

wish[®]pro

by SYNOIA



Instruction Manual

© Synoia Since 2008

This manual is copyrighted. All rights are reserved and no part of this publication may be reproduced or transmitted in any form or by any means without prior consent.

If the product should become defective within the warranty period, contact our local distributor for repair or replacement.

Synoia Technologies Ltd. reserves the right to replace a defective product with the most comparable product currently available.

This warranty does not cover products damaged by the following:

- Accident, misuse, abuse or alteration.
- Servicing by unauthorized persons.
- Use with unauthorized accessories.
- Connecting to incorrect current and/or voltage.
- Any other conditions beyond our control.

Synoia Technologies Ltd. shall not be responsible for any incidental, special or consequential damages resulting from the use of this product. All implied warranties including but not limited to implied warranties of fitness and merchantability are limited in duration given by the local distributor.

Important Information

Know your WISHpro

WISHpro is an innovative skin application beauty system that combines four different proven technologies. Together with WishPro advanced capsules, you can see results in only 15 minutes of pleasurable non-invasive application.

Intended Purpose

WishPro is an Esthetic beauty system for safe non-invasive face and body applications. Designed to enhance skin health and appearance.

IMPORTANT!

Before the application collect the medical history and verify all contraindications were verified. See page 24.

IMPORTANT!

Capsules are programmed for single use only. Handpiece and capsules are encoded. Capsules should be bought from the authorized distributor of Synoia in your region as other capsules won't support the system you have.

IMPORTANT!

Do not detach the technology head or capsule while the beauty system is on the "ON" mode.

Please read the instruction manual thoroughly before using the beauty system.

IMPORTANT!

This declaration confirms the expected service life of WishPro Model-B as 5 years.

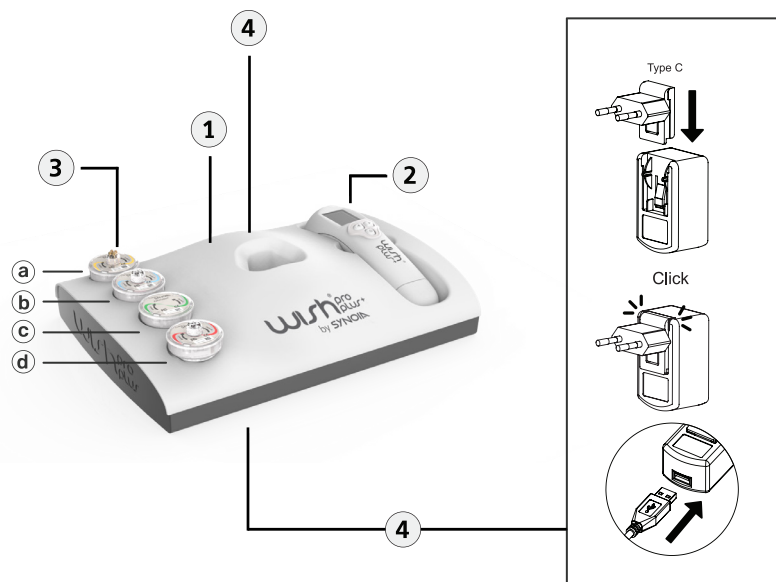
It is essential to note that the actual service life of the beauty system may vary depending on factors such as environmental conditions, frequency of use, and proper maintenance practices.

Therefore, proper maintenance and adherence to provided instructions are essential for optimal performance.

The System

System contains:

1. Charging Base - Model G
2. Handpiece - Model B
3. Technology Heads:
 - a. Gold Technology Head - Model B
 - b. Blue Technology Head - Model B
 - c. Green Technology Head - Model B
 - d. Red Technology Head - Model B
4. Power supply and plug adapter



Operating Instruction

The beauty system turns on instantly, and ready for use instantly. Once the matching technology head and capsule are attached you can begin the procedure.

There are two ways to activate the handpiece and start the procedure:

1. Press the ON/OFF button to start at the maximum intensity.
2. Press the right button to start at the minimum intensity.

The beauty system beeps once to notify the start of procedure. The remaining time countdown is displayed on the screen.

After completing the procedure, detach the used capsule and dispose of it. The capsules are designed for single-use only.

NOTE: If the capsule is damaged before use - Do not use the capsule.

NOTE: Light will be emitted for Blue-light and Red-light Technology Heads.

IMPORTANT!

The handpiece is designed to be stored in the charger at all times when not in use. It is recommended to charge the beauty system for 8 hours prior to initial use. See page 12.

The Handpiece uses RFID technology to automatically identify the application capsule.

For this purpose, an RFID module is part of the handpiece hardware. Tampering with this module will render the handpiece inoperable and may void Synoia warranties and service contracts.

Frequency Of Use

Frequency of use depends on patient skin condition and desired results.

Getting Ready For Procedure

Before using the beauty system, inspect all parts for damage, if damage is found it should not be used.

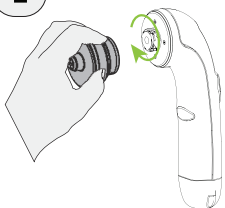
Make sure no metal objects are found near the handpiece and technology heads.

Place the charger on a firm, flat surface.

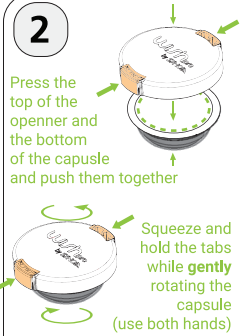
Operating Instruction

IMPORTANT!

Once a capsule is used with a specific handpiece it will not work with any other handpiece.

1


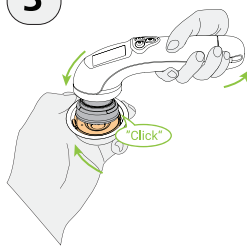
Attach the technology head to the handpiece. Gently twist the technology head clockwise.

2


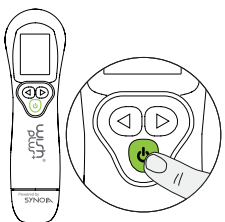
Press the top of the opener and the bottom of the capsule and push them together

Squeeze and hold the tabs while gently rotating the capsule (use both hands)

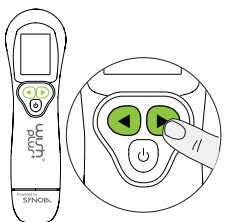
For your own safety, open the Capsule using Synoia's Capsule opener

3


Attach the capsule to the technology head, and remove the plastic cup from the capsule.

4


Press the ON/OFF button to begin the procedure.

5


Adjust the intensity using the control buttons.

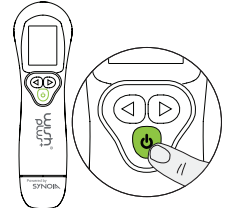
6


Gently press the capsule onto the desired application area.

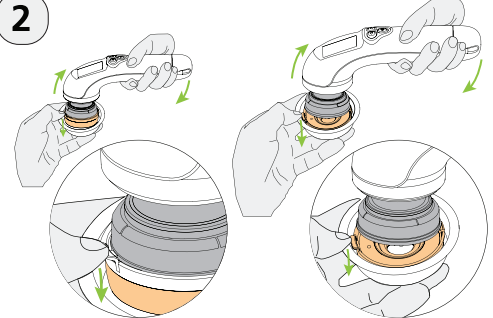
*Colors for illustration only

Operating Instruction

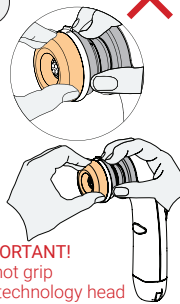
After Usage

1


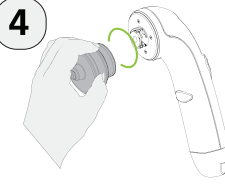
Turn off the system by pressing the ON/OFF button.
**The system has on auto-shutoff function*

2


Hold the handpiece with one hand
Support the capsule's long latch with the thumb of the other hand
Remove the capsule by pulling the handpiece

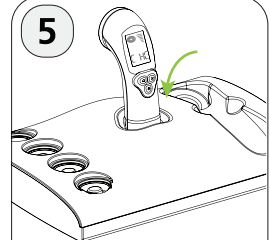
3


IMPORTANT!
Do not grip the technology head by the rubber sleeve.
Be sure to grip the head on the hard plastic casing.

4


Disconnect the technology head from the handpiece by gently twisting it counterclockwise.

Use 70% alcohol to clean all surfaces of the Technology Head and handpiece.

5


Insert the handpiece into the charger when not in use.
Note: the charger should always be connected to the power supply which inserted to the mains.

Charge indication should always be visible

*Colors for illustration only

The capsules are designed for single-use only. After completing the procedure, detach the used capsule and dispose of it.

Operating Instruction

After Usage

1. Pause - the handpiece can be paused during procedure by pressing the ON/ OFF button, the remaining procedure time will be saved.
2. Resume - the procedure can be resumed by pressing the ON/OFF button. The handpiece will automatically resume the procedure with the remaining time.

Sound Alert

1. The beauty system beeps once to notify the start of procedure.
2. A beep is heard after half of the procedure session is completed.
3. A third and final beep is heard when the procedure session is completed. The display timer present 0:00.

IMPORTANT!

To optimize battery life span, be sure to always return the handpiece to the charger when not in use. The handpiece is specifically designed to be placed in the charger for extended periods of time without harming the battery.

Beauty System Hard-Reset

In case the handpiece does not respond, and the display is stuck, press the ON/OFF button for 5 continuous seconds.

Procedure Guide



Movement Protocol

The basic application motions are the same for all procedures. Be sure to pay special attention to sensitive areas.

IMPORTANT!

When working on the face always support the skin with your other hand to make sure the skin does not stretch.

Repeat each motion at least twice on both sides of the face.

Beauty Device Maintaining

After use, detach the technology head from the handpiece. Moist a cloth with 70% alcohol or use 70% alcohol wipes and wipe all surfaces of the Technology Head and handpiece. Always be sure to return the handpiece to the charging base when not in use.

Verify that the beauty device is charging properly by checking that the battery bars are ascending on the LCD screen. It is very important that the beauty device will be charged at any time when not in use in order to properly protect the battery from damage.

Undesirable effects & Recommended Actions

Effect	Recommended response
Strong pain in the application area	Stop procedure immediately, cool the affected area with cooling gel packs and apply Biafine (or other calming cream). Ask for medical attention.
Itching in the treated area	Cool the skin with cooling gel packs and apply Biafine emulsion or other known over the counter emulsions used for skin calming. If itching continues past the first 24 hours, ask for medical attention.
Blistering or burning of the skin.	Stop the procedure immediately, cool the area with cooling gel packs. Apply Biafine (or other calming cream). Ask for medical attention.
Swelling and/or bruising	Stop the procedure immediately, cool the area with cooling gel packs. Apply Biafine (or other calming cream). Protect from sunlight for two weeks. If swelling continues after 48 hours, ask for medical attention.
Changes to the pigmentation (color) of the skin in the area treated	Stop procedure immediately and ask for medical attention. Moisturise with fragrance-free moisturiser and avoid exposure to sunlight. Apply SPF30 sun screen. The skin pigment should return to normal in time.

Some people may experience slight discomfort (heat or redness of the skin) when using the beauty system - this is normal. Clients may feel heat and a slight itch during the light procedure, possibly followed by localized redness on the skin. This sensation stops at the end of the application. Cool the affected area with calming gel. It is normal to experience a slight tingling during the Gold Technology Head procedure. This type of reaction usually disappears within 24 hours and is not a side effect that needs any special action. Advice to your patient to use SPF 30 sun screen when expose to the sun. Undesirable effects are usually immediate or appear within 24 hours. In rare cases they may take up to 72 hours to appear.

Warnings and Safety Information

Health Warnings and Precautions

If you have a medical condition or are taking any of the medicines described in Appendix A, procedure is not suitable for you.

Do not use if your client has any of the listed conditions:

- Heart disease
- Pacemaker or internal defibrillator
- Metal implants in the application area. Dental fillings or implants are not a concern
- Skin cancer or a history of skin cancer – premalignant moles
- Impaired immune system
- Any active skin condition in the application area – e.g. cold sores, psoriasis, eczema or rash
- Herpes Simplex – any condition stimulated by heat
- History of keloid scarring, abnormal healing of a wound or very fragile skin
- Diabetes – diabetics are more prone to skin ulceration, poor skin healing and dry sensitive skin
- Kidney disease – there is increased likelihood of skin bruising and medication is likely to be contraindicated
- Any surgical procedures such as laser resurfacing or deep chemical peeling with the application area within the last 3 months or in the process of healing from such procedures
- Any permanent dermal fillers within the application area. If your client has temporary dermal fillers in the application area, please consult a doctor before starting application
- Current use of medications, herbal preparations, vitamins or food supplements that cause your skin to become fragile or very dry

This is not an exhaustive list, if in doubt, please ask for medical attention.

If your client has a medical condition or you are taking medicines and are unsure about using beauty system, ask for medical. attention.

The product is not intended for OXYGEN RICH ENVIRONMENT.

Warnings and Safety Information

The WISHpro system might not be suitable for everyone. Read the following warnings carefully and verify that procedure is suitable for your client. Always keep these instructions handy for future reference.

Safety Instructions

Handpiece can only be used with genuine interchangeable technology heads and disposable capsules. Avoid misuse the cable to prevent the risk of strangulation. No modification is allowed to be performed on the system.

When not to use

DO NOT USE:

- On children or allow children to use this product.
- If under the age of consent in your country.
- If pregnant, please consult with your doctor.
- For at least 24 hours after heavy drinking.

Warnings and Safety Information

DO NOT:

- Sunbathe, or use a tanning bed or fake tan during or straight after application.
- Use bleaching creams or perfumed products for at least 24 hours after application. The above may cause irritation in the treated areas.

Do not use beauty system while your client is taking medication for the following:

- Medicines for cancer.
- Medicines for heart or blood pressure problems.
- Medicines for anxiety, depression and shizophrenia, insomnia and other Mental health conditions .
- Medicines for skin conditions such as acne or psoriasis.
- Medicines to treat bacterial, fungal or viral infections.
- Medicines for pain relief and swelling, including inflammatory and rheumatoid conditions.
- Medicines to treat allergies.
- Medicines to treat or prevent malaria.
- Medicines for epilepsy.
- Medicines for stomach problems.

Some medicines or products for these conditions may cause photosensitivity. Photosensitivity is a skin reaction that happens when skin is exposed to light.

For a full list of incompatible medications please refer to the distributor. This list is arranged by the active ingredient name of the medicine (check the label and leaflet of your medicine to find this).

If your client is taking medicines that are not listed on this manual, check the leaflet that comes with them to see if photosensitivity is listed as a side effect (it may be described as a skin rash which worsens when exposed to the sun, or similar phrase).

If you are unsure about using the beauty system, please ask for medical attention.

Warnings and Safety Information

Electrical warnings

- DO NOT use if damage is found e.g. cracked case, hand piece, cracked or badly chipped Technology Heads, broken charger. Internal parts contain energy levels and voltages that are hazardous.
- DO NOT coil the power cable around the power supply charger during storage; this can lead to cable damage and early failure.
- DO NOT pull the power cable tight, bend it through very sharp angles or wrap it around the unit for storage, this may cause cable damage and early cable failure.
- DO NOT use if the power supply charger or the hand piece become too hot to touch.
- DO NOT apply excessive force to the buttons or display.
- DO NOT dismantle; system contains no user serviceable parts and internal energy levels and voltages are hazardous.
- DO NOT use a power supply or any other accessory unless they are specifically approved and supplied for use with beauty system.
- DO NOT use of accessories, which are not approved, may be dangerous.
- Keep sharp objects away from the buttons.
- Keep away from mouth and eyes.
- Disposal of Capsules should be in accordance with any federal, state or local regulations.
- Use only approved cable and power supply that was provided with system.

Do not connect the USB charging cable to other systems, like PC or unapproved power supply

Technical Specifications

		WISHpro System	WISHpro Capsule
Operating Conditions	Operating temperature	20 °c to 35 °c	12 °c to 30 °c
	Charging temperature		
	Relative humidity	10-100%	20-50%
Storage Conditions	Atmospheric pressure	700hPa to 1060hPa(3000m)	700hPa to 1060hPa(3000m)
	Storage temperature	20 °c to 30 °c	12 °c to 30 °c
	Relative humidity	10-100%	20-50%
Electrical	Atmospheric pressure	700hPa to 1060hPa(3000m)	700hPa to 1060hPa(3000m)
	100V - 240V ~ 50/60Hz 10W max		
Beauty System Shipping Conditions	Transportation temperature	10 °c to 40 °c	10 °c to +40 °c
	Relative humidity	10-100%	15-60%
	Atmospheric pressure	700hPa to 1060hPa(3000m)	700hPa to 1060hPa(3000m)

Notice: The beauty system can be utilized at altitudes exceeding 2000 meters.

Electrical:

	Pulse repetition amplitudes	Pulse repetition frequency	Pulse duration
HP-Motor	5V	15.1kHz	60 µsec
TeH Red	2.016Vrms	68.8Hz	14 msec
TeH Blue	2.79Vrms	68.8Hz	14 msec
TeH MC	19.1Vrms	92.5Hz	10.8 msec

Technical Specifications

For PULSED LS EQUIPMENT, for all intended operational settings of the equipment:	
-PULSE DURATION of individual pulses;	14m[Sec]
-Duration of a PULSE TRAIN;	14m[Sec]
-Pulse interval;	14m[Sec]
-Repetition rate;	68[Hz]
-Number of PULSES in a PULSE TRAIN.	14m[Sec]

MicroCurrent TeH Hazards

- a. The application of electrodes near the thorax may increase the risk of cardiac fibrillation.
- b. Operation nearby to a shortwave or microwave therapy me equipment may produce instability in the stimulator output.

MicroCurrent TeH Electrodes Parameters

Gold plated electrode - 997 Gold - OD-3.2 mm

Certification and Compliance

Classification



Charger-Class II equipment
Handpiece-internally powered

Blue light Technology (LT1): class1 LED product
Red light Technology (LT2): class1 LED product



Handpiece, Technology Heads and Capsules-Type BF applied part

Degree of protection against ingress of water-IP 22

Safety

The CE mark on the Application Capsule Packaging refers only to the electronic components in the capsule and not to the cosmetic materials therein.

- EN 300 330 V.2.1.1:2017
- IEC 60601-1:2005, AMD1:2012
- IEC 60601-1-6:2010, AMD1:2013
- IEC 60601-1-11:2015
- IEC 60601-2-10:2012, AMD1:2016
- IEC 60601-2-57:2011
- IEC 62471:2006
- IEC 62304:2006, AMD1:2015
- IEC 60335-2-23:2003, COR1:2004, COR2:2008, AMD1:2008, AMD2:2012
- IEC 60335-2-27:2019
- IEC 62366

Australia/New Zealand
AS/NZS 3200-1-0
CAN/CSA C22.2 No. 601.1-M90

Certification and Compliance

EMC

- IEC 60601-1-2:2014
- CISPR 11
- IEC 61000-3-2
- EN 55014-1:2021
- EN 55014-2:2021
- EN 301 489-1 V.2.2.3:2019
- EN 301 489-3 V.2.1.1:2019
- EN 62233:2008

FCC

FCC ID:ZAI-SYNOIAWISHA01

FCC Part 15 - Subpart B & Subpart C

This beauty system complies with FCC Rules Part 15: Operation is subject to two conditions: (1) This beauty system may not cause harmful interference, and (2) this beauty system must accept any interference that may be received or that may cause undesired operation.

Warning: changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital beauty system, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Part 18- Compliance Information

This beauty system complies with Part 18 of the FCC Ruler

Certification and Compliance

CAUTION:

In some locations beauty system could interfere with wireless reception.

This equipment has been tested and found to comply with the limits for a Class B digital beauty system, pursuant to part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to any radio or television reception, which can be determined

by turning the equipment off and on, the user can try to correct the interference by one or more of the following measures:

- Re-orient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from where the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Synoa is not responsible for any radio or communication interference caused by this beauty system. Unauthorized changes or modification could void the warranty of this product.

This beauty system complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This beauty system may not cause harmful interference, and
2. This beauty system must accept any interference received, including interference that may cause undesired operation.



Authorized Representatives

EU

Mednet address:

MedNet EC-REP GmbH,
Borkstrasse 10,
48163 Münster,
Germany

UK

MediMap address:

MediMap Ltd
2 The Drift
Thurston
Suffolk IP31 3RT
United Kingdom



PN:017133-C
Release date: 08/2025

