



Acne Treatment Light  
Therapy System



DERMATOLOGIST RECOMMENDED

# CLARO

User Guide



Clinically Tested  
Wavelengths





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## CONGRATULATIONS

Congratulations on your new CLARO from Spa Sciences, the next generation in photo light therapy.

Effective, safe, pain-free and easy to use, the CLARO uses not one but two types of light therapy that work synergistically to treat your acne. Blue light eliminates acne causing bacteria and red light calms the inflammation, two of the major causes of acne breakouts. The combination of blue and red light was clinically found to clear mild to moderate inflammatory acne better and faster than either blue light alone or 5% benzoyl peroxide cream<sup>1</sup>. The CLARO will be your best friend in the fight to eliminate acne and prevent future breakouts.



For important information about safety and how to use the device, please read the full Instructions for Use booklet before you use your CLARO for the first time.

If you have any questions or problems with the CLARO, please contact customer service at: [customerservice@spasciences.com](mailto:customerservice@spasciences.com)

<sup>1</sup>Papageorgiou P, Katsambas A, Chu A: Phototherapy with blue (415 nm) and red (660 nm) light in the treatment of acne vulgaris. Br J Dermatol 2000, 142(5):973-8.

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## PACKAGES CONTENTS

The CLARO comes with the following components:

- Rechargeable CLARO™ Device
- Blue Light Treatment Head
- Red Light Treatment Head
- USB Charging Cord
- Pair of Safety Goggles
- Operating Manual
- Built-in Timer and Memory



# BEFORE YOU START

## WHAT IS THE CLARO USED FOR?

The CLARO is indicated for the treatment of mild to moderate inflammatory acne.

Mild acne is generally defined as up to approximately 30 spots which may or may not be inflamed including papules (small bumps with a rough texture) and pustules (inflamed bump filled with white or yellow pus, i.e., pimple).

Moderate acne is generally defined as more numerous spots and pimples (up to approximately 100) with greater inflammation (redness/tenderness).

If you have nodules (solid mass under the skin) or cysts (liquid-filled bag-like structure under the skin), then your acne is more severe. Consult your doctor for the appropriate treatment.

## HOW DOES THE CLARO WORK?

Using the CLARO according to instructions has been proven to result in the destruction of the bacteria causing acne, healing of existing pimples, and the reduction in the appearance of new pimples. Best results can be expected after 2-4 weeks of daily 3-minute treatments.

# IMPORTANT SAFETY INFORMATION



## CONTRAINDICATIONS

Never use this device over any suspicious lesion. Using the device over a lesion can result in delaying the best medical treatment. According to the AAD (American Academy of Dermatology) typical characteristics of potentially auspicious lesions include:

- **Asymmetry:** one half of the abnormal skin area is different than the other half
- **Borders:** irregular borders
- **Color:** varies from one area to another with shades of tan, brown, or black (sometimes white, red, blue)
- **Diameter:** usually (but not always) larger than 6 mm in size (diameter of a pencil eraser)
- **Bleeding:** Any skin growth that bleeds or will not heal

**Do not use** if you have a history of light triggered seizures or migraine headaches.

## WARNINGS

- DO NOT use the CLARO on your eyes or eyelids or stare directly into the lights.
- DO NOT use the CLARO to treat (i) severe nodular or cystic acne or (ii) moles, warts, open sores, cancerous lesions or skin conditions other than mild or moderate acne. See your healthcare professional.
- DO NOT treat any one affected area of the skin more than 6 minutes per day (3 minutes blue light and 3 minutes red light).
- DO NOT share the CLARO with other people as this may result in transferring germs that could cause infection.

- DO NOT allow children to use the CLARO unless under adult supervision.
- DO NOT use the CLARO if it is wet or where the handpiece or power cord while plugged in can come in contact with water.
- Keep the CLARO away from open flame or flammable aerosol products. The CLARO is not suitable for use in the presence of a flammable anesthetic mixture with air or Oxygen or Nitrous Oxide.
- DO NOT use the CLARO if your skin is sensitive to light or you are taking medications that may make you sensitive to light.
- DO NOT USE if you are pregnant.
- Stop using if you feel pain or your skin gets uncomfortably hot. See a healthcare professional if you have skin redness that persists more than 24 hours after treatment.
- DO NOT use the CLARO in the presence of defibrillation as the device is not protected against the high electrical output from defibrillators.
- DO NOT use the CLARO if it is visibly damaged or not functioning properly or attempt to open or repair the CLARO yourself. There are no user serviceable parts. Contact customer service at [customerservice@spasciences.com](mailto:customerservice@spasciences.com).

## PRECAUTIONS

- The CLARO is designed so that the light is only activated when the treatment head is in contact with the skin. However, take additional precautions to protect your eyes by wearing the goggles provided with the device and never shine the light into your eyes or those around you.

- Do not operate the CLARO in the presence of other devices that intentionally emit electromagnetic energy in an unshielded manner, as such devices may affect the CLARO operation (for example, mobile radio frequency communication equipment).
- Do not scratch, mark or otherwise damage the light emitting surface.
- The CLARO is intended for short term operation only.
- Use only the components that come with your CLARO. Use of any other components, particularly any other USB Cord, could cause injury to the user or damage to the equipment.
- The CLARO does not have any user serviceable or replaceable parts. If you should encounter problems with your device, do not attempt any repairs or replacements. Please contact customer service at: [customerservice@spasciences.com](mailto:customerservice@spasciences.com).

## POTENTIAL SIDE EFFECTS

When used according to the instructions, side effects and complications associated with use of the CLARO are rare. However, every cosmetic procedure, including those designed for home use, involve some degree of risk. Therefore, it is important that you understand and accept the risks and complications that can occur with energy-based systems designed for home use. Blue and red light treatments are generally very well-tolerated. Most users sense the moderate heat applied by the device during use, with no further discomfort.

**Minor Skin Discomfort / Skin Redness:** Your skin may become slightly irritated and/or red after using the device. This is a typical and transient phenomenon. If the irritation or redness does not disappear within a few days, please consult a physician or a dermatologist.

# FIRST STEPS

## Getting started

- Unpack the device and all the accessories
- Review the information below, which will tell you how to use your device safely and effectively

## GETTING TO KNOW YOUR CLARO



## HOW TO CHANGE TREATMENT HEADS

The CLARO Comes With 1 Blue and 1 Red LED Light Treatment Head:



Blue and Red Light  
Treatment Heads

To change Treatment Heads:

1. Press the Treatment Head Release Lever at the back of the device and slide out existing Treatment Head.
2. Slide your desired Treatment Head into the slot until it is securely installed with a clicking sound.



## CHARGING THE BATTERY

Your CLARO comes with a partial initial charge from the manufacturer but it is recommended to fully charge the unit before full treatment.

**Initial Charging.** Before your first use, charge CLARO for 12 hours. If you do not use your CLARO for 3+ months, periodically charge for 6 Hours to maintain the battery life. When battery is low, the light will flash red 3 times then auto shut off. Do not use CLARO while charging.

Turn on the Power Button and check the Indicator (green) light. The light will be blinking if the battery needs to be charged. A steady green light means the battery is charged and the device is ready to use.

If the battery needs charging, plug the CLARO into that USB Cord and insert the opposite end of the cord into a wall adapter or computer USB port. The Power Indicator Light will remain lit while charging is in process and will turn off when the battery is fully charged. Unplug the device and USB Cord when finished.

### CAUTIONS:

- Always attach the USB Cord to the CLARO first before inserting into an outlet.
- Charge the battery only when needed (when the Power Indicator Light starts blinking). Premature charging of the battery can cause the Power sensor to malfunction.
- The CLARO cannot be used while charging.



## CONTROLS

The CLARO is simple to use.

- The ON/OFF button turns on the device.
- The power light over the ON/OFF button indicates when the device is ON (steady green light) or when the battery needs charging, the light will flash red 3 times.
- The device will only emit light when the treatment head is in contact with your skin. This is a safety feature to reduce the likelihood of light shining in the eyes and also prolongs the life of the CLARO because the light is only on when delivering treatment.
- When the device is on, but not in contact with the skin, it is in STANDBY mode. The device automatically turns off if not used after 3 minutes in STANDBY mode.
- CLARO comes with a built-in reminder that will beep once every 3 minutes so you move to another treatment area.
- After 3 minutes of treatment use (in contact with skin), 1 beep will sound. Move the treatment head to a new area for another 3 minute treatment cycle. The device will automatically shut off after 12 minutes (4 treatment cycles of 3 minutes).

## PRE-TEST BEFORE USING

Before beginning treatments with the CLARO, test the device on your forearm. This is important to determine whether your skin may be sensitive to the light from the device.

Treat a patch of skin on your forearm or other location not on your face following the step-by-step instructions in the "TREATMENT STEPS" section of this manual. It is normal for your skin to feel warm when using the CLARO, but if you feel pain or your skin gets uncomfortably hot during treatment, stop using the Device.

Following the test, wait 24 hours and look at the treated skin. If you don't see any difference between the treated and untreated skin, you may begin treatments. If you see redness, discoloration or experience discomfort, the CLARO is not for you. Follow the instructions below to obtain a refund.

**30 DAY MONEY BACK GUARANTY.** The CLARO comes with a 30-Day Money Back Guarantee to give you the opportunity to obtain a refund if you are not satisfied with your purchase. If for any reason you are not satisfied with your purchase, you may send your device back within 30 days of delivery date for a full refund or exchange if you made your purchase directly through [spasciences.com](https://spasciences.com), less a \$40 restocking and outbound shipping charge. Contact our Customer Service department at [customerservice@spasciences.com](mailto:customerservice@spasciences.com) within 30 days of receipt of purchase for instructions on how to safely return your Device. Once we receive it and inspect it for damage and missing parts, we will issue you a full refund. If you made your purchase through another website or retailer, please contact them directly to inquire if they have a return policy on this device.

## TREATMENT STEPS

Start by gently washing and drying your skin before starting your treatment. Then begin with the blue light treatment to kill acne causing bacteria followed by the red light treatment to reduce inflammation and facilitate healing.



### EYE SAFETY WARNING:

The CLARO has been designed so that the lights only go on when the Treatment Head is in contact with skin or other surface. DO NOT use the CLARO on your eyes or attempt to look directly at the Head. Goggles are provided with the CLARO your safety and comfort.

- Position the goggles over your eyes.
- Tie the elastic band so that the goggles fit comfortably around your head.

### BLUE LIGHT TREATMENT:

1. Install the Blue Treatment Head into the CLARO.
2. With the treatment head facing away from you, turn the CLARO on by pressing the ON/OFF button. The device will beep once and the green light will come on. The light will activate once you have put the device to your skin..
3. The Treatment Heads contain contact sensors that turn the treatment lights on when you touch the Device to your skin and off when you take the Device away. With the Device in standby mode. Begin your Blue light treatment by gently touching the Treatment Head of the CLARO to your skin, which will turn the treatment lights on.

(Continue next page)

For best results, it is recommended that you treat one affected area for the full 3-minute treatment cycle. The device will beep 2 times after 3 minutes have gone by. Then, move the device to another area and start treatment by touching the Treatment Head face to the new area of skin. Repeat this process until all affected areas have been treated with the blue light.

4. Turn the Device OFF by pressing the ON/OFF button. The Power Indicator Light will go off.

NOTE: It is recommended that you keep the Device in contact with the skin during the entire 3 minutes of treatment. Should the Device be removed from the skin before completion of the 3 minute treatment cycle, the treatment lights will turn off and the Device will return to Standby mode. To continue with treatment, simply touch the Treatment Head to your skin again and the lights will turn on for another three (3) minute treatment cycle.

## RED LIGHT TREATMENT

1. Make sure that the Device power is OFF.
2. Remove the Blue Treatment Head and install the Red Treatment Head following the instructions in "How to Change the Treatment Heads" (page 9).
3. Repeat Steps 2 and 3 above (under Blue Light Treatment) to treat each of the skin areas with up to 3 minutes of Red Light.



**WARNING:** Each affected skin area (for example, on your face) should be treated with a maximum of 3 minutes blue light and 3 minutes red light per day. DO NOT exceed 6 minutes total blue and red light treatment per affected skin area per day.

## WHAT TO EXPECT

During treatment of your acne with the CLARO, it is normal to experience and feel a sensation of warmth in your skin and possibly slight reddening of the skin (mild erythema) in the treatment areas. These are both normal and should disappear within approximately an hour after the treatment is completed.



**WARNING:** Although it is normal for your skin to feel warm when using the CLARO, do not hold the Device in one place long enough for your skin to get hot which could cause injury.

The blue light treatments act to kill the acne causing bacteria in your skin. The red light treatments act to reduce the inflammation that accompanies the acne. It will take some time for the blemishes on your skin to go away, but you should start to notice improvements after 1 to 2 weeks of daily use, and best results are most often achieved after 2.5-4 weeks of daily use. Depending upon the severity of your acne you may choose to use this device for 3-7 days per week. Your results may differ because of differences in the how you use the device, or how your particular acne responds.

## CARE AND MAINTENANCE



**Cleaning:** The CLARO is intended for surface contact with skin and does not require sterilization.

Follow the steps below to clean the treatment head surface after each use:

1. Unplug the USB Cord from the CLARO.
2. Gently rub the treatment head surface using a soft, lint-free cloth that has been moistened with water and a mild, alcohol-free cleaner such as dishwashing liquid. Remove the cleaner by rubbing with a soft, lint-free cloth moistened by water only. Your device is not waterproof. DO NOT submerge the device in water, put the device in the dishwasher or otherwise allow water to enter the device. Should the unit accidentally become submerged, do not attempt to use it. Contact Spa Sciences Customer Service.

**Storage:** When not in use for prolonged periods, store your CLARO in a dry place at a temperature between 32°F and 140°F (0°C to 60°C).

The CLARO does not require any other regular maintenance. If the Device is not working properly, discontinue use and contact Customer Service at [customerservice@spasciences.com](mailto:customerservice@spasciences.com).

## TROUBLESHOOTING

If you have difficulty in operating the CLARO, the Troubleshooting Tips below may help to solve the problem. If you are still having difficulty after following these instructions, please contact Spa Sciences Customer Service at [customerservice@spasciences.com](mailto:customerservice@spasciences.com).

PROBLEM	TRY THIS SOLUTIONS
CLARO does not work	<ul style="list-style-type: none"><li>• Make sure you have pressed the ON/OFF button for at least 3 seconds.</li><li>• Make sure the Treatment Head is securely connected to the handpiece.</li><li>• Charge the battery.</li></ul>
The Light Indicator is off when the CLARO is plugged into the USB Cord and plugged into a power source	<ul style="list-style-type: none"><li>• The battery is fully charged and ready to use. Unplug CLARO from USB Cord and press the ON/OFF button for at least 3 seconds. The red light should turn on.</li><li>• Make sure the CLARO is securely connected to USB Cord.</li><li>• Connect another appliance to the AC outlet to make sure the outlet is "live."</li></ul>
Indicator Light is red but treatment lights are not illuminated	Make sure Treatment Head face is in contact with skin.

PROBLEM	TRY THIS SOLUTIONS
CLARO power turns off on its own	<ul style="list-style-type: none"> <li>• Press the ON/OFF button to reactivate power and put Device in Standby mode..</li> <li>• If the device turns off before 3 minutes, make sure the battery is charged. If the battery does not need charging, wait 5 to 10 minutes for the device to cool and try turning the device back on.</li> </ul>
CLARO light turns off on their own after 3 minutes	<ul style="list-style-type: none"> <li>• Device is working properly if the lights go off after 3 minutes of use (in contact with skin). Press Treatment Head to another location on your skin to re- activate lights for another 3 minutes.</li> <li>• If the lights turn off before 3 minutes, make sure the Treatment Head face is in contact with skin (pressing gently).</li> </ul>
CLARO lights turn on when Treatment Head is not in contact with skin	DO NOT look directly into lights. Press ON/OFF button immediately to turn device off and contact Customer Service.
Treatment Head temperature rises during treatment	It is normal for the Treatment Head to get warm during treatment. If the Treatment Head gets hot too the touch, turn the device off and contact Customer Service.



# TECHNICAL SPECIFICATIONS

## Explanation of Symbols



ATTENTION: Consult accompanying documents



Type BF (Body Floating), intended for contact with the body.  
The device is NOT Type CF – not intended for contact with the heart.



dc voltage



Batteries must not be disposed of in the domestic waste as they contain substances which can be damaging to the environment and health. Please dispose of batteries as directed in your community. DO NOT INCINERATE.

## LIGHT OUTPUT WAVELENGTH:

Red light: 630-660nm

Blue light: 405-420nm

## BATTERY

Ni-MH rechargeable battery, 3.6V 750mAh

## USB

## PHYSICAL

SIZE: 2.5" x 1.4" x 5.7" (6cm x 3cm x 14.5cm)

WEIGHT: 107.1g (6 oz)

## ENVIRONMENTAL CONDITIONS

Operating: 50°F - 104°F (10°C - 40°C); 30% - 85% RH, non-condensing; 860 - 1060 Hpa atm pressure

Transport and Storage: 32°F - 140°F (0°C - 60°C); 10% - 90% RH, non-condensing

## LIMITED WARRANTY

The CLARO comes with a 1-year limited warranty detailed below.

**WHAT IS COVERED?** The 1-year limited warranty covers defects in materials and workmanship in your CLARO ("Product") when it leaves our hands if you purchased it from an authorized reseller or directly from Spa Sciences. Your 1-year limited warranty is valid for you alone, the original purchaser, and cannot be transferred under any circumstances and is not an Uncovered Defect as set forth below ("Covered Defect").

**WHAT IS NOT COVERED?** This limited warranty applies only to Covered Defects.

First, the limited warranty applies only for purchases in the United States or Canada. Further this limited warranty does not cover damage, defects, or failure caused by abuse or misuse of the Product; improper care of the Product; impact or insertion of foreign objects into or on the Product; vandalism; improper storage; improper or incorrectly performed maintenance or repair of the Product; application of harmful chemicals or abrasives to the Product; Acts of God, fire, loss or water; failure to follow manufacturer's instructions; normal wear and tear to the Product; alteration and/or overuse of the Product; as well as any professional or commercial use of the product ("Uncovered Defect").

**HOW LONG DOES THE WARRANTY LAST?** The limited warranty begins on the date of purchase and expires one year from the date of purchase ("warranty period"). In no event is the warranty period tolled or extended—including any period during which the CLARO (or any parts thereof) is in repair or if your CLARO is replaced by Spa Sciences during the warranty period.

**WHAT WILL SPA SCIENCES DO IF YOUR CLARO IS DEFECTIVE DURING THE WARRANTY PERIOD?**

If you discover a Covered Defect in your CLARO before the 1-year warranty period expires, contact Customer Service at [customerservice@spasciences.com](mailto:customerservice@spasciences.com) for assistance.

If we confirm a Covered Defect, we will, at our option, take one of the following actions: (i) replace your CLARO with either a new or a refurbished CLARO that is the same as or similar to the CLARO you purchased; or (ii) repair your CLARO using either new or refurbished parts.

If we determine in our sole discretion that the Product has an Uncovered Defect, we will notify you about the service alternatives that are available on a fee basis. If we find that your CLARO is not defective, we will return your CLARO to you.

All Limited Warranty services must be authorized and performed by Spa Sciences or a service provider authorized by Spa Sciences.

#### WARRANTY LIMITATIONS AND DISCLAIMERS.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, SPA SCIENCES DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. IF APPLICABLE LAW DOES NOT PERMIT THE DISCLAIMER OF IMPLIED WARRANTIES, THEN THE DURATION OF SUCH IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY EXPRESSLY LIMITED TO THE DURATION OF THE EXPRESS LIMITED WARRANTY SET FORTH ABOVE.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL SPA SCIENCES BE LIABLE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL, PUNITIVE, OR INDIRECT DAMAGES BASED UPON BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT PRODUCT LIABILITY, TORT, OR ANY OTHER LEGAL THEORY, DAMAGES ARE LIMITED TO, LOSS OF USE OF THE CLARO, COST OF ANY SUBSTITUTE EQUIPMENT, THE CLAIMS OF THIRD PARTIES, OR DAMAGE TO PROPERTY.

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THIS LIMITATION DOES NOT APPLY TO CLAIMS FOR PERSONAL INJURY CAUSED BY A DEFECT IN THE CLARO SOME STATES DO NOT ALLOW LIMITS ON WARRANTIES, OR ON REMEDIES FOR BREACH IN CERTAIN TRANSACTIONS. IN SUCH STATES, THE LIMITS IN THIS PARAGRAPH AND THE DISCLAIMER OR EXCEPTIONS FROM WARRANTY MAY NOT APPLY.

THESE WARRANTY TERMS, CONDITIONS, AND LIMITATIONS ALLOCATE THE RISKS OF PRODUCT FAILURE BETWEEN SPA SCIENCES AND YOU, THE PURCHASER. THIS ALLOCATION IS RECOGNIZED BY BOTH PARTIES AND IS REFLECTED IN THE PRICE OF THE CLARO. BY USING THE CLARO YOU ACKNOWLEDGE THAT YOU HAVE READ THESE TERMS, CONDITIONS, AND LIMITATIONS, UNDERSTAND THEM, AND ARE BOUND BY THEM.

PRODUCT CHANGES. Spa sciences the right to make changes and improvements to its products without incurring any obligation to incorporate such improvements in products previously sold or to notify you of these changes or improvements.

DISPUTES. The warranty contained herein is governed by the laws of the State of Florida, without regard to principles of conflicts of laws, and applicable United States federal law. The United Nations Convention on Contracts for the International Sale of Goods shall not apply. YOU AGREE TO SUBMIT ANY CLAIM, DISPUTE, OR CONTROVERSY (REGARDLESS OF THE FORM OR TYPE OF ACTION) AGAINST US TO ARBITRATION ADMINISTERED BY THE NATIONAL ARBITRATION FORUM UNDER ITS CODE OF PROCEDURE THEN IN EFFECT (available at <http://www.arb-forum.com> or via telephone at 1-800-474-2371). Except to the extent otherwise required by law, you agree that the arbitration proceedings will take place exclusively where the principal office of Spa Sciences is located at the time of institution of the proceedings.

You may be entitled to file suit under state laws without submitting your claim to arbitration first. Information on arbitration may be obtained from, and a claim may be filed with, the National Arbitration Forum at P.O. Box 50191, Minneapolis, MN 55405-0191 USA.

**TIME FOR FILING CLAIMS.** Any claim for breach of this limited warranty must be commenced within twelve (12) months following the original purchase of the CLARO.

**NO OTHER WARRANTIES.** Unless modified in a writing signed by both parties, these warranty terms, conditions, and limitations are understood to be the complete and exclusive agreement between the parties, superseding all prior agreements and representations, oral or written, and all other communications between the parties relating to the subject matter of these warranty terms. No employee of Spa Sciences or any other party (including without limitation distributors, dealers, and retailers) is authorized to make any warranty in addition to those made herein.

**MISCELLANEOUS.** As used in this contract, "we" and "us" refer to Spa Sciences. "You" refers to the original purchaser of the CLARO. A waiver of strict compliance with any term herein shall not be deemed a continuing waiver or waive any other terms or conditions. We shall be excused from performance to the extent of any delay or inability to perform arising due to weather events, disasters, acts of terror, governmental action or regulation, labor or materials shortages or disputes, or other circumstances not under our control. If any term herein is illegal, invalid, or unenforceable, then such term shall be ignored, but the remaining terms and conditions shall remain in effect.

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For more information, updates, reviews frequently asked  
questions and more visit us on the web at [www.spasciences.com](http://www.spasciences.com)

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