

USER GUIDE



Shark
CryoGlow

The Shark™ CryoGlow™ LED mask emits energy in the red and infrared light spectrum for the treatment of fine lines and wrinkles and in the red, blue, and infrared light spectrum for the treatment of mild-to-moderate inflammatory acne.

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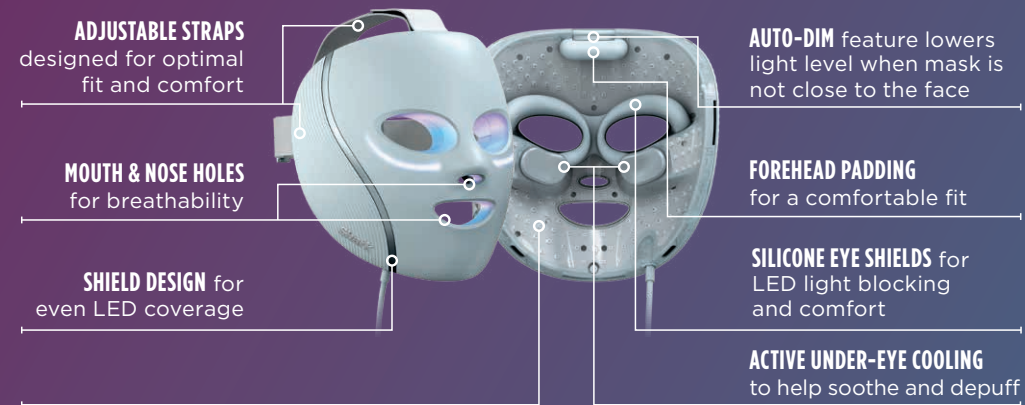
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SCAN TO GET STARTED

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GET TO KNOW YOUR SHARK™ CRYOGLOW™ MASK



WHAT'S IN THE BOX



Shark™ CryoGlow™ Mask + Straps
Pre-Assembled



Remote Control with LCD Screen + Control Buttons



Quick Start Guide + User Guide



Universal USB-C Charging Cable + Charging Brick



Clip-on Chill Pads



Storage Bag*

CONTRAINDICATIONS

Do not use the Shark™ CryoGlow™ Mask if you are taking:

- Medication or supplements that cause sensitivity to light (photosensitivity), for example, medications for severe inflammatory acne (i.e. isotretinoin or doxycycline).

Immediately stop using the device if you experience any discomfort.

Do not use the Shark™ CryoGlow Mask if you have any of the following medical conditions:

- Retinal and/or macular disease, ocular albinism, or any eye condition that causes sensitivity to light
- Pregnant, nursing, or maybe pregnant
- Pacemaker or other electronic implanted device
- Implants in the face
- Lack of sensation (e.g., numbness)
- Light sensitive skin disorder (e.g., lupus, porphyria)
- Extreme light sensitivity of the eyes (i.e., photophobia)
- Light-induced headaches
- Albinism
- Melasma (i.e., condition that causes patches and spots)
- Sensitivity or allergy to plastic, aluminum, or self-fastening material

Do not use the Shark™ CryoGlow Mask if you have any of the following conditions on the face, hairline, ears, or neck:

- Recent facial surgery (until you have been cleared by your doctor)
- Suspicious lesions or skin cancer
- Eczema
- Psoriasis
- Irregularly shaped, new, or changing brown spots
- Birthmarks
- Broken skin, skin rash, or blisters
- Tissue inflammation
- Skin infection, cold sore, or warts
- Active current outbreak of herpes simplex virus (cold sores)
- History of herpes outbreaks without receiving preventative treatment
- Facial treatment where the skin has not fully healed, including neurotoxin, dermal filler, micro needling, laser, or chemical peel

CONTRAINDICATIONS, CONTINUED

Do not apply the Shark™ CryoGlow™ Mask's cooling treatments on the eyeball or upper eyelid.

Do not use the Shark™ CryoGlow Mask's cooling treatments if you have any of the following medical conditions:

- Cold hypersensitivity
- Cold urticaria (i.e., hives brought on by cold temperatures)
- Circulatory insufficiency

PRECAUTIONS: Consult a medical professional before using the Shark™ CryoGlow Mask if:

- You have bruising on the face.
- You are experiencing skin sensitivity or irritation with retinol or benzoyl peroxide.

WARNINGS & PRECAUTIONS

To reduce the risk of fire, thermal and chemical burns, electric shock, serious injury, or death, follow the precautions in this section and the procedures in this manual. The remote control contains a rechargeable lithium-ion battery. If damaged, the battery can overheat, catch fire, or leak a chemical that can burn skin and eyes.

SUPERVISION AND INTENDED USERS:

- This equipment is not intended for use by persons with reduced physical, sensory, or mental capabilities, unless they have been given supervision or instruction concerning use of the equipment. Please refer to the contraindications before use.
- Do not use if any of the conditions in “Contraindications” (pages 4-5) apply to you.
- Do not leave the equipment unattended when it is powered on.
- This equipment is not intended for use by persons under the age of 18. Persons under the age of 18 should be supervised to ensure they do not play with the equipment.
 - To reduce the risk of entanglement and potential strangulation, keep cords out of reach of children.
 - Small parts can be inhaled or swallowed by children—if any small parts break off or detach from the product, dispose of safely.
- This equipment is only intended to be used by one person. This person is the intended operator of the equipment

KEEP DRY.

- Keep the remote control dry. If it gets wet, do not charge or use the battery, as it may be damaged. Follow disposal instructions.
- Water and electricity are a dangerous combination!
 - Do not use this equipment in wet surroundings (e.g., in a bathtub, shower, or swimming pool).
 - Do not let water run into the device.
 - It is very important to keep the device dry. Any contact with water could damage the device. Do not use or store the device in the bathroom or near water.
 - Do not charge or use the device if it has been left outdoors.

CHARGE SAFELY.

- Follow the charger manufacturer's instructions.
- Only charge the equipment with the provided USB-C cable and charging brick: Dongguan Yinli Electronics, model YLJXA-T050200. Do not use any other USB-C cable or charging brick.
- Check if the voltage indicated on the equipment corresponds to the local mains voltage before you connect the equipment to avoid risk of electrocution or permanent damage to the equipment.
- If the wall socket used to power the equipment has poor connections, the plug will become hot. Make sure you plug the equipment into a properly installed wall socket.
- Do not charge the device in the bathroom or near water.
- Do not charge the remote after contact with water.
- Always position the equipment so the charger is easy to reach while charging.
- Store USB-C cable properly after charging.

PROTECT THE REMOTE'S BATTERY FROM DAMAGE.

- Do not try to open the remote or replace the battery.
- Do not crush, drop, or damage the remote.
- Stop use or disconnect charging cable if the remote feels unusually hot or emits smoke or a bad smell.
- If liquid leaks from the remote, avoid contact. If liquid touches skin or eyes, wash with large amounts of water and seek medical advice.
- Follow disposal instructions.

WARNINGS & PRECAUTIONS, CONTINUED

USE SAFELY.

- The mask limits your vision. Do not wear while doing anything (such as driving) where limited vision poses a risk.
- CAUTION: The light emitted from this device may be harmful to the eyes. Infrared emitted from this device may cause eye irritation. Do not stare at the light source.
- Do not use the device when it has been left outdoors.
- If you are travelling by air, the mask should be carried in carry-on baggage and not checked in. The device must be completely switched off.
- Do not use the mask outdoors. Only use mask indoors under the following environmental conditions:
 - Temperature: between 10°C (50°F) and 30°C (86°F)
 - A relative humidity range of 15% to 90%, non-condensing, but not requiring a water vapor partial pressure greater than 50 hPa.
 - An atmospheric pressure range of 700 hPa to 1060 hPa.
- Do not store or charge the mask face down.
- Skin dryness, irritation, or redness may occur when using an LED routine. Apply a facial moisturiser if dryness occurs.
- To avoid the risk of temporary dry skin or hyperpigmentation, do not run back-to-back LED routines.

CHECK THE PRODUCT FOR DAMAGE BEFORE EACH USE.

- Inspect the inside of the mask and strap for cleanliness, cracks, or sharp edges.
- Check the chill pads for signs of corrosion.
- These conditions can irritate or damage your skin.

CLEAN PROPERLY.

- Clean the mask with a damp cloth.
- Avoid using chemical or alcohol-based cleaners.

DO NOT REPAIR OR MODIFY.

- Do not attempt to repair or modify the mask or remote.
- Do not crush or dispose of in fire.

DISPOSAL

- Dispose of the device according to local laws and requirements surrounding lithium-ion battery disposal.

POTENTIAL ELECTROMAGNETIC INTERFERENCE.

- WARNING: Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally.
- WARNING: Use of accessories, transducers and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.
- WARNING: Portable radio frequency communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 in) to any part of the mask system, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.
- WARNING: Do not leave mask exposed in direct sunlight.

TRANSPORT AND STORAGE CONDITIONS

- Only transport and store the device in the following environmental conditions:
 - Keep between -20°C (-4°F) and 45°C (113°F). For storage longer than 3 months, keep between 0°C (32°F) and 25°C (77°F).
 - Keep between 5°C (41°F) to 32°C (89.6°F) at a relative humidity up to 85%, non-condensing.
 - Keep between 35°C (95°F) to 60°C (140°F) at a water vapour pressure up to 50 hPa.
 - Atmospheric pressure range: 700 hPa to 1060 hPa.

LED PARAMETERS

Mode	Better Aging	Skin Clearing		Skin Sustain
Power (mW/cm2)	Red 64 ± 5mW/cm2, IR 64 ± 5 mW/cm2 Total mode = 128 mW/cm2	Step 1: Blue 64 ± 8mW/cm2, IR 64 ± 5 mW/cm2	Total mode = 128 mW/cm2	Blue 59.8 ± 7mW/cm2, Red 17 ± 5mW/cm2, IR 51.2 ± 5 mW/cm2 Total mode = 128 mW/cm2
		Step 2: Blue 55 ± 6mW/cm2, Red 73 ± 5 mW/cm2	Total mode = 128 mW/cm2	
		Step 3: Red 73 ± 5mW/cm2, IR 55 ± 5 mW/cm2	Total mode = 128 mW/cm2	

GUIDANCE & MANUFACTURER’S DECLARATION - ELECTROMAGNETIC EMISSION

The device is Risk Group 1 as defined in IEC 62471.

The Shark® CryoGlow Mask™ is intended for use in the electromagnetic environment specified below. The customer or the user of The Shark CryoGlow Mask should assure that it is used in such an environment.		
EMISSIONS TEST	COMPLIANCE	ELECTROMAGNETIC ENVIRONMENT - GUIDANCE
RF emissions	CISPR 11	Home healthcare environment
RF emissions	CISPR 11	Home healthcare environment
Harmonic emissions	IEC 61000-3-2	
Voltage function / flicker emissions	IEC 61000-3-3	

The Shark CryoGlow Mask is intended for use in the electromagnetic environment specified below. The customer or the user of The Shark CryoGlow Mask should assure that it is used in such an environment.			
IMMUNITY TEST	IEC 60601 TEST LEVEL	COMPLIANCE LEVEL	ELECTROMAGNETIC ENVIRONMENT - GUIDANCE
Electrostatic discharge (ESD) IEC 61000-4-2	Up to 8 kV contact Up to 15 kV air	Up to ± 8 kV contact Up to ± 15 kV air	Floors should be wood, concrete or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30 %.
Electrostatic transient / burst IEC 61000-4-4	±2kV for main power lines	±2kV for main power lines	Mains power quality should be that of a typical commercial or home environment.
Surge IEC 61000-4-5	±0.5kV 1.5kV differential mode	±0.5 kV to 1.5kV differential mode	Mains power quality should be that of a typical commercial or home environment.
Voltage dips, short interruptions and voltage variations on power supply input lines IEC 61000-4-11	0% <i>U</i> _T : 0.5 cycle ¹⁾ At 0°, 45°, 90°, 135° 180°, 225°, 270°, & 315° ²⁾ 0% <i>U</i> _T : 1 cycle and 70% ⁶⁾ , <i>U</i> _T : 25/30 cycles ¹⁾ Single phase: at 0° 0% <i>U</i> _T : 250/300 cycle ¹⁾	0% <i>U</i> _T : 0.5 cycle ¹⁾ At 0°, 45°, 90°, 135° 180°, 225°, 270°, & 315° ²⁾ 0% <i>U</i> _T : 1 cycle and 70% ⁶⁾ , <i>U</i> _T : 25/30 cycles ¹⁾ Single phase: at 0° 0% <i>U</i> _T : 250/300 cycle ¹⁾	Mains power quality should be that of a typical commercial or home environment. If the user of the Shark CryoGlow Mask requires continued operation during power mains interruptions, it is recommended that the Shark CryoGlow Mask be powered from an uninterruptible power supply or a battery.
Power frequency (50/60 Hz magnetic field) IEC 61000-4-8	30 A/m at 50-60Hz	30 A/m at 50-60Hz	Power frequency magnetic fields should be at levels characteristic of a typical location in a typical commercial or home environment.
NOTE U, is the a.c. mains voltage prior to application of the test level.			

IMMUNITY TEST	IEC 60601 TEST LEVEL	COMPLIANCE LEVEL	ELECTROMAGNETIC ENVIRONMENT - GUIDANCE
Conducted RF IEC 61000-4-6	150KHz - 80MHz - Test level: 3V & 6V - Modulation: AM 1KHz 80%	- 150KHz - 80MHz - Test level: 3V & 6V - Modulation: AM 1KHz 80%	Portable and mobile RF communications equipment should be used no closer to any part of the Shark CryoGlow Mask , including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter. Recommended separation distance: $d = \left\lceil \frac{3.5}{V_1} \right\rceil \sqrt{P}$ $d = \left\lceil \frac{12}{V_2} \right\rceil \sqrt{P}$ $d = \left\lceil \frac{3.5}{E_1} \right\rceil \sqrt{P}$ $d = \left\lceil \frac{7}{E_1} \right\rceil \sqrt{P}$ 80 MHz to 800 MHz800 MHz to 2.7 GHz
Radiated RF IEC 61000-4-3	80MHz - 2.7GHz - Test level: 10V/m - Modulation: AM 1KHz 80%	- 80MHz - 2.7GHz - Test level: 10V/m - Modulation: AM 1KHz 80%	where p is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer and d is the recommended separation distance in metres (m). ⁹ Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey ⁸ . Should be less than the compliance level in each frequency range. ⁹ Interference may occur in the vicinity of equipment marked with the following symbol:  NOTE 1 At 80 MHz and 800 MHz, the higher frequency range applies. NOTE 2 These guidelines may not apply in all situations. Electromagnetic is affected by absorption and reflection from structures, objects and people.

- a)** The ISM (industrial, scientific and medical) bands between 150 kHz and 80 MHz are 6,765 MHz to 6,795 MHz; 13,553 MHz to 13,567 MHz; 26,957 MHz to 27,283 MHz; and 40,66 MHz to 40,70 MHz. The amateur radio bands between 0,15 MHz and 80 MHz are 1,8 MHz to 2,0 MHz, 3,5 MHz to 4,0 MHz, 5,3 MHz to 5,4 MHz, 7 MHz to 7,3 MHz, 10,1 MHz to 10,15 MHz, 14 MHz to 14,2 MHz, 18,07 MHz to 18,17 MHz, 21,0 MHz to 21,4 MHz, 24,89 MHz to 24,99 MHz, 28,0 MHz to 29,7 MHz and 50,0 MHz to 54,0 MHz.
- b)** Field strengths from fixed transmitters, such as base stations for radio (cellular/cordless) telephones and land mobile radios, amateur radio, AM and FM radio broadcast and TV broadcast cannot be predicted theoretically with accuracy. To assess the electromagnetic environment due to fixed RF transmitters, an electromagnetic site survey should be considered. If the measured field strength in the location in which the **Shark CryoGlow Mask** is used exceeds the applicable RF compliance level above, the **Shark CryoGlow Mask** should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as reorienting or relocating the **Shark CryoGlow Mask**.
- c)** Over the frequency range 150 kHz to 80 MHz, field strengths should be less than 3V/m.

Recommended separation distances between portable and mobile RF communications equipment and the EQUIPMENT or SYSTEM - for EQUIPMENT and SYSTEMS

Recommended separation distances between portable and mobile RF communications equipment and the Shark CryoGlow Mask								
The Shark CryoGlow Mask is intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. The customer or the user of the Shark CryoGlow Mask can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the Shark CryoGlow Mask as recommended below, according to the maximum output power of the communications equipment								
Rated maximum output of transmitter (W)	Separation distance according to frequency of transmitter (m)							
	150 kHz to 80 MHz outside ISM and amateur radio bands	$d = \lceil \frac{3.5}{V_1} \rceil \sqrt{P}$	150 kHz to 80 MHz outside ISM and amateur radio bands	$d = \lceil \frac{12}{V_2} \rceil \sqrt{P}$	80 MHz to 800 MHz	$d = \lceil \frac{3.5}{E_1} \rceil \sqrt{P}$	80 MHz to 800 MHz	$d = \lceil \frac{7}{E_1} \rceil \sqrt{P}$
0.01	0.12		.020		0.035		0.07	
0.1	0.38		0.63		0.11		0.22	
1	1.2		2.00		0.35		0.70	
10	3.8		6.32		1.10		2.21	

- For transmitters rated at a maximum output power not listed above the recommended separation distance d in metres (m) can be estimated using the equation applicable to the frequency of the transmitter, where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer.
- NOTE 1 At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies.
- NOTE 2 These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.

GETTING STARTED

Please read the Warnings, Instructions, and Countraindications before first use.

Intended Use: The Shark™ CryoGlow™ LED mask emits energy in the red and infrared light spectrum for the treatment of fine lines and wrinkles and in the red, blue, and infrared light spectrum for the treatment of mild-to-moderate inflammatory acne.

Charge fully before first use

Plug small end of USB-C cable into charging port on top of remote.

Plug large end of USB-C into power adapter. Plug power adapter into wall outlet.

Allow remote to charge fully (**this should take about 3 hours**). The remote screen will show your charging progress.

Once charged, unplug power adapter and disconnect USB-C cable from remote.

NOTE: Unplug before using face mask.
Mask will not work when plugged into wall outlet.

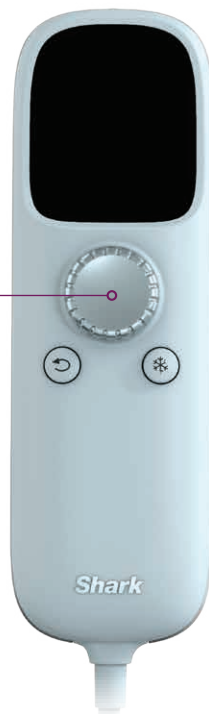
Powering ON/OFF

ON: To turn on your mask and remote, **long-press** the remote's dial/center button for 2 seconds.

OFF: To turn off, **long-press** the dial/center button.

AUTOMATIC SHUT-OFF: If the device is not manually turned off, the mask and remote will automatically shut off after completing a session.

The mask fans will continue to run for 60 seconds while the mask is powering down after a session.



FITTING THE MASK

NOTE: Demo video will run upon first use of the remote—please watch it for further fit and comfort instructions. You can also rewatch this video by heading to the remote's settings.



Step 1 / Adjust the back strap

Start by adjusting the back strap (with the buckles). To tighten or loosen, **slide the buckles simultaneously** together or apart. This strap may cover the top of your ears—adjust until this feels comfortable.



Tighten



Loosen

Step 2 / Adjust the top strap

To adjust the mask up or down on your face, loosen or tighten the self-fastening strap on the top of your head. Ensure the strap sits in the centre of your head (following a centre part).



Step 3 / Adjust chill pad fit (optional)

The chill pads should sit under your eyes, on top of your cheekbones. If the chill pads have poor or inconsistent contact with your under-eye area, **add the clip-on chill pads to improve fit and comfort.**

Remove the mask and take the additional clip-on chill pads out of the box. They are marked “L” and “R”—make sure the letters are pointing toward the chin of the mask. Align the clip-on chill pads with the original chill pads (that are permanently attached to the mask) and snap them in place. You'll feel a click when they are properly attached.

NOTE: LEDs work best when they are not in contact with your skin.
This is why the mask sits at a slight distance from your face.

Pro Tips:

- 1 The back strap should sit parallel to the floor, and your eyes should be centred in the eye holes.
- 2 Use one hand to hold the back strap in position and the other hand to adjust the top self-fastening strap until the mask is positioned comfortably and securely on your head.



Please visit
AU sharkbeauty.com.au
NZ sharkbeauty.co.nz
for more helpful images and videos.

TIPS FOR BEST RESULTS

RESULT TIMING

- Results are achieved through consistent use of the same routine daily for 8 weeks or more.
- After consistent use with the same treatment routine, keep going with that routine to build on your progress. Or switch to another treatment routine to work toward another skin goal.
- If you've achieved the skin goals you were working toward, you can use the Skin Sustain routine to help maintain your skin condition over time.

WHAT TO EXPECT

- You may experience different skin effects in the process of your skin journey when consistently using an LED treatment.
- For the Better Aging routine, skin dryness, irritation and redness might occur. Apply a rich facial moisturiser after each treatment.
- If you experience any undesirable pigmentation or darkening of the skin, please discontinue use and contact SharkNinja at AUS: +61 2 8801 7666 | NZ: +64 800 112 660.

TAKE “BEFORE AND AFTER” PICTURES

- Be sure to take “before and after” pictures to document your journey while using the LED skin treatments.

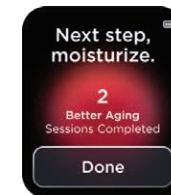
PROGRESS TRACKER

The remote keeps track of your sessions to help you meet your skin goals.

YOUR ROUTINE

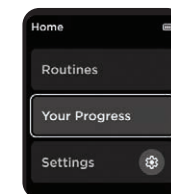
After you finish a treatment, the total number of sessions completed in that routine will appear on the remote's screen.

A reminder will appear above your prior completed treatment when you return.



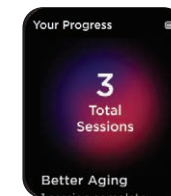
PROGRESS

Select “Your Progress” to see your cumulative progress across routines.



TRACKING

Total Sessions are the number of sessions you have completed, and Streak is how many sessions you have completed in a row.



GET TO KNOW THE REMOTE



USING THE REMOTE

Changing Brightness

1. Turn **ON** the mask using the remote.
2. Turn the dial to view **Settings** and click the dial button to select.
3. Select **Screen Brightness**, then use the dial to increase or decrease the brightness.
4. Click the dial button to make your selection.
5. After selecting a brightness level, you will be sent back to the main menu.

Changing Language

1. Turn **ON** the mask using the remote.
2. Turn the dial to view **Settings** and click the dial button to select.
3. Select **Language** and use the dial to select the language of your choice.
4. After selecting a language, you will be sent back to the main menu.

Reset Progress

1. Turn **ON** the mask using the remote.
2. Turn the dial to view **Settings** and click the dial button to select.
3. Select **Reset Progress**, then click the dial button to select **Confirm**.
4. After confirming, you will be sent back to the main menu.

Factory Reset

1. Turn **ON** the mask using the remote.
2. Turn the dial to view **Settings** and click the dial button to select.
3. Select **Factory Reset**, then click the dial button to select **Confirm**.
4. After confirming, you will be sent back to the main menu.

Pro Tip: You can replay the demo video on the remote and access our support page through settings.

LED SKIN ROUTINES

The mask offers **3 LED routines** to choose from, whether your goals are treating your skin or maintaining it.

TREATMENT ROUTINES

The Shark® CryoGlow® LED mask emits energy in the red and infrared light spectrum for the treatment of fine lines and wrinkles and in the red, blue, and infrared light spectrum for the treatment of mild-to-moderate inflammatory acne. For results, select the **Better Aging** or **Skin Clearing** routine below, and use your selection **once daily** for a minimum of **8 weeks**.



Better Aging (6 MINUTES)

Enhances skin's appearance by smoothing wrinkles, tightening sagging areas, and balancing texture for a radiant, even look.



Skin Clearing (8 MINUTES)

Helps treat mild to moderate inflammatory acne and soothes skin for a clearer and calmer complexion with an automated 3-phase routine.

MAINTENANCE ROUTINE

Once you have achieved your target results with a treatment routine, use Skin Sustain **once daily** to help maintain your results.



Skin Sustain (4 MINUTES)

Helps to boost brightening and helps maintain complexion with daily use.

Did you lose your streak? Don't worry!
Readjust your goals and continue with your skincare journey.

No UV light is emitted from this mask. For more information on LEDs, please see page 18.

UNDER-EYE COOLING

Use cooling in the morning to help depuff your under-eyes and in the evening to relax!

LED + COOLING



Under-eye cooling will automatically start with any LED routine and has the option to be turned off. Use the remote's chill button to cycle through 3 temperatures to quickly soothe your under-eye area.

COOLING ONLY



Under-Eye Revive (5, 10 or 15 minutes)

An adjustable under-eye cooling **ONLY** routine (no LEDs) for a soothing and refreshing experience designed for optimal relaxation.

FIND YOUR PERFECT ROUTINE

Scan the QR code to take our quiz to find the best routine for your skin concerns.



LEDs & HOW THEY WORK

LED stands for Light Emitting Diode

Different color LEDs all emit different wavelengths that are measured in nanometers (nm).
So when LEDs interact with skin, each colour penetrates different layers.

LED SKIN PENETRATION

NOTE: Infrared wavelengths are invisible to the human eye.

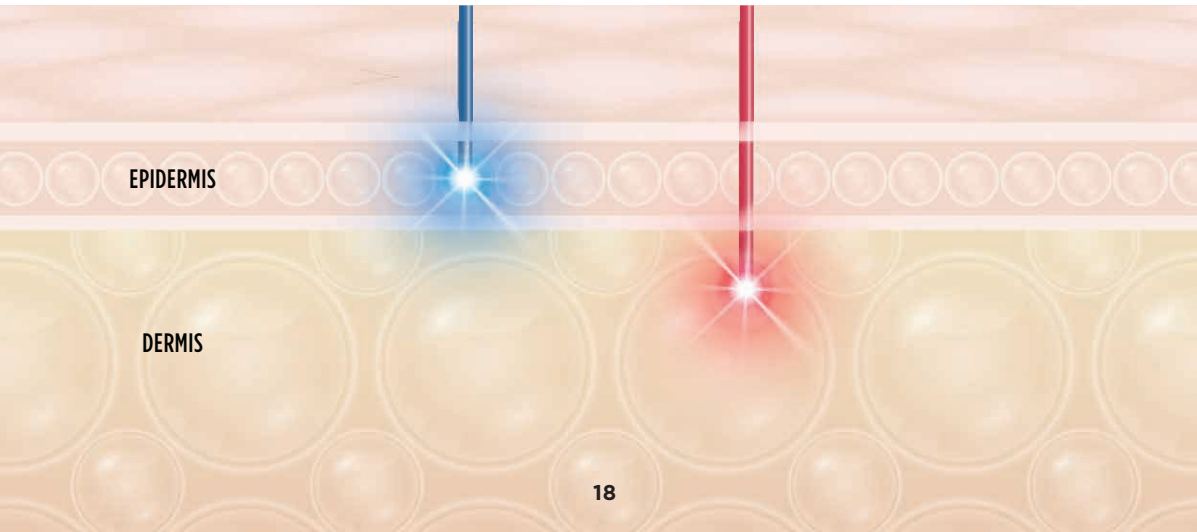
LED WAVELENGTHS & TOPICAL BENEFITS

Blue
415nm

Helps reduce
acne-causing
bacteria.

Red & Infrared
630–830nm

Helps reduce the
appearance of fine lines
and wrinkles.



UNDER-EYE CHILL PADS AND HOW THEY WORK

The under-eye chill pads use the Peltier Effect.

The Peltier Effect describes the movement of heat-producing electricity through both sides of a surface, making one side feel cool and the other side warm. We employ the combination of the Peltier Effect and fan technology to expel excess heat outward—so the metal portion of the mask feels cool to the touch and your under-eye skin experiences instant cooling.

INSTACHILL TECHNOLOGY USES THE PELTIER EFFECT.



RUNNING A SESSION

Note: Please read the Warnings, Instructions, and Contraindications before first use. Make sure the mask has been fully charged before first use (this could take up to 3 hours).

HOW TO FIT SHARK™ CRYOGLOW™ INTO YOUR ROUTINE

Take the time with your first few uses to experiment with how the Shark CryoGlow Mask can best fit into your existing routine. Give it a try in the morning to help you feel fresh for the day. If this doesn't work, try it in the evening to help you wind down and relax when you have more time.

Step 1 / Put on the mask

Begin with a clean, bare, and dry face.

Step 2 / Adjust the back and top straps (Full instructions on page 11.)

Adjust the straps to position mask comfortably on your face. Slide buckles simultaneously to adjust the back strap. To adjust the positioning of the back strap on your head, release the top self-fastening strap and gently pull the back strap so it sits parallel to the floor.



Chill pads should be positioned under the eyes, making light contact with skin. **You may need to attach the optional clip-on chill pads available in the box to achieve the best fit.**



The top strap should be positioned in the center of your head, while the back strap should be parallel to the floor.

Step 3 / Power on

Turn on the mask by pressing and holding the remote's dial button for 2 seconds. On first use, a short demo video on the remote screen will show you how to fit the mask and interact with the remote.

Step 4 / Select and run a routine

Use the remote to choose a routine and begin by selecting "Start." Under-eye cooling will automatically turn on. Adjust the under-eye chill pads' intensity to your desired level with the remote's chill button.

Step 5 / Remove and clean the mask

When your session is complete, remove the mask. Fans will run for 60 seconds to power down the chill pads, then the mask will shut off automatically. Once you have taken off the mask, clean the mask with a damp cloth. Continue with your daily skincare routine.

SELECTING A ROUTINE

Step 1 / Use the dial on the remote to go to Routines and scroll through the different **LED** and **Cooling routines** available.



Step 2 / Use the dial to select from one of the 3 available LED routines or 1 cooling-only routine. Select your routine by clicking the dial button. Under-eye cooling will automatically start with an LED routine.



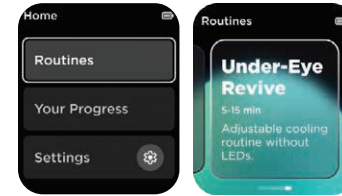
COOLING DURING A ROUTINE

During a routine, you have options to adjust the under-eye chill level, and to pause or end your routine.



SELECTING UNDER-EYE COOLING

Step 1 / Use the dial on the remote to scroll to **Under-Eye Revive**.



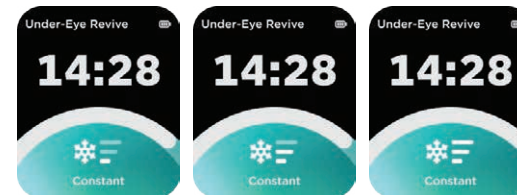
INSTACHILL TREATMENT

Use this cooling function to help refresh, and depuff the under-eye area.

Step 2 / Then use the dial to **scroll through run-time options**. Choose one and click the dial button.



Step 3 / Use the chill button to select your preferred temperature. Mask will automatically shut off at the end of the selected duration.



Remote settings

- The remote settings are available to adjust from the main menu.
- **Replay tutorial:** Replay demo video shown at first use.
- **Support:** Scan QR code to access our support page.
- **Brightness:** Adjust the brightness of the remote screen.
- **Language:** Choose your preferred language.
- **Reset Progress:** Option to reset your progress level.
- **Factory Reset:** Option to reset your remote/mask.



Mask care

- Your mask should be cleaned after each use.
- Make sure the mask is turned off and unplugged from any power source.
- Clean the mask with a damp cloth to wipe the interior and exterior of the mask after each use. The cloth should not be dripping wet, as it could damage the electrical components.
Ensure the chill pads are fully dry before adding clip-on pads.
- Allow mask to dry completely before using again.
- **NOTE:** Do not use chemical or alcohol-based cleansers.

Battery charging

- The run time of a fully charged battery depends on the types of sessions being run. Select the best LED routine for your skin needs and do not stack routines.
- It should take about 3 hours to fully charge the mask. The mask does not work while charging.
- To make sure your mask is always ready for a full session, we recommend charging it after every 2 or 3 uses.

What happens if I miss a day?

- Consistency is key for results. However, don't be discouraged—just pick up where you left off.

Is the mask safe to use?

- **Auto-timer:** Mask will shut off automatically after 60 seconds of inactivity once a session is complete.
- **Temperature regulation:** Cooling temperature of the chill pads is regulated.

Is the mask safe for the eyes?

- Yes, the mask has features to ensure eye safety with LED use.
- **Auto-Dim:** LED lights automatically dim when the device is not close to the face while on.
- **Silicone eye guards:** Ensures safe use with closed or open eyes.

Does the mask emit UV light?

- No, UV light is not emitted from in this mask. Blue and red LEDs combined can appear purple but do not mimic the effects of UV light.

How long should I wear the mask?

- The mask's longest LED session is 8 minutes. The longest cooling-only session is 15 minutes. We recommend using only one LED routine per day. Using multiple LED routines per day could lead to dry skin or hyperpigmentation.

How often should I use the mask?

- For results, use the same LED routine once a day for a minimum of 8 weeks. To maintain results, continue daily usage with Skin Sustain routine.

When should I see results?

- Results depend on your skin's starting state. With daily use, you may see improvements in about 8 weeks. See page 18 for more information on the biology of your skin when treated with LEDs.

How do I travel with the mask?

- Please make sure to use a power adapter usable in the country you are traveling in. The mask uses a lithium-ion battery rated at 2.35Ah, 16.92Wh. If you are travelling by air, the battery should be carried in carry-on baggage and not checked in. The device must be completely switched off.

Whom can I contact for support?

- Should you have any questions or issues with your mask, please contact us by visiting **AU sharkbeauty.com.au | NZ sharkbeauty.co.nz.**

Is the battery removable?

- No, the battery is not removable or replaceable. Should you have any questions or issues with the battery, please contact us by visiting **AU sharkbeauty.com.au | NZ sharkbeauty.co.nz.**

TROUBLESHOOTING

THE DEVICE DOES NOT POWER ON

Possible cause	Corrective action
Battery level low	→ Charge the device using the provided USB-C cable.
Device still will not power on	→ Long-press the dial button for 2 seconds. If device still will not turn on, please visit AU sharkbeauty.com.au NZ sharkbeauty.co.nz .

THE BATTERY WILL NOT CHARGE

Possible cause	Corrective action
Possible defective battery	→ Please visit AU sharkbeauty.com.au NZ sharkbeauty.co.nz .
Defective charging cable	→ Please visit AU sharkbeauty.com.au NZ sharkbeauty.co.nz or replace with a Shark USB-C cable and adapter.

THE BATTERY TAKES MORE THAN 3 HOURS TO CHARGE

Possible cause	Corrective action
Wrong power adapter	→ Make sure to use a 220 - 240V power adapter.

Report any adverse events or issues to customer support at [AU sharkbeauty.com.au](http://AU.sharkbeauty.com.au) | [NZ sharkbeauty.co.nz](http://NZ.sharkbeauty.co.nz). We monitor safety and performance continually and address any reported issues to maintain high safety standards.

TROUBLESHOOTING

THE CHILL PADS DO NOT POWER ON

Possible cause	Corrective action
Battery level low	→ Battery level too low to power the chill pads. Please charge the device using the provided USB-C cable.
The ambient temperature is too high or too low	→ Turn off the device and let sit for 90 seconds before turning back on. If issue still occurs, stop use and visit support.sharkclean.com .
Chill pads still do not power on	→ Please contact Shark Customer Service.

THE COOLING FANS KEEP RUNNING AFTER THE SESSION ENDS

Possible cause	Corrective action
Device is powering down	→ Wait 60 seconds for the device to power down after the end of your cooling session.

THE CHILL PADS ARE DIGGING INTO MY UNDER-EYE AREA

Possible cause	Corrective action
The straps are not properly placed/fitted on your head	→ Revisit the “Fitting the Mask” section of this User Guide for step-by-step instructions. The chill pads should only lightly contact your under-eye area.

ERROR MESSAGES

Error message	Solution
Remote Over Temperature. Let remote cool down before using.	Let remote cool down before using. The mask should not be used in temperatures higher than 30°C (86°F).
Remote Under Temperature. Let remote warm up before using.	Let remote warm up before using. The mask should not be used in temperatures lower than 0°C (32°F).
Remote error A3. Call Customer Service.	Call Customer Service AU 02 8801 7666 NZ 0800 112 660.
Charger not recognized.	Use the provided Shark USB-C charging cable and wall plug to charge the mask.
Remove remote from charger.	The mask's battery is charged; remove it from the charger.
Low Battery. Charge before use.	The mask's battery is low; please charge it.
Battery error B1. Call Customer Service.	Call Customer Service AU 02 8801 7666 NZ 0800 112 660.
Remote error B2. Charge the remote before next use.	Charge the remote before next use using the provided Shark USB-C charging cable and wall plug.
Charging error C1. Disconnect and reconnect to charge.	Disconnect and reconnect the remote to charger using the provided Shark USB-C charging cable and wall plug provided.
Fan error F1. Call Customer Service.	Call Customer Service AU 02 8801 7666 NZ 0800 112 660.
Error A1. Call Customer Service.	Call Customer Service AU 02 8801 7666 NZ 0800 112 660.
Error A2. Call Customer Service.	Call Customer Service AU 02 8801 7666 NZ 0800 112 660.

ICON EXPLANATIONS

Symbol	Explanation
	Type BF Applied Part
	Class II Equipment
	Direct Current
	Refer to User Guide
IP22	Protection against ingress: IP2X: Protected against solid foreign objects of 12.5 mm Ø and greater IPX2: Protection against vertically falling water drops when ENCLOSURE tilted up to 15°
AS TO ELECTRICAL SHOCK, FIRE AND MECHANICAL HAZARDS ONLY IN ACCORDANCE WITH AAMI ES 60601-1:2005/A2:2021; CAN/CSA-C22.2 No. 60601-1:14(Reaffirmed 2022); IEC 60601-1-11:2015/AMD1:2020; IEC 60601-2-83:2019/AMD1:2022	
Entered into ARTG, Identifier No.- 511579 Class IIa	

TWO (2) YEAR LIMITED REPLACEMENT WARRANTY

For guarantee claims, you will need to submit a proof of purchase in the form of a valid receipt that displays date and place of purchase. This warranty does not replace but is in addition to your statutory rights.

If your product becomes defective due to faulty material or workmanship within a period of 2 years from the date of purchase, we warrant to do the following:

- **For New Zealand Consumers:** We will replace the defective/faulty part with a new product, free of charge or if the unit is deemed defective/faulty we replace the unit with an equivalent or upgraded model, at our discretion
- **For Australian Consumers:** Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Replacement items will be covered by the limited warranty for the balance of the warranty period from the date of the original purchase. **Please note: Your warranty is subject to the following conditions:**

- **DO NOT** operate the appliance with a damaged plug or cord or if the unit has been dropped, damaged or dropped in water.
- To avoid the risk of electric shock, do not disassemble or attempt to repair the appliance on your own. If the supply cord is damaged, it must be replaced by a qualified electrician to avoid a hazard. Incorrect re-assembly or repair can cause a risk of electric shock or injury to persons when the appliance is used.
- The item has not been misused, abused, neglected, altered, modified or repaired by anyone.

- The item has been subjected to fair wear and tear.
- The item has not been used for trade, professional or hire purposes.
- The item has not sustained damage through foreign objects, substances or accident

What is not covered?

- Accessories supplied with the item.
- Components that are subject to natural wear and tear caused by normal use in accordance with operating instructions.
- Unauthorised/improper maintenance/handling or overload is excluded from this warranty.

EXPECTED SERVICE LIFE

When used in accordance with instructions

Two Years

Entered into ARTG,
Identifier No.- 511579

Class IIa

Shark **BEAUTY™**

STICKER
PLACEMENT
FPO

XXXXXX

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Model: FX3XXXXXXX

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74 Taharoto Rd Takapuna
Auckland 0622 NZ



This marking indicates this product should not be disposed of with other household waste. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material sources. To return your used device, please use the return and collection systems or contact the retailer where this product was purchased. They can take this product for environmentally safe recycling.