible diet and lifestyle to accompany the treatments (drink plenty of water in particular).

How does the treatment work? / Comment fonctionne le traitement ?

As already described above, the treatment works by triggering the phenomenon of apoptosis of the fat cells. This is achieved without risk to the other tissues (in particular muscular tissue) by the fact that the intracellular electrolytes of the fat cell are the first to crystallize in the cold before all the others. This crystallization is information brought to the cell to program self destruction. One could say that cryotherapy is a homeopathic treatment specific to the fat cell. (Homeopathy consists in inducing information to certain molecules).

How is it getting rid of my cellulite? / Comment se débarrasse-t-il de ma cellulite ?

The answer was given above. It should be remembered that it may be important to add drainage treatment once or twice a week between sessions.

Do I lose weight with this treatment? / Est-ce que je perds du poids avec ce traitement ?

It is very common that there is a loss of weight during the treatment. This is due both to the loss of fat mass but also to the drainage techniques (exercise, etc) and the diet and lifestyle required.

How is it helping me look younger? / Comment cette technique agit-elle sur le rajeunissement cutané ?

As previously seen, the Cryoskin machine is capable of causing thermal shock due to its ability to alternate rapidly and automatically between periods of skin warming (up to 40°) and cooling (up to -8°). This phenomenon causes a very strong increase in the local metabolism and an acceleration of the microcirculation which are both responsible for the production of collagen. The collagen thus brings elasticity and toning to the skin and makes it possible to visibly and durably combat skin aging.

What is the difference between this and other Cryo treatments (i.e. Cryo facial) -Same for cellulite /
Quelle est la différence entre cette machine et d'autres machines de Cryo ?

There are other manual cryotherapy machines. But tests and experience have shown that no other machine is currently capable of an inertia as strong as the Cryoskin. This inertia is due to the fact that the device does not only produce cold. It works by heat exchange with the body and the ability to descend very strongly and very quickly the temperature of the tissues by absorption of calories, accumulation of calories and evacuation by a system equipped with a ventilated hydraulic radiator.

Why can I only have a treatment every 2 weeks? / Pourquoi dois-je avoir une séance toutes les 2 semaines ?

The phenomenon of apoptosis is a natural phenomenon. A programmed natural death of the fat cell. The latter is not destroyed by a phenomenon of cavitation which would make it explode and create cell waste which would be very difficult, or impossible to eliminate. This is a self-destruction specifically

for fat cells, whose ingredients are going to be removed slowly and naturally from the body at the rate of metabolism.

What happens if I come back before the 2 weeks? / Que se passe-t-il si je reviens avant les 2 semaines ?

As said before: aided by complementary drainage methods the treatment can eventually be reduced to 10 or 12 days. Otherwise, the results may be thwarted by the natural cycle of waste disposal and thus increase the risk of clogging the pathways. This does not represent a significant risk but would compromise the harmony of the results.

Why can I only have 2 areas done at one time? / Pourquoi puis-je seulement traiter 2 zones à la fois ?

Again, to not overload the circuits. On the other hand, there is a strong internal cooling of the tissues and the treating of more zones at the same time could cause in extreme cases hypothermia, but in many cases a phenomenon of great fatigue.

What if I want to do my face, tummy, arms + legs in one session? Can I do the different options? /

Et si je veux faire en une séance, le visage, le ventre, les bras + les jambes? Puis-je faire toutes ces zones ?

In our opinion and advice: NO
- Face and arm in a session for example
- Belly and legs in another session

In general, it is always advisable to practice treatment on the upper OR lower body in a session.

Do legs count as 1 area or 2? / Est-ce que les jambes comptent pour 1 zone ou 2 ?

The legs would count as one area because you would divide the time between each leg (14 mins on one leg, 14 mins on the other).

Why is it only 10 minutes? / Pourquoi est-ce que la séance ne dure que 10 minutes ?

10 minutes is the time to be sure to get a result (although please note that certain treatments will be longer (i.e. stomach etc). It is not an issue to prolong this treatment for a few minutes if necessary. This also depends on the morphology of the person being treated and it may be useful to treat twelve to thirteen minutes in cases of larger fat content. The high performance of CRYOSKIN renders a longer application unnecessary and thus avoids any risk of deterioration of the surface tissues and in particular the surface nerve receptors which are irreversibly destroyed by the freezing of the suction machines. This in some cases causes severe chemical burns.

Can I do an area for longer? / Puis-je travailler une zone plus longtemps ?

Working manually as well as on-screen displays make it possible to continuously monitor the condition of the treated tissues. However, there is no need or interest to work longer than expected, except when there is a larger area you are working with (i.e. in the case of body mass). Pre-programmed treatments were performed on average body surfaces so are effective across a variety of body types.

Why can't I? What will happen? / Si non, pourquoi ne puis-je pas ? Que se passerait-il ?

The treatment could become a little irritating and local hypothermia could cause some transient (not serious) pain.

Can I do this if I'm pregnant? / Puis-je faire des séances localisées si je suis enceinte ?

Like any external treatment, this is not advisable and of course forbidden on areas such as the tummy, breasts or even the hips. The safest is to abstain from treatments altogether.

If not, why can't I? / Sinon, pourquoi ne puis-je pas ?

Because we do not know the effects of the acceleration of the local metabolism on the fetus.

What are the side effects? / Quels sont les effets secondaires ?

There are few. Sometimes localized redness that disappears after a few hours. Sometimes some local pain that rarely exceeds 2 to 3 hours. There may also be some itching without consequences and often due to the

reactions of certain cosmetic products used by clients. Hence there is interest in asking clients to not use anything before coming to do the treatment because some products can crystallize to the cold and cause discomfort.

Are there any risks? / Y a-t-il des risques ? Quels sont-ils ?

The risks concern only people with contraindications mentioned and remain minor and temporary.

Is there a certain person who is best suited for this treatment? / Existe-t-il un profil type à qui convient le mieux ce traitement?

The best profile does not apply to "fat" or overweight subjects. The treatment is not for clients requiring weight loss but rather for the vast majority of those who have unsightly cellulite or fatty areas (often due to poor diet, poor lifestyle or a static workplace, for example). The treatment is a treatment to re-harmonize the body's curves and not a slimming cure.

How quickly will I see results? / En combien de temps puis-je voir les résultats ?

The first results are generally visible from the first session and often very encouraging. However, it should be noted that the best results appear from 15 days to 3 weeks after the start of treatment and extend for several months after the end of treatment.

How long do those results last? / Combien de temps durent les résultats obtenus ?

Depending on the individual and depending also on their lifestyle and diet, the results last several months or several years. It is advisable to practice 2 or 3 sessions 6 months after the end of treatment to maintain results.

Can I do anything that enhances the treatment? / Comment puis-je accentuer / potentialiser les résultats ?

By implementing a healthy lifestyle and a good diet first. But also by the addition of a powerful drainage treatment in depth. We can not advise you enough to consider adding a DRAINSKIN device which has been developed for this purpose. It utilizes a specific current capable of considerably accelerating the velocity and flow of the returning liquids (blood and lymph),

thereby increasing exchanges, increasing the eliminating of organic waste and enhancing the tone of vessels and capillaries.

What is the difference between the 3 treatments that the machine can provide? /

Quelle est la différence entre les 3 types de traitements que la machine fournit?

The programmed temperatures depend on the desired effects and the zones being worked on. When the effect sought is more superficial (for example to cause hypervascularization of the epidermis and the dermis), the temperatures employed will be cold but positive because the tissue is more superficial and does not require that the phenomenon of apoptosis be caused, but rather acceleration of microcirculation and collagen production. On the contrary, when the desired effect is deeper (belly fat layer, for example), the temperatures employed will be aimed at causing apoptosis by crystallization of intracellular electrolytes and therefore the temperatures employed will be largely negative.

What is unique about the Facial treatment using Cryoskin 2.0?

FROM CRYOLIPOLYSIS TO THERMOTHERAPY WITH CRYO SKIN 2.0

Cryolipolysis is the use of below-zero temperatures to eliminate fat in the body whereas thermotherapy is the use of cold temperatures to rejuvenate and smooth the skin. Used for massaging the face and the body, CRYO SKIN 2.0 delivers temperatures between -2°C to +4°C with the following effects:

- ✓ Accelerates biochemical reactions, increasing the oxygen and nutrient supply to the tissue, obtaining a draining effect.
- ✓ Stimulates the production of collagen, improving the elasticity of the skin.
- ✓ Firms muscles which retract with the cold.
- ✓ Lasts for several months with only a few sessions.

CRYO SKIN 2.0 is the only thermotherapy device on the market offering facial rejuvenation treatments.

Is there anyone that can't do the treatment? E.g. Medical reasons? Needs to be a certain age? /

Quelles sont les contre indications de ce traitement ? Y a-t-il un âge minimum ?

The treatment is not recommended for children. It is not a problem for adolescents of age 15 or older.

Is there anyone you would advise not doing it for other reasons? i.e. Just won't work for them? / Existe-t-il d'autres types de personnes sur qui le traitement ne donnera pas de résultats ? (en dehors de raisons médicales).

There are few failures. But sometimes some morphologies and metabolisms do not give the expected results. It is also very often observed that these partial failures are due to very poor diet/lifestyle or to undeclared medical conditions.

Why do you need the gel? / Pourquoi a-t-on besoin du gel ?

The gel has been specially designed to retain all its qualities of gliding and protection from -30 ° up to + 60 °.

Why is it a certain gel? / Pourquoi doit-on utiliser spécifiquement ce gel ?

It does not crystallize and therefore does not risk to stop the gliding of the treatment head and especially protects the skin against the risks of burning by the cold. WARNING: Do not use any non-conforming product - that could cause skin damage. (same gel for all treatments)

What happens if you do it without the gel? / Que se passe-t-il si on pratique sans le gel?

Apart from the fact that the treatment head will have difficulty sliding on the skin, the heat and especially the cold will be much less penetrating and the risks of spontaneous freezing of the water contained in the surface tissues will be increased, therefore increasing the risk of alteration of these tissues. The treatment will thus be much less effective and much less pleasant or even unpleasant. The results will not be there and this is one of the few causes of failure.

Is there a certain technique for the machine? / Existe-t-il un mécanisme particulier pour cette machine ?

Yes you need to receive training.

What if the machine is not applied properly? / Que se passe-t-il si la machine n'est pas correctement utilisée ?

This treatment, if properly applied, is safe. This is no longer true in case of misuse – although the risks involved are very limited and contained. The major risk is to not obtain the desired effects and to dissatisfy a customer.

What is the science behind the treatment? / Quelle science s'applique derrière cette technologie ?

Technology and technique must be distinguished. The technique used is a medical technique that has seen its birth in part by the use and application of rather high temperatures on certain elements of the body to fight against serious cell damage. Then on the contrary the use of intense cold to cause the destructions of certain cells. In a different and surgical way, we are familiar today with the ambulatory use of cold in the tumors of the liver or the kidney and the spectacular results obtained by the apoptosis of these and their self-destruction. The same goes for fat and cellulite which are also infected with more benign tissue of course.

Do you have the CE certification? (European FDA type)

Absolutely, the Cryoskin 2.0 has got CE marking.

Some customers wanted the treatment on their neck. Is there a reason we can't do this?

You can treat the neck (Toning/Lifting OR Slimming for double chins)

What is the basis of the Cryoskin 2.0 machine?

It was built based on a medical device called Cryo T-Shock. Cryo T-Shock is used to help people recover from injuries - it reduces inflammation and pain in infected areas. This device has won awards for effectiveness and has been used for over 30,000 treatments.

Why can't we use the Cryo T-Shock machine to do the same treatments as Cryoskin 2.0?

Cryo T-Shock is only set up for 5 minute treatments. This will not be effective for slimming / cellulite / Face lifts.

Why does reducing the temperature of the body destroy fat cells?

Cells crystallize when reduced in temperature and fat cells crystallize before the other cells. So if you get the temperature right you damage the fat cells but not any other cells in the body. This is why the Cryoskin 2.0 slimming treatment works.

What makes the Cryoskin 2.0 device unique?

It is the first device which applies the cold temperature to fat in this way (instead of the “suckers” used by CoolSculpting which can create significant side effects like disfigurement).

The machine is very well manufactured by a company which makes over 40 different medical devices and has been doing so for the last 70 years.

It uses an effect called the “Peltier Effect” to precisely control the temperature of the Wand (how the cold/heat is applied to the body).

There are some significant safety measures to stop the coolant mixing with the electric circuits. This is very important as some cheap alternatives don't have these features and this could lead to electrocution of clients. The safety mechanisms are:

- 1) The liquid is double sealed within the machine
- 2) The liquid part of the machine is separated from the electrics by a plastic box
- 3) If the box is not kept level a ball bearing blocks the cable so liquid doesn't pass through the cable. This ball bearing can be ejected by going through a program on the front screen

What award did the device win? (Cryo T-Shock won this)

Lauréat Rééduca Innov' 2014

What is the % of fat reduction? Do we have any data on this?

Cryoskin 2.0 was tested on over 100 people at different temperatures and treatment periods.

There was an average of 38% of fat loss on the treated area over 4 sessions in 6 weeks

The maximum fat loss was 45% in the treated area.

Some women only lost 15% of fat in the treated area.

Men's abdominal area was particularly effective - with a good sample losing 45% of fat in that area.

How long does it take to work?

There is usually not an immediate reaction as it takes time for the fat cells to be destroyed.

Drainage makes a difference as you can do another treatment sooner - it

accelerates the clearing out of the damaged fat cells through the lymphatic system.

Has anyone had any serious side effects / been burned?

No. (100 people tested + over 300 machines in use in France)

What about water retention?

Volume can be fat or water retention - some women have more water than fat - so more need to do more drainage in those cases.

How should you demonstrate effectiveness of slimming to clients?

You should measure the area before and after.
When we treated a client in France her leg sized reduced by 1 inch after one treatment.
This really works - so show it off (although bear in mind it can take a few treatments to work).

Why is there such a significant immediate effect on the Face?

The cold temperature causes vasodilation in the blood vessels in the face, this extra blood helps collagen be produced reducing wrinkles. It also reduces pore size and improves the elasticity of the skin - which is why you get such a significant immediate effect. The face treatment lasts a few weeks and is not really permanent - it needs maintenance.

<https://www.livestrong.com/article/69262-body-produce-collagen/>

How is this treatment different to a Cryo Facial (using a local Cryotherapy machine)?

The cold temperature goes to a deeper level due to the way it's applied to the face (Fibrotic layer instead of just subcutaneous). This is why you get a more significant effect with Cryoskin 2.0 as it's stimulating more Collagen production AND increasing skin elasticity AND reducing pore size.

Cryo Facials are nice but they just increase skin elasticity and reduce pore size - which are more superficial effects than Cryoskin 2.0.

Why is this effective for Cellulite?

The treatment causes vasodilation in the blood vessels. This increases blood flow which results in increased Collagen production. Collagen helps to break down Cellulite.

How should you treat someone who is overweight AND has Cellulite?

You should do slimming one week / lifting next week and repeat - as this will reduce fat and also stimulate collagen production which breaks down fat. Ideally after the slimming treatments customers would do Drainage (Drain skin OR lots of water and walking OR Compression with legs elevated).

Why do you need a 2 week break between Slimming treatments?

The 2 week break is needed for slimming as the waste is processed by the liver and kidneys and it could create (minor) issues if people don't have this break. This 2 week is the average people need which is why this the rule.

Why should you always use the gel supplied with the machine?

Many gels have been tested and this is the best for conducting the cold. It reduces any air bubbles between the device and the skin which helps to transmit the cold. It also lacks any active ingredients reducing the likeliness of any allergic reaction to the gel.

Does the gel have ingredients people may be allergic to?

No.

Why can't you just use Normatec type compression for Drainage?

For that type of compression to work you really need to put on the boots, wait for the compression to start, heat and put the legs of the clients in upward position. As no-one really does this we have created the Drainskin product which is more effective for drainage.

What does the Drainskin do?

***CHECK - Low level micro-pulses of electricity opens the veins and stimulates the blood flow, this stimulates the production of noradrenaline - produced by the body which improves circulation.

The machine was tested by medical specialists which established 20 mins of Drainskin is equivalent to 5 hours of walking. It was also tested on older people who can't walk due to circulation issues - many were able to walk again after having this treatment.

This will last longer if you have a course of treatments.

For more Permanent effects of Cryoskin 2.0 do we have any evidence of this for Fat Loss?

From the testing most people got more lasting results after 3-6 sessions - it depends on the person. 1 person had to stop after 1 session as they lost too much fat.

For more Permanent effects of Cryoskin 2.0 do we have any evidence for Cellulite?

The treatment is more temporary for Cellulite. The cold creates vasodilation in the treated area. This increases the production of collagen which helps to break down Cellulite. Cellulite will return if there are no changes in diet / exercise.

For more Permanent effects of Cryoskin 2.0 do we have any evidence for the Face Lift?

The treatment is more temporary for Face Lifts. The cold creates vasodilation in the treated area. This increases the production of collagen which helps to reduce the appearance of fine lines / wrinkles. The treatment also closes the pores and increases the elasticity of the skin which gives you the "Cryoskin glow". However the aging process continues unfortunately so the effect is not permanent.

What testing has been done to know that these are the right number of minutes to deliver hot/cold for the fat loss / collagen treatments?

You can treat each area for up to to 20 mins per area.
14 mins was set as the standard for the machine as appointment times in France are usually 30 mins (2 areas x 14 mins per area = 28 mins).
We will be adding a 20 min setting for the US which US retailers can charge a higher amount for.
20 mins is more effective than 14 mins.
You should never go over 20 mins as it can lead to areas of the body freezing

- this stops the treatment working (as the cold is conducted by the blood / lymph) and can be disconcerting for clients.

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How was temperature levels for each body part decided?

Different temperatures were tested on different body parts. The most effective temperatures was selected. If the impact stopped when you got below a certain temperature the highest effective temperature was selected. For example if -8 degrees Celsius was as effective as -12 -8 was selected as higher temperatures are better as some people's skin is more fragile than others and lower temps could freeze the skin.

Why is it important to have a machine which can precisely measure the temperature it's administering (which is the case with Cryoskin 2.0 but not with some cheap imitations)?

You have nerves in the skin and they can get damaged at lower than -8 celsius and if these get damaged you can't recover. Somebody put an ice cube on their knee which was colder than it should have been and kept it static. In this case this damaged the nerve and the person was paralyzed in the foot (this didn't happen with Cryoskin 2.0 - but is a reason why exact temperature control is important).

How does Cryoskin 2.0 heat and cool the wand and why is this able to be precise in terms of temperature control?

The cold/hot is delivered by something called the Peltier effect - which is where you pass current between 2 layers of ceramic. The coolant in the machine conducts this heat/cold to make it more effective. This allows you to be very precise about the temperature you give someone. This is very important as if you can't control the temp you could damage people's nerve endings and in extreme circumstances this could lead to paralysis (which is

why people shouldn't buy cheap machines!). More about the Peltier effect [here](#) if you are a real geek.

How many layers or mm of the skin does this treat?

4cm (about 1.5 inches) - but you need 14 minutes to get there.

Does this target subcutaneous or Fibrotic fat?

Subcutaneous is the easiest to reach so it reaches this layer easily. Fibrotic is more difficult to reach but the gel conveys the cold very well by removing the bubbles of air on the skin to help conduct the cold and this allows you to reach this.

If there a specific BMI (Body Mass Index) range where this works most effectively?

Don't treat people classed as "Obese". It would be too difficult to reach the whole area and they won't be able to bear it for 5-6 hours and the liver and kidney can't process that level of waste. Obese people have to diet first. "Obese" is usually BMIs over around 30 - but you can use your discretion based not the fact that you need to be able to treat an area which is half a sheet of A4 page.

How should you treat the neck?

For lifting/toning the neck you should use the toning setting for the face (if it's double chin you use the slimming setting for that area). We also have a new radio frequency machine coming (SkinRF) which is very good for skin tightening.

What is Prodesign vs Aesthetic vs Pagani?

Prodesign and Aesthetic are owned by the same person (Laurent Chevalier) Aesthetic sells directly in France via a catalogue. Prodesign sells via Distributors globally. Pagani manufactures machines for Aesthetic/Prodesign. The IP (Intellectual Property) for Cryoskin 2.0 is owned personally by Laurent Chevalier and Bernard who works at Pagani.

Should people do this treatment after Cryotherapy?

No. The body should only have so much cold at a time!

How many machines were sold in France last year?

300. This is with a very small sales team.

What is the price for the Cryoskin 2.0 machine?

\$29,900 or we have finance available.

What is the price for the matching Trolley?

\$2,900.

This matches the device.

There are other lower priced options available.

What is the price of Drainskin?

TBD.

What is the price for Cryo T-Shock machine?

TBD.

What is the price for the Radio Frequency Skin tightening machine (SkinRF)?

TBD.

What is the price of the new Infrared Pod?

TBD.

Is it ok to treat people with Tattoos?

Yes.

Is it ok to treat people who are Breastfeeding?

No.

Is it ok to treat people undergoing IVF?

Yes.

Is it okay to treat people who have an open wound?

No. Unless you cover the wound with some sort of plaster. The reason for this is not to pass bodily fluid onto the Wand. If you cover the wound then treat through the cover the treatment should help healing due to increased blood flow to the area.

Is it okay to treat people after wax / laser hair removal?

It's best to wait 1 week after these treatments to make sure the treated areas are fully healed and bodily fluid won't get on the wand.

How old do people need to be to have treatments?

15+
As until puberty is complete cartilage is still building.

How long will it take for devices to be delivered to retailers?

6 weeks. Full payment is required before final delivery.

Should retailers in the US have an Aesthetic license?

In our opinion the application of Cryoskin 2.0 is very similar to a massage. So retail should have whatever licenses are required for massage in their state. However, retailers should take their own advice on this as it's a state-by-state law.

Is Cryoskin 2.0 FDA approved?

No. But we are working on it (but price will go up when we have it!)

How often will the coolant need to be refilled?

Usually once a year - unless there is very heavy usage.
It's easy to refill - you can do it yourself with a device which will be applied

How reliable is the Cryoskin 2.0 machine?

From 300 sold in France last year only 1 had an issue. This was a faulty sensor (which was replaced).

If my machine stops working what do I do?

- 1) Check the "common issues" guide. If you have not kept the machine upright you may need to eject the ball bearing which stops the liquid leaking (this can be done via the software).
- 2) Call your distributor (who sold you the machine)
- 3) If they can't help you contact Simon Mansell the CEO of Artemis Distribution - 917-266-3217

What will happen if my machine stops working and it can't be resolved over the phone?

We will collect the machine to be repaired.
We will send you a spare machine to use in the meantime as quickly as possible.
Customer service is our priority and we will never leave you hanging. Contact the person who sold you the machine.
If you can't get help quick enough the CEO of Artemis Distribution is Simon Mansell and his mobile number is 917-266-3217.

What happens if I drop the wand and it breaks?

You will need to buy a new one. They cost \$3,000 each. So don't drop it!

What is the 'post lifting' treatment which is available on the machine?

This is a program made for post lifting surgery. It's a drainage program to use about 15 days after in order to decongest the skin and give it a better and more supple aspect. The temperature is -2 degrees celsius for 10 minutes.

Can you do CryoSlimming if you have abdominal mesh from a hernia surgery?

The client has to wait 3 months in case there are any medical complications. Otherwise it could affect the healing of the hernia.

Are we in conflict with CoolSculpting's Patent?

Here is the patent: <https://www.google.com/patents/US20150080769>

As this reads to me (but I am no Patent attorney!) it is not describing the way this treatment works as it's not a "treatment plate"

I have talked to my lawyer about this, if Allegan did come after us they are likely to issue a "cease and desist" to the manufacturer and Artemis (the distributor). They are unlikely to come after the retail clients in the same way that if Apple was suing Samsung they wouldn't sue a local retailer.

If Artemis received a cease and desist we would have a decision to make but likely we would carry on and fight the case - which would take years of course. We would have to take advice at that point.

In all likelihood the retailer would just carry on treating people if this was to occur.

Once this is FDA approved, how will this be classified?

CoolSculpting is classed as a Class 2 medical device - so Cryoskin 2.0 may end up being similar but we won't know until we get further into the process.

Here is a copy of CoolSculpting's FDA approval:

https://www.accessdata.fda.gov/cdrh_docs/pdf12/K120023.pdf

Could someone do slimming on 2 different areas in 1 session?

No, you can't double or increase the time session or work on 2 different areas in 1 session as you clogging up the liver.

Also, do not widen the treatment zone in order to treat a bigger area within a session as the results won't be effective.

Can you treat the chin and then other areas (as the area is smaller)?

In case of a firming goal for the chin : no problem, you can treat both areas in 1 session using toning/lifting.

In case of a slimming goal, so in case of excess fat around the chin, the fat will be also eliminated by the liver, it's not recommended. BUT as it's a smaller area, if the client is in good shape, healthy with no elimination problems, you could treat 2 areas.

Why can you not eat sugar for 2 hours after?

To get the best results following a cryo session, you should not eat sugar 2 hours before and after the session. The reason is sugar is a strong power source for fat cells. It's factual, all nutritionists would attest that to succeed a diet slimming, sugar is the first thing to stop.

As you know, the cold weakens and retracts the adipocyte but if you eat sugar, that will give it back immediate energy so the apoptosis effect will be less efficient even could be canceled.

Be careful, when we talk about sugar, we talk about all kind of sugars as slow sugar (pasta, rice, bread, cereals...) and of course fast-acting sugar. If possible, the client could avoid all kind of sugar for 4/5 hours before and after the cryo session but it's a maximum. 2 hours is the usual recommended time to get results.