LIGHTWAVE

LED Light Therapy ✷ Topical Light Infusion

Skins Favorite Light Since 2002

LIGHTWAVE DELUXE Series





Owner and Operator Manual



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NOTICE: READ BEFORE OPERATING

The information supplied throughout this document should be used only as a guideline and does not constitute or replace medical advice. The intended use of the LIGHTWAVE™ system is for cosmetic rejuvenation per 510k K082586 and has been determined by the FDA "to be of non-significant risk."

- **This manual should be kept for quick reference on use, cautions, maintenance and repair.**
- **Read this manual in its entirety before using any LIGHTWAVE™ system.**
- **Improper use of a LIGHTWAVE™ system can void the warranty. Please familiarize yourself with the limitations of the warranty, proper handling, and storage of the system.**
- **The eye protection included with the LIGHTWAVE™ system are to be used by the individual being treated during every treatment. System administrators are not required to wear eye protection while operating the system. Due to the specific protection of the safety eye wear, they should never be used as protection with any other light or laser systems. Company issued plastic goggles, stainless steel goggles, and disposable LED shields have all been shown to be effective. Replacement and additional eye protection products are available for purchase through LIGHTWAVE.**
- **CAUTION*:* Use carefully. If mishandled, may cause serious burns. Do not use over sensitive skin or in areas of poor circulation. The unattended use of the LIGHTWAVE™ system by children or incapacitated persons may be dangerous.**

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Introduction

Welcome to LIGHTWAVE™

Thank you for choosing LIGHTWAVE™. We're committed to supporting your practice with reliable technology and comprehensive guidance to ensure long-term success with your LIGHTWAVE system.

This manual provides key operating instructions and maintenance guidelines for all LIGHTWAVE models and configurations. Please read the safety sections thoroughly before use.

LIGHTWAVE™ is a LED-based light therapy system that delivers Red, Blue, and Infrared (IR) wavelengths. Designed for ease of use the system supports a wide range of aesthetic and wellness goals through non-invasive, relaxing sessions.

FDA-Cleared Indications for Use

LIGHTWAVE™ is cleared by the FDA for the following uses:

- **Red Light**: For dermatological treatment of superficial, benign vascular and pigmented lesions.
- **Red + Blue Light**: For the treatment of dermatological conditions, including mild to moderate acne vulgaris.
- **Blue Light**: For moderate inflammatory acne vulgaris and related dermatological conditions.
- **Red + Infrared Light**: To improve the appearance of periorbital wrinkles (fine lines around the eyes).
- **Infrared Light**: Provides topical heating to temporarily relieve minor muscle and joint pain, arthritis, and muscle spasms; relieve stiffness; promote relaxation of muscle tissue; and temporarily increase local blood circulation.

Wellness & Cosmetic Applications

LIGHTWAVE™ also offers cosmetic only protocols for non-medical use to support healthy-looking, radiant skin. These options are ideal for clients seeking to enhance their skincare routine or wellness regimen in a safe, non-invasive way.

We appreciate your trust in LIGHTWAVE and look forward to supporting your success.

System Overview General

Main Unit:

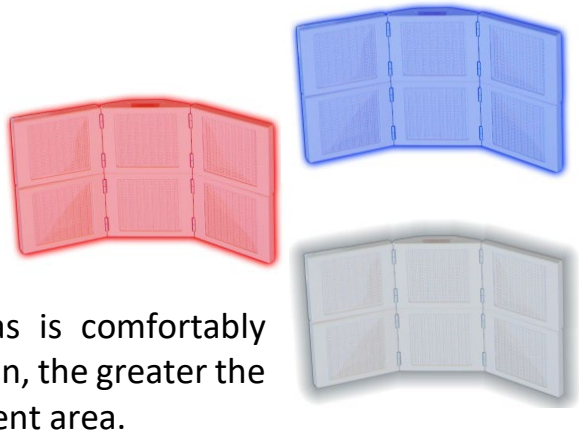
LIGHTWAVE's main unit is the brains and power behind your new LIGHTWAVE system. It is lightweight but powerful. Your main unit may have the following features:



- 7" LCD screen display with Touch Screen Operation.
- Accessory Socket(s) – One.
- USB Port for updates, adding treatments, and future features.
- Internal power supply, motherboard, and CPU.
- Integrated user and operational software.

LED Panel Overview:

The LED panel is the primary accessory used with the LIGHTWAVE™ system. Each panel can contain up to 2,880 surface mount LEDs, delivering clinically supported Red, Infrared (NIR), and/or Blue wavelengths.



Designed with integrated hinges, the panel can be easily adjusted to contour around the treatment area, allowing for optimal light exposure. It is ideal for treating larger areas such as the face or body.

For best results, the panel should be positioned approximately one inch from the skin, or as close as is comfortably tolerated by the patient. The closer the panel is to the skin, the greater the concentration of photon energy delivered to the treatment area.

LED Array - Accessory Pads: (optional)

LIGHTWAVE's Accessory Pads are lightweight, flexible, and designed for targeted treatment on various areas of the body. Their flexible design allows them to comfortably conform to different contours, making them ideal for customized applications in multiple treatment areas.

Each pad set contains high-quality Red and Infrared LEDs, delivering therapeutic wavelengths that support relaxation and enhance overall comfort. When using the Elite system, multiple pad sets can be operated simultaneously for broader or multi-site coverage.

<u>Note:</u> Accessory pads do not include Blue light.

Mobile Workstation:

LED Panel:

The hinged LED panel allows precise positioning of the light array to ensure optimal coverage of the treatment area. It is designed specifically for use with the mobile workstation and can be adjusted to multiple angles and positions.

Stand/Pole:

The stand or pole serves as the central support of the mobile workstation. It provides versatile mounting options for components, enabling customized positioning to best cover the treatment area.

Base with Wheels:

The base provides a stable foundation for the workstation and facilitates easy movement and transport. It includes five caster wheels and a weighted base for enhanced stability and smooth mobility.

Tray:

The tray(s) can hold the Main Unit (MU) and other accessories during treatment. Additional trays may be added as options to increase storage space as needed.



Arm:

The articulating arm supports the LED panel during treatment. It features adjustable height and range of motion to accommodate different treatment positions and patient comfort.

Cords/Cables:

Your system includes various cords and cables. Please handle them with care. All cords and cables are covered by a limited 90-day warranty.

Specifications and Outputs

Output wavelength	Red 630nm ± 10nm	NIR 880nm ± 50nm	Blue 450nm ± 35nm
Bandwidth	30nm ± 5nm	30nm ± 3nm	30nm ± 3nm
ReAct 1200 Output	Up to 55 mW/cm2	Up to 28 mW/cm2	Up to 30 mW/cm2
ReAct 2880 Output	Up to 90 mW/cm2	Up to 42 mW/cm2	Up to 80 mW/cm2
Elite 2880 Output	Up to 100 mW/cm2	Up to 48 mW/cm2	Up to 89 mW/cm2
Exposure Time minutes	Adjustable 1 - 30min / 60 - 1800 secs	Adjustable 1 - 30min / 60 - 1800 secs	Adjustable 1 - 30min / 60 - 1800 secs
Dose Range	1 - 75.40 J/cm2	1 - 29.04 J/cm2	1 - 101.5 J/cm2
Coverage Area (cm2)	648		
LED Coverage Area (cm)	20.17 x 32.16		
Coverage Area (in)	8" x 13"		
Output power	44W ± 5W	23W ± 5W	49W ± 5W
Lamp type	LED		
Input Line Voltage	90V -250V		
Input Line Frequency	50/60Hz ± 5%		
Circuit Breaker	8A		
Dimensions	60"h x 27"w x 27"d		
Operating temperatures	10oC to 30oC		
Storage Temperature	-40oC to 50oC		
Humidity	30% to 85% (Relative)		

The specifications and performance data listed above have been verified by the manufacturer. However, values may vary slightly after the system leaves the manufacturing facility and may change over time with regular use. For optimal performance and safety, it is recommended to have your system recertified every 2,000 uses or 60,000 minutes of operation. Adverse environmental factors may reduce the life and efficiency of your device IE: Exposure to extreme heat or cold, moist environments, drops, spills, excessive vibration, extended UV exposure, misuse and other causes.

Operating Environment

The LIGHTWAVE™ system is designed for indoor, temperature-controlled environments. For safe and reliable operation, ensure the ambient room temperature is maintained between 10°C to 28°C (50°F to 82°F).

Please treat the system with the same care as you would a sensitive electronic device, such as a computer. Excessive humidity, moisture, or salt air (commonly found in coastal environments) may lead to premature system failure, which is not covered under warranty. In such environments, it is strongly recommended to use a dehumidifier or climate control system to protect the unit. The recommended relative humidity range is 30% to 85%.

Storage

The Main Unit may be shipped in a custom case or packaging and sealed in an anti-static bag. These materials should be retained for future transport or servicing. Failure to use the original packaging may result in damage during shipping and could incur additional material and handling charges. When storing the system avoid placing strain on the LED cable. Do not stretch it beyond its intended length, or kink/constrict it in any way. Clean the LED panel and accessory pads after each use. Store the panel, pad sets, and Main Unit in a dry, dust-free environment to maintain long-term performance. Detailed cleaning instructions are provided in the next section).

User Maintenance and Cleaning Guidelines

- Before cleaning, always power off and unplug the LIGHTWAVE™ system.
- Never clean the system while it is powered ON.
- Apply cleaning solution to a cloth first. Do not spray or pour liquid directly onto the device.
- Do not use baby wipes. Their ingredients can corrode internal components over time.
- If the panel or pad sets come into contact with skin or contaminants, clean them with alcohol-based antibacterial wipes or swabs to reduce the risk of cross-contamination.

Safety Warnings

General Warnings:

The following safety instructions apply to the operation of your LIGHTWAVE™ equipment. While this list covers many important precautions, be sure to review all safety guidelines in this manual and those located directly on the equipment.

- **Read this manual and all safety labels in their entirety before operating.**

- **Do not operate the LIGHTWAVE™ system near water. If any liquid is spilled on or near the equipment, stop use immediately, power off the system, and contact LIGHTWAVE™ at 1-866-999-6954.**

- **Keep the system away from flammable liquids or gases. Operating near volatile substances increases the risk of fire or explosion.**

- **Do not restrict airflow to the panel or accessory pads. Avoid lying directly on top of them, and always maintain a minimum of ½ inch of clearance between the treatment surface and device to allow proper ventilation.**

- **Discontinue use immediately if any cables or cords show exposed wiring.**

- **Use only the original power cord and cables provided with your LIGHTWAVE™ system.**

- **NEVER attempt to open the Main Unit or LED Panel. Doing so may result in electrical shock, will void your warranty, and may cause permanent system damage.**

- **As with any electronic device, use common sense. If you are ever uncertain or have questions about safe operation, discontinue use and contact support.**

SAFETY CAUTION – EYES:

The LIGHTWAVE™ system is classified as a Class 2 device, meaning it emits low-powered light at specific wavelengths and is not capable of causing eye injury under normal operating conditions.

However, the FDA regulates light exposure through standards known as Maximum Permissible Exposure (MPEs). In some cases, LIGHTWAVE's light output may exceed recommended MPE levels in the visible spectrum. Therefore, strict adherence to the following eye safety guidelines is required during operation:

- **THE GOGGLES PROVIDED WITH THE LIGHTWAVE™ EQUIPMENT ARE TO BE WORN BY THE PERSON BEING TREATED AT ALL TIMES WHEN PERFORMING TREATMENTS IN THE FACIAL REGION.**



NOTE*: *LIGHTWAVE does offer Metal (full) Block Out eye protection for higher level of protection and increase patient comfort.



- **IN ADDITION TO USING THE GOGGLES PROVIDED BY LIGHTWAVE™, WE STRONGLY RECOMMEND THE USE OF DISPOSABLE LED EYE AIDS.**

- **WHEN TREATING OTHER AREAS OF THE BODY (FACE EXCLUDED), LIGHTWAVE™ RECOMMENDS THAT THE PATIENT CLOSE THEIR EYES FOR THE ENTIRE DURATION OF THE TREATMENT.**

- **The operator is not exposed to direct illumination and maximum permissible exposure times are therefore much longer. For complete safety the operator should also wear tinted glasses (PTL Part Number EL1383) or similar eye wear.**

Contraindications:

Certain medical conditions and medications may cause increased sensitivity to light. While the following list includes the most common contraindications, it is not exhaustive. It is your responsibility as the operator to review all current medications and medical conditions with your client before proceeding with treatment.

- Acute or Cutaneous Porphyria
- Lupus Erythematosus
- Thyroid Problems
- Photophobia
- Exogenous Eczema
- Epilepsy and Seizures
- Hypomelanism (albinism)
- Skin Cancer
- Migraines
- Heart trouble/pacemaker
- Asthma
- Diabetes
- Eye disease/retinal abnormalities
- Blood thinners
- Pregnancy

Photosensitizing Medications: The following medications are known to cause light sensitivity and may increase the risk of adverse skin reactions. If your client is taking any of these, it is recommended that the medication be discontinued for at least one week prior to treatment.

IMPORTANT: Clients must consult their physician before stopping any prescribed medications or undergoing treatment while still taking them or any other photosensitive medications.

- **Acne: Oral Isotretinoin** (Accutane®, Accure®, Aknenormin®, Amnesteem®, Ciscutan®, Claravis®, Isohexal®, Isotroin®, Oratane®, Sotret®, Roaccutane®)
- **Topical Isotretinoin** (Isotrex®, Isotrexin®)
- **Anti-Arrhythmic: Amiodarone** (Pacerone® Cordarone® Aratac®).
- **Chlorpromazine** (Thorazine®, Chloramead®, Chlordryprom®, Chlor® Promanyl®, Largactil®, Promapar®, Promosol®, Terpium®, Sonazine®)
- **Antibiotics: Tetracycline** (Helidac®, Terra-Cortril®, Terramycin®, Sumycin®, Actisite®,
- Bristacycline®, Actisite®, Tetrex®, Doxycycline®, Ciprofloxacin®)
- **Norfloxacin** (Noroxin®, Quinabic®, Janacin®)
- **Ofloxacin** (floxin®, Oxaldin®, Tarivid®)
- **Nalidixic acid** (NegGam®, Wintomylon®)
- **Ciprofloxacin** (Cipro®, Ciproxin®, Ciprobay®)
- **Minocycline** (Minomycin®, Minocin®, Arestin®, Akamin®, Aknemin®, Solodyn®, Dynacin®, Sebomin®)
- **Oxytetracycline, Demeclocycline, Lymecycline**
- **Anti-Fungal:** Griseofulvin (Grifulvin®)
- **Anti-Psychotic:** Haloperidol (Haldol®)
- **Trifluoperazine** (Stelazine®, Clnazine®, Novoflurazine®, Pentazine®, Solazine®, Terfluzine®, Triflurin®, Tripazine®)
- **Cancer:** Methotrexate (MTX®, Aminopterin®, Ledertrexate®)
- **Arthritis:** Auranofin (Ridaura®)-If a patient is taking this medication; they are not a candidate for light therapy.

The medications listed above are among the most commonly associated with photosensitivity; ***however, this is not an exhaustive list****. Certain herbal supplements and over-the-counter products including Psoralen and Methoxsalen can also increase sensitivity to light. It is essential that clients disclose all medications, supplements, and herbs they are currently taking prior to receiving any treatment. This helps ensure their safety and the effectiveness of the therapy.*

Operating Instructions

Set-Up the Main Unit:

***NOTE**: List of items needed: Main Unit, power cord and surge protector.*

1. Place the LIGHTWAVE™ Main Unit (MU) on a stable, flat surface or on the top tray of the LIGHTWAVE™ workstation stand.
2. Insert the female end of the power cord into the power port located on the back of the Main Unit.
3. Plug the male connector of the power cord into the surge protector.
4. Plug the surge protector into a standard 110v electrical wall outlet.
5. Push the on/ off switch on the back of the Main Unit to the "**on (-)"** position to power on Main Unit.



FIG 01: All Main Units are equipped with a built-in protection fuse located near the on/off switch on the back of the MU.

***CAUTION**: Always disconnect power before accessing fuse.*

Power On & Off and Login Instructions:

Power Up (Turn on) your system: First, turn the main power switch on the back of the system has been toggled to the "on" position as shown above. Once this is done, the system will power up and begin to boot automatically. It is normal for the screen to flicker and/or different screens to appear during this process.

Shut down (Turn off) your system: IMPORTANT: To properly power down or shut off your system you must follow these instructions. Failure to do so may cause software issue or corruption which may cause your system failure (not reboot or receive error).

1. If logged in, log off by pressing power button to get to the "login" screen.
2. On the login screen press the power button once more:
3. You will be prompted to do the 1 of the following:
    a. Shutdown
    b. Restart
    c. Cancel
4. Press "Shutdown" and allow 5 seconds for the software to properly turn off.
5. It is now safe to turn off main power switch on the back of the system.

Login:

Below is a general overview and illustrations of what you may see during startup and login. This section is designed to assist users who may be unfamiliar with the equipment or need help troubleshooting.

1. After powering on, the system will display the **Login** screen.
2. Simply **touch the Login button** and enter your numeric login PIN code.
    - Default Admin PIN: **1111**
    - Standard User PIN: **1234**
3. These PIN codes can be changed later in the **Settings Menu**.

***NOTE**: If you run into any error(s) or difficulties during this process, it is recommended that you shut down (turn off) the unit, disconnect the power cord and let it sit for at least 1 minute. After which you can retry the booting procedure again. If you encounter the same issue, please contact LIGHTWAVE™ technical support staff at 866.999.6954 for further guidance.*



FIG 02: Main Unit powered off.



FIG 03: Main Unit boot completed and waiting for log in. Press/touch the "Login" button and the keypad opens.

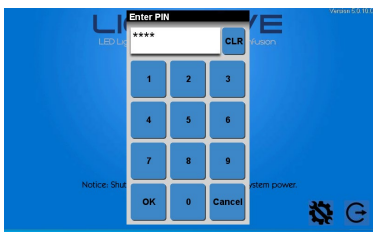


FIG 04: At this point you can enter your code and touch "ok". Default admin key is 1111 and user key is 1234.



FIG 05: You have successfully booted and logged into your Main Unit. The system is now ready to use and waiting for an authorized LED array/accessory to be plugged into socket.

Connect a Device Accessory:

Once the LIGHTWAVE™ Main Unit has been set up, powered on, and you have successfully logged in, you are ready to connect the LED panel and/or accessory pad sets.

Steps to Connect:

1. **Locate the Accessory Cable**
   Each LED panel or accessory pad comes with a cable and connector plug at the end.

2. **Identify the RED Dot**
   Each connector is designed to fit in only one orientation. Find the **RED** dot located on the collar of the connector. This **RED** dot should be facing upward when connecting to the Main Unit.

3. **Insert the Connector**
   Align the connector properly with the device socket on the Main Unit. Gently insert it until it is fully seated. You will feel and hear a slight click when it is connected correctly.

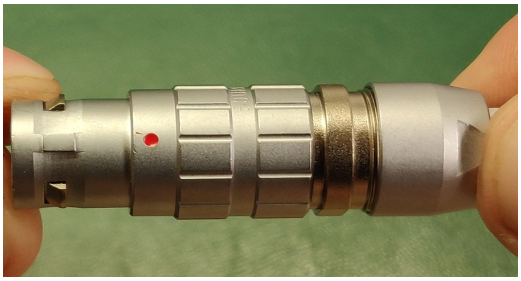


FIG 06: Device Connector "RED" dot

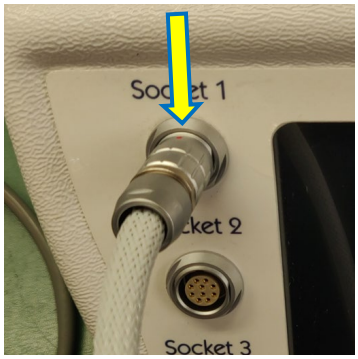


FIG 07: Connector being inserted into MU Socket

System Detection and Activation:

After connecting an accessory device (such as an LED panel or accessory pads), the LIGHTWAVE™ Main Unit will automatically detect the connected component.

Once the device is plugged in, the screen will update to display the device type in the top left corner of the screen.

At this point, the LIGHTWAVE™ system is active and ready for operation.



FIG 08: Main unit powered on, connected, and active.

NOTE: The system can be started with the device(s) connected to the main unit. It is not necessary to unplug the sockets in-between uses or during power cycling.

Navigate, Select and Run Treatment Programs:

Once a device is connected properly, the LIGHTWAVE™ Main Unit will confirm the connection by displaying the **active socket(s)** along the left side of the screen. Each active socket is outlined in a **dark gray box**, indicating which port is currently in use.



FIG 09: MU active program/protocol screen.

To browse through available treatment programs, touch the **Prev** or **Next** button on the right side of the screen shown above.

Once you have located the desired program, touch the **Start** button located at the bottom of the screen. This will begin the treatment session and activate the connected accessory device. The session will run until it is completed or is manually cancelled by the operator.

Some protocols can be customized and are marked with an asterisk (*) after the program name. When selecting one of these programs, a secondary window will appear after pressing Start. This window allows for user customization before the session begins.

Refer to **Figure 10** on the next page for a visual example.

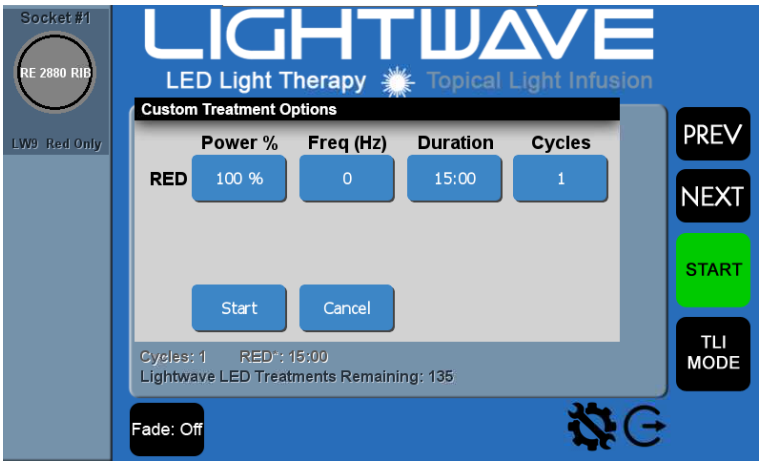


FIG 10: Protocol settings screen.

This screen allows the user to adjust various treatment settings, including power, frequency, duration (minutes), and cycles. To modify any setting, simply tap the value you wish to change, enter the new parameter, and then press **Start** to begin the session.

NOTE: *At any point during the operation of a protocol you may either pause or stop the session.*

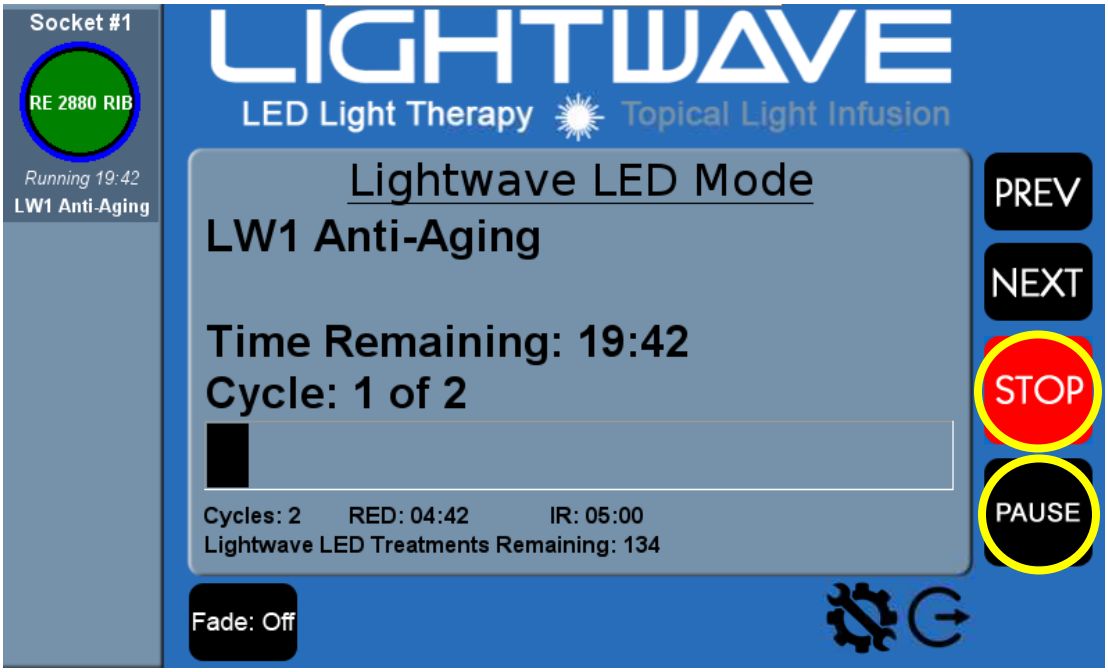


FIG 11: Pause and stop buttons displayed.

NOTE: *The use described above is considered off-label and is not part of the FDA-cleared indications for the LIGHTWAVE™ system. Users should exercise professional judgment and follow all applicable guidelines and regulations when utilizing the device in this manner.*

Perform a Treatment Protocol:

To begin a treatment with any LIGHTWAVE™ system, follow the steps below:

1. **Clean the Treatment Area**
   Ensure the skin is clean and free of makeup, lotions, or other products to allow for proper light penetration.

2. **Apply Eye Protection**
   If the treatment is being performed on or near the face, have the client wear the protective goggles provided with the system.

3. **Position the Device**
   Place the LED panel or accessory pads approximately **one inch** from the treatment area. Ensure the position is comfortable for the client and provides full coverage.

   Caution:
   - Do not place the panel or pads directly on open wounds, sunburned skin, or highly sensitive tissue.
   - Avoid wrapping, sitting on, or restricting airflow around the device.
   - Constricted airflow can lead to increased surface temperature, which may result in skin irritation or discomfort.
   -

4. **Select the Treatment Program**
   Use the **Prev** and **Next** buttons to scroll through the available protocols until the desired program appears on the screen.

5. **Start the Treatment**
   Once the correct program is selected, press the **Start** button to begin the session.

6. **Treatment in Progress**
   The connected LED array or accessory pad will activate and run the selected protocol until the session is complete or manually stopped.

7. **To Pause or Stop a Treatment**
   At any time, you may press the **Pause** button in the socket status display screen to pause or end the treatment session.

Starting Custom Programs:

Customizable treatment protocols allow the operator to modify key session parameters based on specific treatment goals. These programs are identified by an **asterisk (*)** next to the protocol name. Custom settings are not available for all programs.

To Start a Custom Program

Follow **Steps 1 through 3** from the **"Perform a Treatment Protocol"** section, including preparing the treatment area, applying goggles if needed, and positioning the device.

Custom Settings Screen

4. Press the **Start** button. If the selected program is customizable, a **Custom Settings Dialog Box** will appear.

5. In this window, you can adjust the following parameters:

    - **Power** (expressed as a percentage) This setting is only active if Frequency is greater than 0.
    - **Frequency** (in Hertz, range: 0 – 10,000 Hz)
    - **Duration** (treatment time in minutes or seconds)
    - **Cycles** (number of treatment repetitions; default is 1)

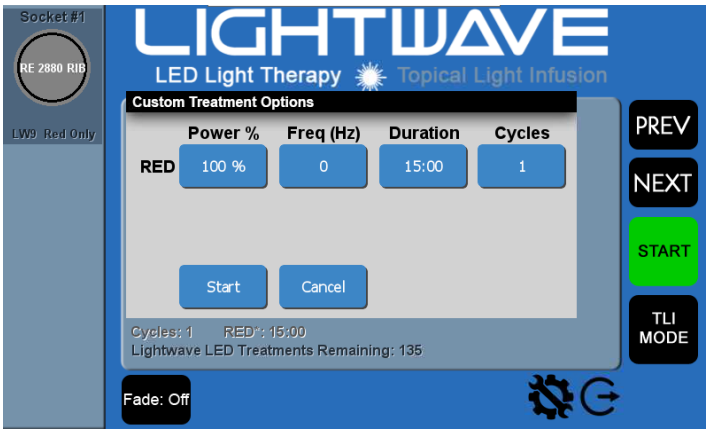


FIG 14: Custom treatment options screen.

6. After entering your desired settings, press **Start** again to begin the customized treatment session. Adjust the settings as desired by touching each area and entering settings.

***NOTE**: The use described above is considered **off-label** and is **not part of the FDA-cleared indications** for the LIGHTWAVE™ system. Users should exercise professional judgment and follow all applicable guidelines and regulations when utilizing the device in this manner.*

System Settings Menu

Accessing the Settings Menu:

The **Settings Menu** allows you to view and modify basic functions of the LIGHTWAVE™ Main Unit. This includes:

- Adding new treatment protocols
- Viewing remaining treatments
- Changing user or admin PIN codes
- Viewing the total number of completed treatments
- Accessing other general (non-critical) system settings



FIG 15: Settings menu.

How to Access the Settings Menu

- Ensure you are **logged in using an Admin PIN** (default is 1111).
- Tap the **Settings** button located at the bottom of the screen next to the **Home** button. *NOTE: The Settings button will only be visible when logged in with Admin access.*

To Exit the Settings Menu

- Press the **Close** button in the lower-left corner of the screen to return to the main program/protocol screen.

Add/View Treatments – Phone:

This function is designed for systems contracted under a payment plan, allowing you to add additional treatment sessions either over the phone or manually via a USB stick. You can also view the number of remaining treatments from the **Settings Menu**. Additionally, the remaining treatments are displayed at the top of the protocol window when an active device is connected.

How to Add/View Treatments

1. From the **Settings** screen, select the **Add Treatments** button. A prompt will appear displaying your **Hardware Number** for the main unit.

Note: This number resets each time you enter or exit this dialog.

2. Contact LIGHTWAVE™ Technical Support at **866.999.6954** and provide them with your Hardware Number.
3. LIGHTWAVE™ Technical Support will guide you through the process of adding treatments.
4. To exit the Add Treatments screen, tap the **Cancel** but



FIG 16: Adding treatment prompt displayed.
Example hardware number shown for example.

Adding Treatments – USB:

1. Log into the main unit with the USB flash drive already plugged into the side of the main unit.
2. Press the **Settings** button located at the bottom of the screen next to the power button (see FIG 17).
3. Click the **Add USB Treatments** button in the bottom left corner (see FIG 18).



FIG 17: Main menu with settings button highlighted.



FIG 18: Settings menu add USB treatments highlighted.

4. A pop-up window will appear (see FIG 19).
5. Press **OK** to continue.



FIG 19: Add USB Treatments.



FIG 20: (Optional) No Lightwave treatments.

6. Next you will need to enter the Admin PIN of your system and press OK. (This is the PIN used to log into the system, by default it will be **1111**).

Change PIN Code:

You can update the PIN codes for both the **Admin** and **User** accounts through the **Settings** menu.

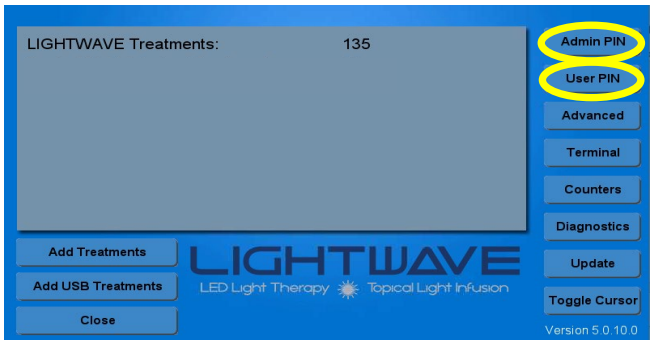


FIG 21: Screen displaying user and admin pin buttons.

1. Log into the system using the **Admin PIN** and open the **Settings** menu.
2. Select the **Admin PIN** button located in the top right corner of the Settings screen. See Figure 21.
3. Enter your current PIN (default is **1111** if this is your first time updating it), then press **Enter**.
4. When prompted, enter a new 4–10 digit PIN code and press **Enter**. If the PIN you choose is already in use, you will be asked to select a different one.
5. Re-enter the new PIN to confirm it and press **Enter** again.

Your Admin PIN has now been successfully updated. Be sure to securely store your new PIN.

⚠ **Important:** If you lose or forget your Admin PIN, LIGHTWAVE™ **may** be able to reset it. However, this is not guaranteed and may require returning the Main Unit for service at your expense.

To Change the User PIN:

1. From **Settings** menu, select the **User PIN** button located near the Admin PIN button.
2. Follow the same steps as above to update the User PIN.

You can also change the “User PIN” by follow the above instructions, but now select the User PIN button near the top right of the settings screen.

Default PIN Codes are as follows:

- **Admin PIN Code** (Login): 1111” – Access all areas of the system
- **User PIN Code** (Login): 1234” – No access to settings, or ability to add treatments.

Updating Software via USB:

To update your LIGHTWAVE™ system software using a USB flash drive, follow these steps:

1. **Insert the USB Drive**
   Plug the USB flash drive into the USB port located on the **upper right side** of the main unit (see FIG 22).

2. **Power On the Main Unit**
   If the unit is not already powered on, turn it on and wait until the **Login screen** appears.

3. **Access the Settings Menu**
   Press the **Settings** button located at the bottom of the screen, next to the **Power** button. A pop-up window will appear (see FIG 23).

4. **Confirm and Update**
   Press **OK** to begin the update process. The system will install the software and **automatically reboot** when finished.



FIG 22: USB outlet for updates.



FIG 23: Program update screen.

Your LIGHTWAVE™ system is now updated with the latest software, ensuring optimal performance, access to the most current features, and improved compatibility with treatment protocols and accessories.

Treatment Protocol Options

LIGHTWAVE™ Treatment Options Overview

Your LIGHTWAVE™ system includes a variety of treatment programs designed to support a wide range of skin and wellness goals. These pre-programmed options use targeted wavelengths of light to help enhance the appearance and overall condition of the skin. Each protocol is optimized to deliver consistent, non-invasive sessions that fit seamlessly into any skincare or wellness routine.

Below is a brief overview of each treatment program available on your system. Options marked with an asterisk (*) can be customized for advanced use. Please refer to the customization section of this manual for guidance.

LW1 – Anti-Aging/Rejuvenation

Designed to support the skin's natural renewal process and promote a more youthful glow. Ideal for those looking to improve the cosmetic appearance of aging skin.

LW2 – Pigmentation/Discoloration

Targets uneven skin tone and visible discoloration. This program is often selected by clients wanting to promote a more radiant, balanced-looking complexion.

LW3 – Scar/Skin Imperfections

This setting is often used to reduce the appearance of slight skin imperfections. Clients may choose this program as part of their regular skin care routine to help improve the overall look and feel of the skin over time.

LW4 – Preventative Care/Wellness

Ideal for clients who want to maintain healthy-looking skin. This program is often recommended as part of a regular skincare or wellness routine to help support the skin's natural function and appearance.

LW5 – Flaccid Skin/Firmness

This protocol is often chosen to refresh and revitalize areas where the skin may appear less defined. Regular use may help enhance the look of skin resilience and overall radiance.

LW6 – Discomfort/Relaxation

A protocol designed for its calming properties and relaxing light delivery.

Customizable Protocols

The following programs allow for manual adjustments of settings such as time, power, frequency, and cycle count. Customizable options are ideal for experienced users who wish to tailor treatments to specific preference. Please note: These customizable protocols are considered off-label uses and should be used with professional discretion.

LW7 – Red/Infrared (IR)*

A combination of Red and Infrared light for full-spectrum support of skin vitality and to improve the appearance of periorbital wrinkles or fine lines around the eyes.

LW8 – Infrared Only*

Focused solely on IR wavelengths, this option is often used for deeper light delivery and general wellness support and provides topical heating to temporarily relieve minor muscle and joint pain and temporarily increase local blood circulation.

LW9 – Red Only*

Targets the skin's surface layers to support a brighter, more energized appearance.

LW10 – Blue/Red (Acne)*

Combines the benefits of calming Blue light with the revitalizing effects of Red light. Often chosen for balancing the look of active skin and for the treatment of dermatological conditions, including mild to moderate acne vulgaris.

LW11 – Blue Only (Acne)*

Blue light is often selected to help reduce the appearance of moderate inflammatory acne vulgaris and related dermatological conditions.

Basic Troubleshooting Guide

Problem	Possible Cause	Action
No Power	Power cable is unplugged.	Connect power cable to a working outlet.
No Power	Surge Protector is not on.	Turn on surge protector.
No Power	Power switch is set to "OFF" position.	Turn switch to "ON" position.
Display is blank	LCD is not working.	Unplug all devices from system and turn power off. Wait 2 minutes and turn on system without any accessories plugged in. If display is blank again call tech support.
"This device requires socket 1"	Device that requires socket 1 was plugged into socket 2 or 3.	Unplug device from socket 2 or 3 and plug into socket 1.
Program/protocols are not available or starting.	Device was not plugged into the main unit correctly.	Ensure that the device is plugged to the system and it is registered in on the "Main Menu" screen.
Left or Right pad set is not turning on.	Faulty connection between the center pad and the left or right pad.	Ensure the connection is secure.
Left or Right pad set is not turning on or is flickering	Cable that connects left or right pad set to the center has become worn or faulty.	Replace cable with extra cable that is included with your initial purchase or contact LIGHTWAVE for replacements.
Displays "Out of Treatments" or asks for a confirmation code.		Call Tech support at 866-999-6954.