

NEWA FAQs

NEWA[®]
REBUILDS COLLAGEN. REMOVES WRINKLES.

ABOUT THE NEWA

What is NEWA?

NEWA is an advanced anti-aging energy-based skin rejuvenation treatment for skin tightening, wrinkle reduction, and improved skin texture in the comfort of your own home.

Who is the manufacturer of the NEWA?

Endymed Medical is a pioneering global aesthetic device company with a comprehensive product portfolio in skin rejuvenation. The Company's award winning unique state of the art 3DEEP[®] technology enables physicians & beauty specialists to provide advanced solutions for body contouring, wrinkle reduction, skin tightening non-invasive lifting and skin texture improvement. Endymed is now leading the way in the design, development and distribution of advanced at-home skin rejuvenation systems, using the company's clinically proven technology to enable consumers to achieve professional-like results in an at-home setting.

How does NEWA work?

Collagen and elastin fibers are essential components of the skin which gives your skin shape, lift and support. The collagen fibers are responsible for skin strength and tone. The elastin fibers allow skin flexibility or elasticity. With age, the amount of collagen & elastin fibers in the skin decreases and the amount of production of new fibers slows down. These structural changes cause the skin to loosen causing sagging skin and wrinkles. NEWA, powered by Endymed's 3DEEP[®] technology, penetrates controlled energy deep into the skin tissue, stimulating the natural production of new healthier collagen and elastin formation.

How does the collagen remodeling process work with the NEWA?

3DEEP[®] Technology is what makes NEWA[®] Skin Rejuvenation System so effective. It naturally stimulates collagen formation, tightening existing collagen fibers and triggering the production of new collagen and elastin fibers within the skin. NEWA does this by delivering radiofrequency energy into the deep dermal layers where new collagen and elastin form. NEWA heats the dermis layer of skin in order to stimulate collagen remodeling without overheating or damaging the surface skin (the epidermis).

Why NEWA different to creams?

Cosmetic skincare products are most effective at working on the epidermis, the outer layers of skin. NEWA however penetrates energy deep into the dermal layers of the skin where new collagen and elastin fibers actually form and stimulates the natural production of new fibers.

Can I still use my regular skincare products when I'm using the NEWA?

When using NEWA you can still use skincare products to cleanse, moisturize or address many of the purposes of other skincare products.

How is NEWA different from invasive treatments?

EndyMed's 3DEEP[®] skin care treatment is the most advanced generation of radiofrequency-based technologies for professional skin rejuvenation and skin firming devices. These skin care treatments are not at all like skin injection treatments or surgical anti-aging skin treatments because 3DEEP[®] is entirely non-invasive, harmless, and pain free. 3DEEP[®] skincare devices utilize the gently warming effects of naturally occurring, harmless radio waves and deliver the energy exactly where it is needed, deep in the dermal tissue where collagen is formed.

How is NEWA different from other skin rejuvenation devices?

Other RF based devices may use only one or two electrodes to emit radio waves, but these are much less effective and may even be painful. 3DEEP® technology utilizes multiple positive and negative energy sources in a highly controlled way, enabling precisely targeted energy delivery at the perfect level for safe and optimal skin firming treatments. The energy is directed vertically into the deep dermal tissue so that very little energy flows along the skin's surface during the skin care treatment. Treatment with home use laser based devices is frequently painful and is usually limited in use to small area around the eyes. LED based devices emitting red or infrared light are usually low power and cannot penetrate the depth of the dermis for significant clinical effect. NEWA using the 3DEEP® technology has been proven in clinical trials to tighten and lift the skin, effects that are hard to achieve by topical creams or the other home use skin rejuvenation devices.

Is NEWA safe?

Your safety is our primary concern. In order to ensure your safety, NEWA was designed with these safety features: Blinking LED indication for energy delivery, Automatic shut-off to prevent overheating, temperature indicator and motion sensor.

Who can benefit from NEWA treatments? / Is NEWA suitable for all skin types? / Is there an age limit using NEWA?

Adults above the age 30 who have mild to moderate facial wrinkles, and want to reduce them by using a home device can benefit from NEWA. The treatment can be used for all skin colors and types.

Are there any clinical researches with proven results?

The NEWA Skin Rejuvenation System uses 3DEEP® radiofrequency (RF) technology to rejuvenate skin. 3DEEP® technology has been the subject of multiple peer reviewed clinical studies published in top medical journals. This highly efficient technology has been proven safe and effective through tens of thousands of professional treatments by established dermatologists worldwide. Through clinical studies, the NEWA Skin Rejuvenation System has been shown to effectively reduce the appearance of fine lines and wrinkles. Clinical evaluations have shown improvement in skin texture, skin tightening, skin rejuvenating and reduction in the appearance of wrinkles for most users by as much as 45% after 3 months according to the Fitzpatrick Scale.

Has NEWA been dermatologist-tested?

Yes. The NEWA Skin Rejuvenation System is a revolutionary home skin treatment that uses professional 3DEEP® technology. This technology has already been proven in tens of thousands of skin tightening treatments performed by dermatologists worldwide, bringing professional-level anti-aging skin treatments to the comfort and convenience of your home. Like all FDA-cleared 3DEEP® professional systems, NEWA allows for effective, safe and painless skin rejuvenation and tightening in a home use skin treatment. Through clinical studies, NEWA has been shown to effectively reduce the appearance of fine lines and wrinkles. Clinical evaluations have shown improvement in skin texture, skin tightening, skin rejuvenating and reduction in the appearance of wrinkles for most users.

Is NEWA as effective as professional treatments?

Professional treatments can be invasive (surgical) or non-invasive. Surgical treatment such as face lifts maybe be very effective but are associated with very high cost and potential severe side effect. Endymed is one of the world leading providers of high end non-invasive radiofrequency based devices used by top dermatologists and plastic surgeons. Professional RF skin tightening in professional offices are usually very costly and delivered through several long office treatments. Using the same technologies, with lower power and smaller treatment area, NEWA will be able to mimic some of the non-invasive professional results, requiring of course more treatments.

ABOUT 3 DEEP® TECHNOLOGY

What is 3DEEP® technology and why it is better than other technologies for anti-aging?

3DEEP® is the most advanced generation in the evolution of radio frequency-based technologies for professional skin rejuvenation and wrinkle reduction treatments. It utilizes the gently warming effects of naturally occurring, harmless radio waves and delivers the energy exactly where it is needed, deep in the dermal tissue, which is where collagen is formed. Multiple positive and negative electrodes work together in a highly controlled way, enabling precisely targeted energy delivery at the right level for safe and optimal treatment. The energy is directed vertically into the deep dermal tissue, so that very little energy flows along the skin's surface. 3DEEP® technology keeps the skin surface relatively cool, while achieving the deep-skin heating necessary to optimize production of new collagen.

What is Radio Frequency (RF) technology and how does it work?

Radiofrequency (RF) is used by leading physicians around the world for multiple medical and aesthetic uses. This technology allows gentle warming of the deeper layers of the skin in all skin types. A natural warming effect is achieved by rapidly moving water molecules in the skin. This warming effect causes the skin's own cells to produce new and healthier collagen and elastin fibers.

Is 3DEEP® safe?

3DEEP® technology is RF based, which enables achieving results with the highest level of safety and comfort. You will be able to return to normal activities immediately after treatment. Developed by EndyMed, a world leader in professional aesthetic systems, 3DEEP® technology has been used in thousands of professional treatments. 3DEEP is more than clinically tested, it is medically proven, and is now available in the comfort of your home.

What do doctors say about the 3DEEP® technology?

Worldwide respected physicians are using 3DEEP® RF technology and EndyMed products in their aesthetic practices daily. Physicians find the 3DEEP® technology a very attractive option for a painless, effective and safe treatment that shows consistent skin tightening.

GETTING STARTED

What should I expect when using NEWA?

A NEWA skin lifting treatment is a very pleasant, relaxing, painless experience. It feels like a warm facial massage. Immediately after treatment you will experience a warm sensation in the treated areas. Your formerly lax skin will already look and feel tighter, and you'll already feel that you have younger looking skin that is also smoother and firmer. Mild skin redness is possible for up to an hour after treatment with the NEWA home use skin system, but it will quickly fade and leave you looking and feeling refreshed, with smoother and firmer skin. NEWA treatments cause your skin to make new collagen, which lifts your face and neck and reduces the appearance of fine lines and wrinkles. Your skin will improve gradually for up to six months following the treatment as new and healthier collagen is formed, giving you smoother, firmer, and younger looking skin.

How often should I use NEWA?

In order to maximize the treatment results with NEWA, it is recommended you perform a full treatment series of up to five times a week for the first 1 month. After the end of the first month, you may want to continue maintenance treatments twice a week to continue to see results.

How long does it take to treat each treatment area with NEWA?

Each treatment area should be treated for 4 minutes which should be sufficient to create enough heat and to maintain it. After 4 minutes, the energy delivery will stop automatically and you will feel a vibration. You may stop the treatment at any time by pressing the power button and removing the NEWA device from your skin.

What will happen if I don't follow the first boosting period?

In order to maximize the treatment results with NEWA, it is recommended you perform a full treatment series of up to five times a week for a period of 1 month. If you stop using NEWA, your results will start to lessen. If you restart your treatments after a period of nonuse, you may want to repeat the full treatment series.

After the boosting period, how often will I need maintenance treatments?

After the end of the first month, you may want to continue maintenance treatments twice a week.

Where will I see the most results?

Individual results depend on various factors, may vary.

I followed the boosting period and I still can't see results, why could this happen?

The skin is expected to improve gradually for up to six months following the treatment as new and healthier collagen is formed. Most users will notice a certain reduction in the appearance of wrinkles. After a month of full treatments (up to 5 treatments a week) it is recommended to maintain the effect with ongoing maintenance treatments twice a week. Please note individual results depend on various factors, may vary between patients and are not guaranteed by the manufacturer.

When can I expect to see results using NEWA?

Immediately after treatment you will experience a warm sensation in the treated areas. Your skin will already look and feel tighter, with a radiant glow. After 4 weeks, up to 45% reduction in wrinkles and tighter skin. The skin is expected to improve gradually for up to six months following the treatment as new and healthier collagen is formed.

Do I have to avoid other anti-aging treatments, like Botox, while using NEWA?

You may continue with regular dermatological aesthetic office procedures. If you undergo Botox or filler injections you may restart your regular NEWA treatment 2 weeks after the procedure.

USE & LEARN

What should I prepare before I start using NEWA?

Before you start using NEWA, read the user manual carefully and watch the instructional DVD. Before every treatment, make sure the electrodes of the device are clean. If you see any contamination, clean the device by following the instructions in your user manual. Connect the electrical outlet adaptor to the power supply provided (according to the instructions on the power supply box) and plug it into your electrical outlet. Remove all jewelry from the treatment areas. This includes among others earrings, necklaces or rings. Make sure all make up has been removed from the treatment area and the skin is dry before starting NEWA treatment. Apply two "lines" of the NEWA Activator gel directly on the electrodes area, making sure that the Activator gel quantity is enough to cover the active tip area. Be aware of the warnings and contraindications of using the device. For details of all warnings and contraindications, please read the NEWA user manual carefully.

How often can I use NEWA?

In order to maximize the treatment results with NEWA, it is recommended you perform a full treatment series up to 5 times a week for a period of 1 month. After the end of the first month, you may want to continue maintenance treatments 2 times a week.

Can I repeat treatment on an area in the same treatment session?

You should not treat the same area for more than the recommended 4 minutes treatment time per day. 4 minutes has been proven to be the right amount of time to reach the necessary heating level while safeguarding your skin. Over-treatment should be avoided.

Can I use NEWA on any areas of the body other than my face?

NEWA was uniquely designed and tested for the treatment of the face.

Can I use NEWA around my eye area?

NEWA is recommended for use around the eyes (over the orbital bone). Do not use the device over your eyes, across your eyelids or any closer to your eyes than the limits of your orbital bone.

Can I use make-up directly after NEWA treatment?

Yes. After completing your NEWA treatment gently remove any excess of Activator gel from your face. There is no need to wash the skin. A small quantity of gel on the skin will be beneficial. Feel free to apply your regular night or day skincare and makeup of your choice.

How can I make sure I'm using NEWA correctly?

NEWA lets you know when the skin has reached the optimal temperature range by changing the LED color from Blue to Green. Keep treating the entire area until the treatment cycle is complete.

I'm not seeing any improvement in the mirror. Is the device working?

Immediately after treatment you should feel a warm sensation in the treated areas. Expect your skin to feel tighter, smoother and more refreshed. The skin is expected to improve gradually for up to six months following the treatment as new and healthier collagen is formed. Most users will notice certain reduction in the appearance of wrinkles. After a month of full treatments (up to 5 treatments a week) it is recommended to maintain the effect with ongoing maintenance treatments twice a week. If you feel the pleasant heating sensation inside your skin during and after the treatment and experience redness directly after a treatment, then NEWA is working. However, results will not be immediate but build up over time. Please note individual results depend on various factors, may vary between patients and are not guaranteed by the manufacturer.

What happens if I forget a treatment session? Or miss a treatment due to illness, holidays, etc?

Optimal results for your skin can be achieved when using twice weekly, after the boosting period. In order to maximize the treatment results with NEWA, it is recommended you perform a full treatment series of up to five times a week for a period of 1 month. After the end of the first month, you may want to continue maintenance treatments twice a week. If you stop using NEWA, your results will start to lessen. If you restart your treatments after a period of non-use, you may want to repeat the full treatment series. In any case do not exceed one treatment per day.

Will NEWA help tighten my pores?

NEWA was developed to reduce wrinkles, make your skin more radiant and improve your skin's texture. As part of the improvement in skin texture, it may be that you observe a tightening of your pores.

What is the expected life-time of my NEWA?

The device is designed to last for years, depending on how often you use it and how many areas you treat with it per treatment. The advantage of the device over professional treatments is that you can use it again after your results have faded, so it is a true long-term investment.

TIPS & TRICKS

Better skin contact

It is important for the efficiency of the treatment to have the active tip in contact with the skin at all times during treatment.

Cleaning the device

Before cleaning the device, always turn the device off and unplug it from the electrical outlet if you use a power supply. Wipe any remains of the NEWA Activator gel from the electrode area with a soft dry cloth and store the device. Make sure you clean carefully between the electrodes.

Movement speed

Do not stop circular motion of the device during treatment mode. It is important to maintain a reasonable motion speed as in the training movie.

Usage of Activator gel

Apply the NEWA Activator gel directly onto the active tip. It is recommended to apply two lines of NEWA Activator gel across the electrodes, making sure that you use enough Activator to completely cover the electrodes.

TROUBLESHOOTING/MAINTENANCE

My NEWA is not working. What should I do?

Check the power connections and make sure that the connector is properly attached to the device. Check if there is power in the main outlet by connecting another device to it. Re-apply NEWA Activator gel in two lines as demonstrated. Keep a reasonable movement speed as demonstrated in the training movie. Keep the size of the treatment area as recommended in this user manual.

How do I clean my NEWA?

It's very easy to keep your NEWA clean. Before cleaning the device, always turn the device off and unplug it from the electrical outlet if you use a power supply. Wipe any remains of the NEWA activator gel from the electrode area with a soft dry cloth and store the device.

How do I take care of my NEWA device?

Regular cleaning helps to ensure optimal results and a long life for the device. It is important that you clean your device after every treatment. Do not crush, burn, or open the NEWA case. Your NEWA should be stored in a cool, dry place out of the reach of children.

ABOUT THE NEWA ACTIVATOR GEL

What is the NEWA Activator Gel?

The Activator Gel is specially formulated for using with NEWA for optimized delivery of heat energy to the skin. It contains high grade cosmetic ingredients allowing superior user experience, adding moisture to the skin & immediate skin shine & glow.

Does the NEWA kit come with Activator gel inside?

Yes.

How many treatments is one Activator gel tube enough for?

The tube included with your NEWA kit should last for approximately 20 full treatments.

Do I have to use the NEWA Activator gel?

NEWA activator gel is specially formulated to deliver effective use and the clinical results that can be achieved by using NEWA. Please be advised that using NEWA without the NEWA activator gel or using any other product will adversely affect the efficiency of the treatment and your safety. In order to reach your treatment results the NEWA Activator gel must be used as instructed in the user manual.

What is the Activator gel's shelf-life?

3 years.

Why does NEWA treatment require the Activator gel?

The Activator gel acts as a conductor for NEWA, allowing it to deliver professional levels of energy deep into the skin. It also contains active tightening and smoothing agents, which work in synergy with the 3DEEP® technology for best results.

Is the gel dermatologically tested?

Yes.

Can I leave the activator gel on my face after treatment or should I remove it?

You can leave a small layer of the activator gel after the procedure. Please remove any excess with a towel wipe.

GENERAL QUESTIONS

Will NEWA treatment hurt?

NEWA treatment is completely painless because NEWA focuses the energy delivery directly into the dermis, which is the lower layer of your skin. NEWA treatment creates a pleasant, warm sensation similar to a warm facial massage.

What is the skin redness that sometimes appears after treatment? How long does the redness last?

The slight redness post treatment, which looks like a natural blush, is natural and indicates the beginning of the collagen reNEWAl process. The redness will disappear within a few minutes to an hour following the treatment.

Should I stay out of the sun after using NEWA?

It is always recommended to protect your skin when you go out in the sun. NEWA treatment will not make your skin photosensitive, so there is no problem with going outside in the sun after treatment. Just remember to protect your skin as you always would.

Can I use NEWA if I'm sunburned?

NEWA can be used on suntanned skin. However, if you have a sunburn and your skin is red and sensitive, avoid treatment with NEWA until the redness and sensitivity have disappeared.

Can I use NEWA if I have broken skin?

NEWA must not be used if you have sores, blisters or any abnormal skin condition.

Can I use NEWA if I have rosacea? Acne scars? Other skin issues?

The NEWA is indicated for skin rejuvenation. Do not use the NEWA to treat rosacea, moles, warts, open sores, cancerous lesions, or any skin condition.

Can I use NEWA if I have acne, eczema or other skin conditions?

The NEWA should NOT be used on compromised skin. We suggest that anyone who suffers from any specific skin disorder on the face should consult their dermatologist before using the NEWA device.

Can I use NEWA all year long, e.g. during the summer months?

Yes, NEWA can be used throughout the year, also in the summer months, while taking special precautions before and after tanning. Tanning includes natural sunbathing as well as solariums and topical tanning treatments. Do not use NEWA on sunburned skin.

Can I share my NEWA with other people?

For reasons of hygiene, we suggest that you avoid sharing your NEWA with anyone else, especially if you or they suffer from a skin condition.

How long do results last after completion of the treatment course?

Results will typically last several months. Since the ageing process is ongoing, we recommend you continue the maintenance treatments 2 times per week to prolong, maintain and enhance the results for an extended period of time.

Can the NEWA be used by men too?

Yes. NEWA is intended for safe and effective use on both men and women.

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