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Product Manual

ZENO®

Acne Clearing Device

## Read all instructions before use.

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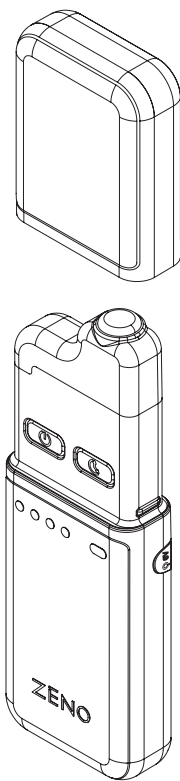
Symbol	Explanation
	Manufacturer
	European Authorised Representative
	Serial Number
	Date of Manufacture
	Caution, Consult Accompanying Documents

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**Important Reminder: Your Zeno batteries must be fully charged for at least 6 hours before initial use. For safety reasons, Zeno will not operate when plugged into the Wall Charger.**

(See page 6 for complete product diagram.)



## Welcome!

Spots! Who needs them? Now, Zeno® puts you back in charge of your skin's appearance by giving you a quick and effective way to bring spots under control.

Zeno is dermatologist-recommended and works best **at the first signs of a new spot**. If you know from past experience that a sore area or red bump may turn into a spot, reach for your Zeno. Clinical trials have shown that spots treated with Zeno can fade or disappear **within just 24 hours!**

Zeno is a clinically proven medical device, not a medication. Unlike strong medicines, Zeno has been shown in tests to have no significant side effects. So use Zeno confidently. But don't abandon your regular skin care routine. Zeno does not replace good skin hygiene. It simply takes over when spots overwhelm your skin's natural balance.

With two to three treatment cycles of 2½ minutes, spread over 12 to 24 hours, Zeno helps shorten the spot's life cycle. Your face will look clearer, faster. What's more, the shorter the life of a spot, the less chance it has to leave a scar.

Tyrell, Inc. is proud to offer you the most advanced breakthrough in the treatment of acne spots.

## What Is Zeno and How Does It Work?

**The Device:** Zeno is a battery-powered medical device used to treat individual mild to moderate acne spots. Zeno has a built-in computer that controls a Treatment Tip Cartridge which adjusts to your skin to make sure each treatment puts the right amount of energy into each spot. Also, the computer tells you what the battery charge level is and how many treatment cycles are left in the Treatment Tip Cartridge.

**The Treatment Tip Cartridge:** The Treatment Tip Cartridge has a memory chip to make sure the right amount of energy is given. It also controls the number of treatments, and makes sure the device is safe at all times. The Treatment Tip Cartridge is programmed with a specific number of treatment cycles (as shown by the number on the top of the cartridge). Each treatment cycle is 2½ minutes. The Treatment Tip Life Indicators show how many treatments are left. (See Treatment Tip Life Indicators section.) It is easy to replace the Zeno Treatment Tip Cartridge that came with your Zeno. (See Replacing the Treatment Tip Cartridge section.) You can buy additional cartridges where you purchased Zeno or at [www.myzenoeurope.com](http://www.myzenoeurope.com).

## Indications for Use

Zeno is a medical heat dose treatment device for the treatment of individual acne spots in people with mild to moderate inflammatory acne. If you have severe acne or a high number of spots, you may need other treatments. Ask your doctor for advice.

Zeno should not be used by people with severe acne. Blackheads and whiteheads are not spots, and Zeno will not work on them. **The key to getting the best results is to treat spots as early as possible.**

Acne Type	Description	Zeno
No acne	Total absence of acne	Not Necessary
Subclinical acne	Few blackheads and whiteheads; visible only in close examination	No
Comedonal acne	Blackheads and whiteheads with slight inflammation (red)	No
Mild acne	Several inflamed (red) spots	Yes
Moderate acne	Many inflamed (red) spots and pustules* (visible accumulation of pus in skin)	Yes
Severe nodular acne	Inflamed (red) spots and pustules (visible accumulation of pus in skin) with several deep nodular lesions (solid mass of skin like a knot, can be raised or felt under the skin)	No
Severe cystic acne	Many nodular cystic lesions with scarring	No

*\*Note: Zeno has not been tested or proven to work on pustules, as these blemishes are past the early stage.*

- Zeno will not work when used on blemishes such as blackheads or whiteheads.
- Zeno should not be used by persons with severe nodular or cystic acne.

## Acne Simplified

Acne is a disorder of the skin caused by infected hair follicles and skin glands. Hormones can cause your skin to produce excessive sebum (skin oil) and increase the proteins that slough off cells in the skin's outer layer. When excess sebum, skin cells, and skin proteins clump together, they plug up the opening of a follicle. These plugged follicles create an ideal place for *Propionibacterium acnes* (*P. acnes*) bacteria to multiply beyond normal levels. A spot occurs when *P. acnes* gets out of balance. Zeno helps restore that balance and brings *P. acnes* back to normal levels.

Blackheads and whiteheads are closer to the surface of the skin and are not considered spots. They can be recognized by the black or white center visible at the surface. Spots, however, are more recognizable by their redness, swelling and/or tenderness to the touch.

## Treatment Recommendations and What to Expect

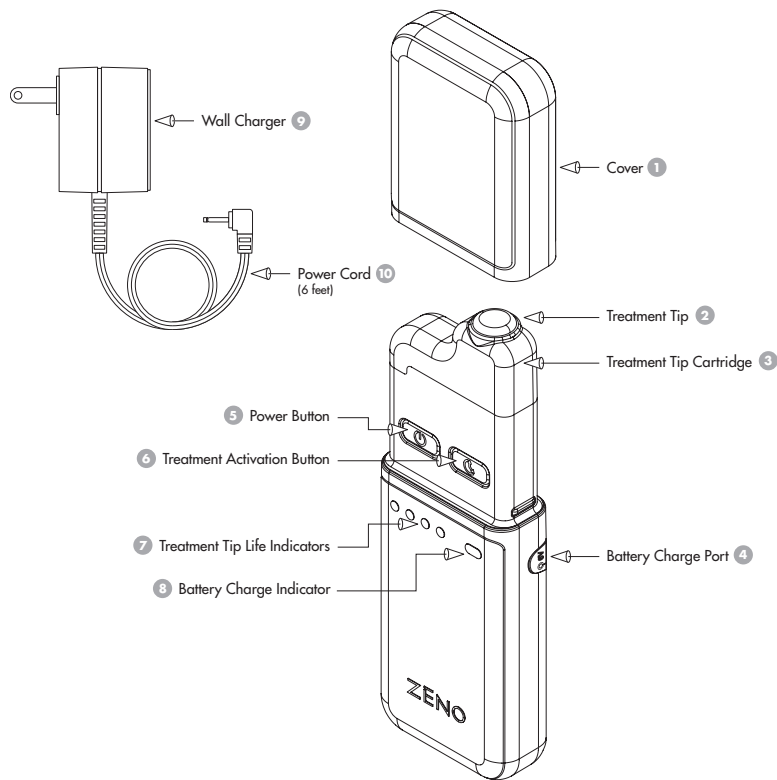
Use Zeno at the first sign of a spot. Follow the instructions in the How to Use Zeno section on page 7. Clinical studies show that many spots get better after one treatment. This means either the blemish gets smaller or the soreness of the blemish decreases. If necessary, treat the same spot again after 4 to 12 hours. You may treat the spot a third time 4 to 12 hours later. Consider treating once in the evening, once again in the morning, and a third treatment the following evening if necessary.

After treatment, you may see redness where the Treatment Tip touched your skin. This is normal and should fade within a few hours. Within 4 to 24 hours of the first treatment of a spot, you should notice that the spot gets smaller, less red and/or less tender.

Following the treatment instructions found in this manual, 90% of the participants in a clinical study reviewed by the FDA found that spots treated with Zeno faded or disappeared within just 24 hours! That compares to just 37% for spots treated with a placebo.

Don't pick or squeeze the spot, as this will not help the healing process and could lead to skin rupture and scarring.

## Product Diagram

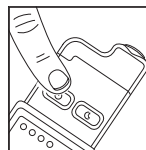


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
## How to Use Zeno

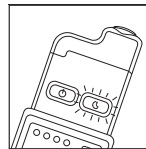
**Important Reminder:** Your Zeno batteries must be fully charged for at least 6 hours before initial use. For safety reasons, Zeno will not operate when plugged into the Wall Charger. You may also want to review the Helpful Hints on page 18 prior to your first use.

Gently remove the cover ①. Make sure the Treatment Tip Cartridge ③ is installed (your new Zeno has one already installed). Using a clean cloth, wipe the Treatment Tip ② with warm soapy water or alcohol (always clean the Treatment Tip before use).



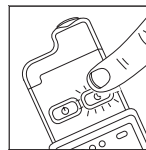
### STEP 1 Press the Power Button

A three-tone Power On sound indicates Zeno is starting. The front panel lights will turn on, and the Treatment Activation Button  will glow amber.




### STEP 2 Await flashing green light (approx. 1 minute)

The flashing green light, accompanied by a two-tone Ready sound, indicates that Zeno has completed all safety checks, has reached the correct target treatment temperature, and is ready for use.

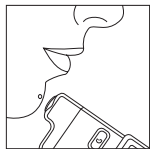


### STEP 3 Press the flashing green light

Pressing the Treatment Activation Button  changes it from flashing to continuous green. A five-tone ascending Treatment Start sound indicates Zeno is initiating a treatment cycle.

● Refer to Product Diagram on page 6

7



#### STEP 4 Place and hold on spot

Gently place the Treatment Tip ② directly on the spot (pushing hard does not affect treatment and may make temporary redness last longer). Every 30 seconds the single-tone Treatment Pacer will sound to help you track the treatment cycle. After 2½ minutes, the Treatment Activation Button (Ⓛ) turns amber and a five-tone descending Treatment Complete sound indicates treatment is done. For the best results, keep the Treatment Tip ② on the spot for the entire cycle.

When the treatment is complete, remove Zeno from the spot. Depending upon your skin, you may notice some temporary skin redness around the treatment area. This redness is normal and should reduce over the next few hours. See the Precautions section on page 15.

If you want to treat another spot, wait about 10 seconds until the Treatment Activation Button (Ⓛ) again flashes green, then start again at Step 3. When you have finished all treatments (limited by a Safety Delay Feature to 3 treatments in a row), press the Power Button (Ⓟ). A three-tone Power Off sound will let you know Zeno is turned off. The Safety Delay Feature releases the Zeno after 2 minutes, and your Zeno can then be used for additional treatments.

#### Note:

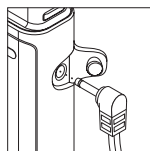
- Zeno will turn itself off if a treatment cycle is not started within 35 seconds of the Ready signal (when the Treatment Activation Button (Ⓛ) flashes green).
- Zeno gives multiple beeps after 25 seconds to alert you that it will power down if the Treatment Activation Button (Ⓛ) is not pressed within 10 seconds.
- If Zeno does power down, restart it by pressing the Power Button (Ⓟ). Wait for the Treatment Activation Button (Ⓛ) to turn from amber to flashing green, then go to Step 3.

## Charging Your Zeno's Batteries

The Battery Charge Indicator **8** glows blue when the battery is fully charged. It flashes blue when the battery charge is low. When the battery is out of charge, the Battery Charge Indicator no longer glows.

Your Zeno batteries must be fully charged for at least 6 hours before initial use. **You should keep Zeno fully charged when not in use.** (Partial charging will not damage the nickel metal hydride batteries.) Recharge the batteries if the Battery Charge Indicator flashes blue after Power On. Zeno will not begin a treatment cycle if the battery is too low.

To charge Zeno, plug the Wall Charger **9** into a standard household electrical socket. Make sure that the Wall Charger matches the local electrical input before use. Voltage converters or plug adapters DO NOT guarantee the proper voltage. If the Charger is labelled with 100-240V at 50/60 cycles, it is safe to use with most UK mains sockets. Never force the plug into a socket.



For safety reasons, Zeno will not operate while plugged into the Wall Charger.

## Treatment Tip Life Indicators

The replaceable Treatment Tip Cartridge that came with your Zeno is programmed with a specific number of treatment cycles. The Treatment Tip Life Indicators **7** show you the number of treatments left:

<b>4 blue lights</b>	100%–76% of treatments remain
<b>3 blue lights</b>	75%–51% of treatments remain
<b>2 blue lights</b>	50%–26% of treatments remain
<b>1 blue light</b>	25% or less of treatments remain
<b>1 blue light flashing</b>	5 treatments or fewer remain
<b>4 blue lights flashing</b>	no treatments remain or tip removed

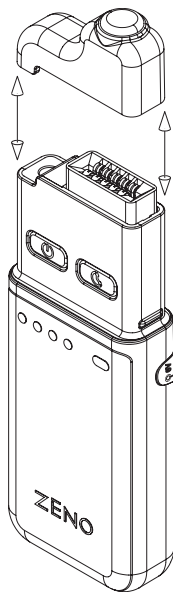
To avoid wear of the Treatment Tip connector pins, do not remove the Treatment Tip Cartridge until it is ready to be replaced.

## Replacing the Treatment Tip Cartridge

The Zeno Treatment Tip Cartridge is programmed with a specific number of treatment cycles, indicated by the number inscribed onto the top of the cartridge. Once the treatment cycles have been exhausted, the Treatment Tip must be replaced. Replacement Tip Cartridges are available where you purchased Zeno or at [www.myzenoeurope.com](http://www.myzenoeurope.com).

To remove the Tip Cartridge, first ensure that Zeno is switched off. Hold Zeno upright in one hand and pull the Tip Cartridge up and off Zeno with the other hand. Take care to pull firmly and directly upward to avoid damaging the microprocessor interconnection pins on your Zeno. The Zeno Treatment Tip once empty has no value; please properly dispose of the exhausted Tip Cartridge.

To attach a new Tip Cartridge, we recommend that you place Zeno on a flat surface and hold it upright in one hand with the buttons and Data Information Panel facing you. Holding the replacement cartridge in the other hand, align the cartridge so that the Treatment Tip is to the right and above the Treatment Activation Button. Press the cartridge straight down onto Zeno, taking care to press firmly and directly down to avoid damaging the cartridge connector or internal connections on Zeno. **Do Not Force!** Your Zeno is a carefully manufactured high-quality device; the tip should attach easily. If it does not, recheck your alignment.



## Contraindications (Reasons Not to Use)

- Use Zeno only for spots. Do not use Zeno for skin lesions such as moles, warts or ingrown hairs. Do not use Zeno for insect or spider bites or stings. Do not use Zeno for skin infections or for open sores or wounds because it may delay proper treatment or injure your skin.
- Do not use Zeno if your skin is sensitive to heat, sun or chemicals, because Zeno uses heat to treat spots and the heat may damage your skin. Test your skin's reaction to Zeno's heat level by first testing Zeno on your forearm (see page 18).

## Warnings

CONTACT your doctor and stop using Zeno if you have an adverse reaction from using Zeno. If you do not get medical advice, your reaction may get worse. Consult your doctor before using Zeno if you are also using any oral or topical antibiotic, or a product or medicine that may irritate or cause your skin to be sensitive to heat.

KEEP ZENO AND THE WALL CHARGER AWAY FROM WATER.

### To reduce the risk of electrocution or product damage:

- DO NOT place Zeno or the Wall Charger where it can fall or be pulled into water. If Zeno is plugged in and falls into water or the Wall Charger falls into water and you touch the water, this could result in serious injury or fatal electrical shock.

- NEVER use Zeno when bathing or standing in water. If you and Zeno touch the water, this could result in serious injury or fatal electrical shock.
- NEVER use the Wall Charger and cord if either is wet or if you think they may have been immersed in water. If you use the Wall Charger when it is wet, this could result in serious injury or fatal electrical shock.
- DO NOT force the Wall Charger into a socket. The Wall Charger is designed for use with specific electrical voltage; if it does not plug in easily, there may be a mismatch. You can damage the Wall Charger or your electrical socket. This could result in a serious injury or fatal electrical shock. Look at the Wall Charger for voltage specifications or contact us.

#### **To reduce the risk of burns or injury:**

- DO NOT use Zeno on or around the eyes or lips. These very sensitive areas of the face may make the use of Zeno too painful. You may experience significant skin redness and swelling or even burns.
- If Zeno feels painful, discontinue use and contact Tyrell Europe Customer Service on +44 (0) 1462 489096 or in the UK on 0870 902 2999.
- DO NOT use Zeno on blackheads, whiteheads, severe nodular acne or severe cystic acne. Zeno has not been tested on these types of acne. It is possible that the device may be ineffective or these types of acne may become worse upon use of the device.
- ALWAYS closely supervise the use of Zeno on or by children. Zeno is a medical device with specific instructions for use that may not be understood by children. Zeno may not be safe for use on young children with sensitive skin. Burns or injury may result.

- ALWAYS use with Zeno replacement Treatment Tip Cartridges recommended by Tyrell, Inc. You can buy replacement Treatment Tip Cartridges where you purchased Zeno. Tip cartridges not made by Tyrell may damage Zeno. Their use could result in burns or injury.
- NEVER operate the Wall Charger if its cord or plug is damaged, if it is not working properly, or if it has been damaged in any way. Using a damaged Wall Charger could result in serious injury or fatal electrical shock.
- ALWAYS keep Zeno and the Wall Charger away from heated surfaces. High heat may damage the case or internal parts or both. Using a damaged Zeno or Wall Charger could result in serious injury or fatal electrical shock.

## Precautions

- ALWAYS clean the Treatment Tip before each treatment cycle. Cleaning the Treatment Tip before use helps avoid spreading germs. Germs can cause infections.
- DO NOT overuse Zeno. The Treatment Recommendations and What to Expect section directs treatment of an acne spot for up to three treatments over 12 to 24 hours. Overuse of Zeno could result in burns or injury.
- DO NOT use Zeno if you think your blemish is worse after use of the device or if the blemish looks different than is described in this manual. If you are concerned about any change in your skin, contact your doctor.

- DO NOT leave Zeno in high heat, humidity, or direct sunlight. Doing so can damage Zeno and prevent it from working properly.
- DO NOT open Zeno other than to remove the cap or to replace the Treatment Tip Cartridge; any attempt to open may damage Zeno and will void the product warranty. The rechargeable batteries cannot be replaced. A risk of injury may result from opening Zeno.
- DO NOT drop or subject Zeno to strong bumps or knocks. Zeno is a precise medical device, and reduced product performance may result from damage to the device.
- DO NOT immerse Zeno in water. Immersion in water may result in product failure. To clean the Treatment Tip, wipe with a clean cloth and warm soapy water or alcohol. DO NOT use abrasives or chemicals. Water, abrasives or chemicals can damage Zeno and may result in product failure.

## Risks and Benefits

You can trust Zeno for the treatment of individual acne spots. Zeno is a handheld medical device that gives a precise heat dose to individual acne spots. It quickly makes spots fade or disappear with no major side effects.



Clinical trials reported no major side effects. However, some side effects which might occur are brief soreness due to heat, brief skin redness, or dryness or peeling of skin.

In addition, some side effects not listed may occur. They usually do not require medical attention. If you notice any other side effects, check with your doctor.

## Care and Maintenance



- DO NOT leave Zeno in high heat, humidity, or direct sunlight.
- DO NOT open Zeno other than to remove the cap or replacement Treatment Tip Cartridge; any attempt to open may damage Zeno and will void the product warranty. The rechargeable batteries cannot be replaced.
- DO NOT drop or subject Zeno to strong bumps or knocks.
- DO NOT immerse Zeno in water. Immersion in water may result in product failure. To clean the Treatment Tip, wipe with a clean cloth and warm soapy water or alcohol. DO NOT use abrasives or chemicals. Water, abrasives, or chemicals can damage Zeno and may result in product failure.

## Helpful Hints


- Before your first treatment, get used to the treatment by following Steps 1 through 4 detailed in the How to Use Zeno section on page 7, but placing Zeno on your forearm instead of on a spot. You should not find the heat dose painful. In most cases the skin becomes less sensitive quickly. Press the Treatment Activation Button  again to stop the treatment. To avoid this test being counted as a treatment cycle, complete the test within 30 seconds.
- We suggest you use a mirror to properly place the Treatment Tip on a spot and to make sure the tip remains in constant contact with the spot during treatment. Be sure to PLACE, not PUSH, Zeno against the spot. Extra pressure is not needed.
- The treatment cycle may be stopped at any time by pressing the Treatment Activation Button . If the cycle is stopped within the first 30 seconds, it will not be counted as a treatment and will not reduce the total treatment count.
- As a safety feature, Zeno allows only 3 treatment cycles in succession. If you attempt to go over this limit, Zeno will employ a Safety Delay Feature. You may begin more treatments after 2 minutes.
- Please note that facial hair may prevent full and complete contact with the spot. It is important to have full and constant contact with the spot during the treatment cycle.
- If your skin is light, you may be more likely to have redness around the treatment area. In almost all cases, such redness is normal and should not cause alarm. If you experience an adverse reaction, stop using Zeno and contact your doctor.




## Troubleshooting

**When I press the Power Button , nothing happens.**



Make sure that Zeno is fully charged (charge for 6 hours if the battery has no charge left); look at the Battery Charge Indicator  to be sure. Plug Zeno into an electrical socket using the Wall Charger  to be sure electrical power is reaching Zeno. The Battery Charging Indicator will flash. For safety reasons, Zeno will not work while plugged into the Wall Charger.


**About 30 seconds after starting a treatment cycle, I hear multiple beeps and the Treatment Activation Button glows amber.**

You have forgotten to start a treatment cycle by pushing the flashing green Treatment Activation Button .


**When I press the Power Button , the Treatment Activation Button  glows amber; but after waiting at least 2 minutes, the Treatment Activation Button  does not flash green and/or I hear the Attention sound.**

Make sure a Treatment Tip Cartridge  is installed. (See Replacing the Treatment Tip Cartridge section.)


Make sure that there is at least one treatment cycle left in the installed Treatment Tip Cartridge  (look at the Treatment Tip Life Indicators ). (See Treatment Tip Life Indicators section.)

Make sure that the battery is charged (look at the Battery Charge Indicator ). (See Charging Your Zeno's Batteries section.)

When I press the Power Button , the Treatment Activation Button  glows amber, but then Zeno powers off and I hear the Power Off sound.


Make sure that the battery is charged (look at the Battery Charge Indicator ) .


Make sure that a Treatment Tip Cartridge  is installed.

Make sure that you have not pressed the Power Button  again by mistake.

If Zeno's computer detects that Zeno is not at its correct ready status within 180 seconds, it will power itself off. If this happens, contact Tyrell Europe Customer Service on +44 (0) 1462 489096 or inside the UK on 0870 902 2999 or visit [www.myzenoeurope.com](http://www.myzenoeurope.com).


**My battery will no longer fully charge; can I still use the unit?**


No. Although your Zeno is designed for years of service (about 3 to 4 years under normal use), the batteries in Zeno cannot be replaced. For safety reasons, Zeno will not work while plugged into the Wall Charger . (See Disposal section.)


**Following a treatment cycle, I want to treat another spot, but the Treatment Activation Button  does not flash green, I do not hear the Ready sound, and/or I hear the Attention sound.**


Make sure you have waited the required 10 seconds between treatment cycles.

Make sure that you have not tried to use more than 3 treatment cycles in succession. (Note the Safety Delay Feature described in the Helpful Hints section.)

Make sure that the battery is charged (look at the Battery Charge Indicator ) .


Make sure that at least one treatment cycle is left (look at the Treatment Tip Life Indicators ) .

**After a treatment cycle, I hear multiple beeps and the Treatment Activation Button  glows amber.**

Zeno has counted 3 treatment cycles in succession and has started the 2-minute Safety Feature hold period. When this hold period is over, you will hear the Ready sound and the Treatment Activation Button  will flash green.

**After a treatment cycle, Zeno powers off and I hear the Power Off sound.**

Make sure that the Treatment Tip Cartridge  has not been removed.

Make sure that the battery is charged (look at the Battery Charge Indicator ) .

Make sure that you have not pressed the Power Button  by mistake.

## Use Outside the United Kingdom

Zeno's Wall Charger is designed for use with an electrical input of 100-240V at 50/60 cycles. Please check the label on the Wall Charger to match the local electrical input before use. Do not use with any other electrical service. Check local electrical service when using Zeno outside the United Kingdom.

## Storage

Always keep Zeno in a dry place and avoid extreme temperatures. Keep Zeno away from heat, humidity, direct sunlight or harmful chemicals.

## Disposal

Do not crush, burn or open the Zeno case. Zeno should be disposed of in accordance with all current country regulations. Zeno replacement Treatment Tip Cartridges may be thrown away with normal waste.

## Limited One-Year Warranty

**Register your purchase of Zeno at [www.myzenoeurope.com](http://www.myzenoeurope.com).** Your Zeno is warranted to be free from defect in material and workmanship for a period of one year under normal use after its original purchase date. This warranty extends only to the original retail purchaser and only when purchased from an Authorised Zeno retailer.

If the product should become defective within the warranty period, contact Tyrell Europe Customer Service on +44 (0) 1462 489096 or inside the UK on 0870 902 2999 for repair or replacement. Tyrell 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 unauthorised persons
- Use with unauthorised accessories
- Connecting to incorrect current and voltage
- Any other conditions beyond our control

TYRELL, INC. 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 TO ONE YEAR FROM DATE OF ORIGINAL PURCHASE.

This warranty gives you specific legal rights, and you may also have other rights that vary from country to country. Some countries do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitations and exclusions may not apply to you.